

EXHIBIT C
SA 391405

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: 1

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: 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