

EXHIBIT C

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 in ILEC: 0

Number of Service Outages in CLEC: 3

Outage #1 was an outage caused by a secondary carrier. There were errors on the T-1 links from the carrier which in turn caused the point codes at the STP sites to go down. The point codes were reset to restore service. Preventative action was taken by the upstream carrier on a DS1 circuit where the problem resided and resolved the issue. Over 500 customers were affected.

Outage #2 was an outage caused by a secondary carrier. Errors on the DS1 circuit caused point codes at STP site to go out of service. The point codes were reset to restore services. The upstream carrier identified an issue on a fiber link that carried the DS1 to resolve the issue. Over 500 customers were affected.

Outage #3 was due to a hardware failure. The downstream card was defective which is what caused the outage. The card was removed and replaced and services were restored. Since the new card has been in place, there have not been any further issues associated to this card. Over 500 customers were affected.

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: 0

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

n/a

Customer Complaints

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

Number of Complaints: Clarity received no official complaints filed through the PUC. In the event of an outage, it is typical for our Customer Care Department to receive service-related calls from customers.



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Date:	Ticket#:	Location:	Region:	Node:	CMTS	Month	Start Time:	End Time:	Duration:	Customers	Service Imp
05/15/18	118539	Rapid City	West	non VoIP phones	#N/A	May	5/15/18 22:04	5/15/18 23:30	1:26:00	500+	Voice
05/16/18	118618	Rapid City	West	Phones	#N/A	May	5/16/18 9:15	5/16/18 12:50	3:35:00	500+	Voice
10/25/18	132141	Rapid City	West	N/A	N/A	October	10/25/18 10:33	10/25/18 14:32	3:59:00	500+	Voice

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Outage #2 was an outage caused by a secondary carrier. Errors on the DS1 circuit caused point codes at STP site to go out of service. The point codes were reset to restore services. The upstream carrier identified an issue on a fiber link that carried the DS1 to resolve the issue.

Outage #3 was due to a hardware failure. The downstream card was defective which is what caused the outage. The card was removed and replaced and services were restored. Since the new card has been in place, there have not been any further issues associated to this card.