

EXHIBIT C

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As required by ARSD §§ 20:10:32:54(3), 20:10:32:54(4) and 20:10:32:54(5). The Company submits Exhibit C.

Outages

During 2018, the Company had the following Service Outages previously reported to the South Dakota Public Utilities Commission. A copy of each outage as filed is attached.

Number of Service Outages: ■

Unfulfilled Service Requests

During 2018, the Company had the following number of unfulfilled service requests including how the Company attempted to provide service to the potential customer.

Number of Unfulfilled service requests: ■

How the Company attempted to provide service to the potential customer:

Customer Complaints

During 2018, the Company's customer service department received an estimated number of complaints from consumers.

Number of Complaints: ■

West River Cooperative Telephone Company

Record of 2018 Outages

1. 10/16/2018: Approximately [REDACTED] customers lost 911 service for an unknown duration due to an outage originating outside our service territory and not within our network. We became aware of the outage at 8:02 am MST and temporarily rerouted calls to another PSAP. Service was restored at approximately 9:00 am MST until the carrier outside our network resolved the outage.
2. 6/13/2018: A contractor failed to obtain an 811 ticket and cut our fiber optic cable, resulting in the loss of service to [REDACTED] customers for [REDACTED] hours.