

Docket Number: TC17-053
Subject Matter: Second Data Request
Request to: Midcontinent Communications
Request from: South Dakota Public Utilities Commission Staff
Date of Request: 8/3/17
Responses Due: 8/17/17

2-1. Refer to the response to DR 1-4. Explain how each complain was resolved.

Complaint	Resolution
Customer complaint regarding billed a late fee.	Refunded late fee.
Customer cancelled service & wanted additional credit for entire month not partial month.	Explained billing periods. Gave additional courtesy credit.
Contractor disputing construction damage charges.	Provided proof his company was involved with damaging Midco assets.
Customer complaint regarding intermittent phone issues.	Customer's phones locked up after receiving telemarketing calls. Tested multiple times with customer and found phones working without issues.
Customer complaint regarding delay in installing services.	Customer requested services that required construction, which was scheduled for the spring. Construction manager spoke with customer to keep them updated on progress. The mainline installation completion was early and met an installation date of January instead of the spring.
Customer complaint about calls cutting in and out.	Dispatched technician to residence to check Midco equipment. Issue was customer's cordless phone.