

**Docket Number:** TC17-066  
**Subject Matter:** First Data Request - CLEC  
**Request to:** BlueBird Communications SD LLC  
**Request from:** South Dakota Public Utilities Commission Staff  
**Date of Request:** November3, 2017  
**Responses Due:** November17, 2017

1-1. Refer to ARSD 20:10:32:03(1). Provide the applicant's facsimile number and web page address.

**RESPONSE by P. Hardy: a) Fax Number 469-513-0001 b) Webpage bluebirdphone.com**

1-2. Refer to ARSD 20:10:32:03(6). Specifically describe BlueBird Communications LLC's (and its state affiliates) experience providing telecommunications services in South Dakota or in other jurisdictions, including the types of services provided and the dates and nature of the state or federal authorization to provide the services.

**RESPONSE by P. Hardy:**

**Bluebird Communications LLC provides wholesale and retail local and interstate telecommunications services to customers in Kentucky, New York and Wisconsin. Bluebird Communications was approved in Kentucky in docket 5057590 approved on 12/26/2016, in New York in docket 16-01071 and approved on 10/19/16, and Wisconsin in docket 626-NC-100 approved on 3/13/2017.**

1-3. Refer to ARSD 20:10:32:03(7). Provide the names and addresses of BlueBird Communications LLC's state affiliates.

**RESPONSE by P. Hardy:**

**Bluebird Communications LLC  
387 PARK AVE SOUTH 5th Floor  
New York NY 10016**

1-4. Refer to ARSD 20:10:32:03(8) (b). Provide information indicating the time-frame by which the applicant will provide its services.

**RESPONSE by P. Hardy:**

**Upon approval, Bluebird Communications SD LLC will be able to provide service within 90 days from the date of the approval.**

1-5. Refer to ARSD 20:10:32:03(10) (a). Provide resumes for all management personnel who will oversee the proposed local exchange services.

**RESPONSE by P. Hardy:**

**Attached in Exhibit A Management Personal Resumes:**

**Harold Barr - VP of Operations,**

**Brian Shepard -Director of Operations,**

**Ruben De Los Santos - Consulting-Director of Engineering,**

**Anson Malcolm – Consulting-Director of Accounting of Bluebird Communications SD LLC.**

- 1-6. Refer to ARSD 20:10:32:03(10) (b). Provide information regarding policies, personnel, or arrangements made by the applicant which demonstrates the applicant's ability to respond to customer complaints and inquiries promptly and to perform facility and equipment maintenance necessary to ensure compliance with any commission quality of service requirements.

**RESPONSE by P.Hardy:**

**Bluebird Communications – SD LLC customer service personnel are available Monday through Friday from 9am to 5 pm Central Standard Time to handle any customer complaints or inquiries. The customer service number contains a mailbox for after hour's calls that are checked after hours and over the weekend to ensure that any customer issue is handled quickly. If Bluebird Communications SD LLC receives an out of service or quality of service complaint, a representative of the company will open a service ticket with the Incumbent Local Exchange provider in the case of Bluebird Communications SD LLC that would be CenturyLink, who will dispatch repair personnel if the issues in related to local network infrastructure or if the issue is related to Bluebird Communications SD LLC own network the issue will be handled internally.**

**Currently Bluebird Communications SD LLC does not intend to provide residential local exchange service and therefore does not have a toll free number for customer service. Enterprise customers would call the dedicated customer service number or contact their account representative to resolve any issue with service or billing.**

- 1-7. Refer to ARSD 20:10:32:03(11). Provide information explaining how the applicant will provide customers with access to enhanced 911 and operator services.

**RESPONSE by P. Hardy:**

**Both 911 service and operator services are provided through local Inter Connection Agreements with the Incumbent Local Exchange Carrier where available and by Bulk Solutions, LLC an E911 service provider.**

- 1-8. Refer to ARSD 20:10:32:03(14). Provide a description on whether the applicant engages in multilevel marketing and copies of any company brochures used to assist in sale of the services.

**RESPONSE by P. Hardy:**

**Bluebird Communications SD LLC does not engage in any type of multi-level marketing. Any and all company brochures would be specific to the market.**

- 1-9. Refer to ARSD 20:10:32:03(16). Provide a list of the states BlueBird Communications LLC or its state affiliates have been denied registration or certification and the reasons for any such denial. Also, provide whether BlueBird Communications LLC and its state affiliates are in good standing with the appropriate regulatory agency in the states where it is registered or certified and a detailed explanation of why BlueBird Communications LLC or its state affiliate is not in good standing in a given state, if applicable.

**RESPONSE by P. Hardy:**

**Bluebird Communications LLC is approved to operate in Kentucky, New York and Wisconsin and is in good standing with the all regulatory agencies in those states. Bluebird Communications LLC or any affiliates have never been denied registration or certification by any state.**

- 1-10. Refer to ARSD 20:10:32:03(17). Is the contact information provided in item 17 of the application to be used for inquiries made regarding customer complaints and other regulatory matters? Please note that when South Dakota PUC staff tried calling this number, there was no answer and no voice mail to leave a message.

**RESPONSE by P. Hardy:**

**BlueBird Communications, LLC Office phone number –469-513-0000**

- 1-11. Refer to ARSD 20:10:32:03(19). Provide a description of the efforts the applicant shall use to prevent the unauthorized switching of local service customers by the applicant, its employees, or agents.

**RESPONSE by P. Hardy:**

**The majority of Bluebird Communications SD LLC customers are going to be business customers that have signed contracts with the company, so no service will be transferred without a signed agreement in place.**

- 1-12. Refer to ARSD 20:10:32:03(20). Provide the number and nature of complaints filed against BlueBird Communications LLC or its state affiliates with any state or federal commission regarding the act of charging customers for services that have not been ordered.

**RESPONSE by P. Hardy:**

**Neither Bluebird Communications SD LLC nor any of its affiliates have had any state or federal commission complaints regarding charging customers for services that have not been ordered.**

- 1-13. Refer to ARSD 20:10:32:03(21). Provide information concerning how the applicant will make available to any person information concerning the applicant's current rates, terms, and conditions for all of its telecommunications services.

**RESPONSE by P. Hardy:**

**Bluebird Communications SD LLC will file a tariff with the Commission prior to beginning operations detailing its rates per product. Additionally BlueBird Communications LLC will provide a link on its webpage to these rates and tariff.**

- 1-14. Refer to ARSD 20:10:32:03(25). Given the limited number of management personnel and limited variety of skill sets provided in item 10 of the application, provide a detailed report to demonstrate that the applicant has sufficient technical, financial, and managerial capabilities to provide the local exchange service it intends to offer consistent with the requirements of this chapter and other applicable rules and laws.

**RESPONSE by P. Hardy:**

**Attached in Exhibit B Managerial and Technical qualification**

**Attached in CONFIDENTIAL Exhibit C BlueBird Communications SD LLC Financials**