

## 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 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

OUTAGES: During 2019, the company had 1 service outage previously reported to the SD PUC.

On April 10, 2019, we had 1663 FTTP customers out of both voice and broadband throughout our entire service area. Impacted service exchanges: included Alpena, Artesian, Ethan, Forestburg, Letcher, Mount Vernon, Parkston, Tripp, Wolsey and Woonsocket. The outage duration was 8 hours and 10 minutes. The outage started with widespread commercial power outages due to storms at customer locations which caused our customer premise equipment to lose power. When commercial power was restored and many of those devices powered back up, they registered with our telephone soft switch. Due to the large number of devices attempting to register, the soft switch enabled a security blacklist, which caused the telephone outage. Once we determined those devices were blacklisted, we whitelisted/enabled them to register. Whitelisting our IP device addresses in the soft switch will assure same issue does not occur again. The cause of the outage was ultimately determined to be a glitch in our soft switch that caused every odd-numbered IP address to be blocked while every even-numbered IP address worked. This resulted in approximately 50% of our subscribers being down during the outage. PSAP's and media were advised throughout the outage until its restoration.

### **Unfulfilled Service Requests**

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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: 7

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

All unfulfilled service requests were due to flood conditions that prohibited our ability to bury facilities. We provided fixed wireless or copper facilities when possible.

### **Customer Complaints**

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During 2019, the Company's customer service department received an estimated

number of complaints from consumers.

Number of Complaints: 0