



Kristie Fiegen, Chairperson
Gary Hanson, Vice Chairman
Chris Nelson, Commissioner

South Dakota

PUBLIC UTILITIES COMMISSION

500 East Capitol Avenue
Pierre, South Dakota 57501-5070
<https://puc.sd.gov>

(605) 773-3201

Consumer Hotline
1-800-332-1782

Email
puc@state.sd.us

September 4, 2024

Patricia Van Gerpen
Executive Director
South Dakota Public Utilities Commission
500 E. Capitol Ave.
Pierre, SD 57501

RE: TC24-032-In the Matter of the Request of Qwest Corporation dba CenturyLink QC for Certification Regarding its Use of Federal Universal Service Support (Study Area: 395145)

Dear Ms. Van Gerpen,

At the August 27, 2024, Commission meeting, Chairperson Fiegen requested additional information on the 112 contacts that the consumer affairs staff has handled in Docket TC24-032. The breakdown of the contacts are as follows:

11 – billing
9 – outage (24+ hours)
2 – Lifeline/Link Up
2 – LNP
69 – Service issues
1 – call completion
1 – payment
1 – slamming
16 – miscellaneous

Thank you,

Amanda M. Reiss

Amanda Reiss
Staff Attorney