

EXHIBIT C

SA 391642

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 2019, 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: 3

Unfulfilled Service Requests

During 2019, 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

During 2019, the Company's customer service department received an estimated number of complaints from consumers.

Number of Complaints: 0

Name: Jeff Hove
Company: Alliance Communications
Phone: 6055943411
After Hours Phone: 6055943411
Email: jeffh@alliance.coop
Outage Date: 02/05/19
Outage Time: 6:00 am
Affected Areas: Baltic Crooks Garretson
Number Of Affected Customers: 2100
Type Of Service Affected: 911, Local service, internet
Estimated Restoration Date: 02/05/19
Estimated Restoration Time: 10:00
Comments: Alliance is experiencing a partial ring outage. Engineers are investigating

Name: Shirley Flanagan
Company: Alliance Communications
Phone: 6055943411
After Hours Phone: 6055943411
Email: shirleyf@alliance.coop
Outage Date: 04/14/20
Outage Time: 9:30 AM
Affected Areas: Brandon, Garretson, Valley Sprgs, Oldham, Ramona, Howard, Carthage, Alcester, Hudson, Baltic, Crooks
Number Of Affected Customers: 7052
Type Of Service Affected: 911, phone
Estimated Restoration Date: 04/14/20
Estimated Restoration Time: 10:30 AM
Comments: Voice services down - unable to make any outgoing calls - 911,local,ld - Working to reroute VLANS to another path on the ring

Name: Jeff Hove
Company: Alliance Communications
Phone: 6055943411
After Hours Phone: 6055943411
Email: jeffh@alliance.coop
Outage Date: 09/18/2019
Outage Time: 4:30 pm
Affected Areas: Crooks
Number Of Affected Customers: 500
Type Of Service Affected: 911, Local service, internet
Estimated Restoration Date: 09/18/2019
Estimated Restoration Time: 8:00 pm
Comments: Alliance had a fiber cut and was working on planned fiber cut which caused Alliance to lose redundancy. All services were restored before 8:00pm with a total outage time of less than 3 1/2 hours.