

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.

Number of Service Outages: [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.

Number of Unfulfilled service requests: [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.

Number of Complaints: [REDACTED]

Access Lines and Locations Served

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