

## 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**

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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: 1

### **Unfulfilled Service Requests**

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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:

### **Customer Complaints**

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

Number of Complaints: 0

There was one reportable outage in 2018:

1. September 26, 2018, we had 945 customers out of dial tone in the Ethan, Letcher, Tripp and Parkston exchanges. We also had 14 special circuit (T-1's) down.

At that same time, 349 customers were without Internet in Alpena, Tripp, Letcher and Wolsey (AFC). All of these were the result of an OC48 fiber cut by contractors working in the Letcher exchange. Contractors hit two routes which eliminated the normal redundancy built into the network. Outage lasted from 2:20pm to 9:35 pm. PSAP's and media were advised and kept up-to-date throughout the outage.