

Docket Number: TC17-053
Subject Matter: First Data Request
Request to: Midcontinent Communications
Request from: South Dakota Public Utilities Commission Staff
Date of Request: 7/17/17
Responses Due: 7/31/17

- 1-1. Refer to Exhibit A. Provide details as to the types of projects completed for the various wire centers.

The Midco projects include network line extensions in each community, updated wiring, fiber builds, and housing developments as cities grow. The projects also included the addition of telephone service in the communities of Selby, Roscoe, Java, Bowdle and Roslyn. Finally, they included purchasing a terminating call manager product for customers to have the ability to block unwanted calls.

- 1-2. Were any network improvement projects for 2016 not completed in 2016? If so, explain why.

No.

- 1-3. Refer to Exhibit B. What are the “planned capital expenditures” that Midco has for 2018 and 2019? Provide specific project details.

Midco will continue line extensions, update wiring and fiber builds when needed as well as maintaining city growth. There are also plans to upgrade the least cost routing platform.

- 1-4. Provide details on the types of complaints noted in section 410 of the Form 481 as well as how the complaints were resolved.

The number of complaints should have reflected 0.1 complaints per 1,000 customers and included six complaints for the following as originally filed:

Long Distance issues	-
Billing / Pricing concerns	3
Lifeline	-
Service quality	1
Technical issues	2

- 1-5. Explain why Midco did not fill out section 711 of the Form 481.

Per USAC guidelines section 710 is not required of CETCs such as Midco. Therefore, the field is unavailable to Midco to complete on the USAC website.

- 1-6. Provide all “.pdf” files referenced in the Form 481 file. Section 510, 610, etc. **Attached**

- 1-7. Confirm that new customers received information about the availability of the Lifeline program within 30 days of receiving service.

Lifeline information is included in the new customer packet sent out within 10 days of installation of all new customers.