

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 2020, 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.

[REDACTED]

Unfulfilled Service Requests

During 2020, the Company had the following number of unfulfilled service requests including how the Company attempted to provide service to the potential customer.

[REDACTED]

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

Customer Complaints

During 2020, the Company's customer service department received an estimated number of complaints from consumers.

[REDACTED]

Access Lines and Locations Served

The Company provides local exchange voice services to approximately 3,200 access lines; and broadband service to approximately 4,100 customer locations within its established rural service areas(s), study areas(s) in South Dakota.

Redacted for Public Inspection