

Docket Number: TC24-021
Subject Matter: First Data Request
Request to: Santel Communications Cooperative Inc. (Santel or Company)
Request from: South Dakota Public Utilities Commission Staff
Date of Request: July 8, 2024
Responses Due: July 22, 2024

1-3. Refer to Exhibit C. Explain the customer complaint received in 2023 and how Santel remedied the situation.

In January 2023 we received a complaint from a customer who was upset about an electric line that was accidentally cut during a Santel fiber project. The property owner's privately installed line was not registered with SD811 and therefore was not properly located. In this particular case, we shared the cost of repair with the customer and suggested they register their electric line with 811 in the future.

1-4. Explain how Santel plans to spend the Connect SD award received in December 2023.

ConnectSD award is to be directed to eligible one-time investment to construct a FTTP network in portions of rural Clay and Yankton County. The awarded area will be initially built to support up to 1 Gigabit, symmetric Internet service. We will be starting limited construction this fall, expecting to complete by end of 2025.