Docket Number:	TC24-036	PUBLIC REDACTED
Subject Matter:	Staff's Data Request 1	
Request to:	Clarity Telecom, LLC dba Bluepeak Fiber. (Cla	rity)
Request from:	South Dakota Public Utilities Commission Sta	ff
Date of Request:	08/07/24	
Responses Due:	08/21/24	

1.1. In accordance with ARSD 20:10:32:55, does the company notify the availability of the federal lifeline and link-up assistance programs to each of its existing customers residing in the company's designated service area by written notification provided directly to the existing customer? If so, provide information and documentation of such notification provided to customers?

Response 1.1: In addition to the annual publication in the local newspaper, the company publishes an annual notice via a bill insert. The 2023 bill insert was included with a MN Tap notification, which is evidenced below. The Eastern SD and MN areas are managed as the Sioux Falls area and marketing combined several notices in one bill insert. Below is an edited version removing customer protected information. References to the federal Lifeline Program are highlighted below. The lifeline program is also visible as a resource on our main website page.

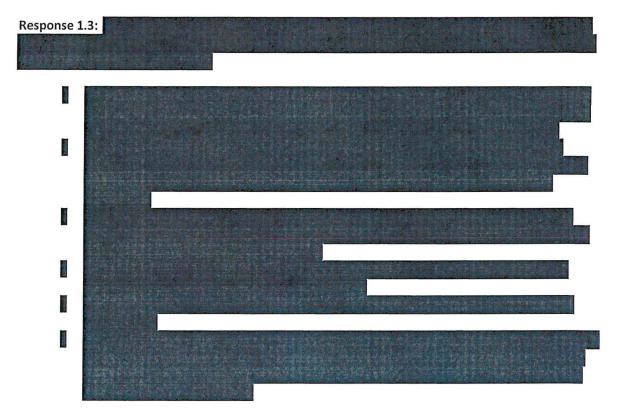
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1.2. Does Clarity provide new customers residing in the carrier's designated service area shall receive written notification of lifeline and link-up assistance programs within 30 days after receiving telecommunications services? How is such notification received?

Response 1.2: Yes, this information is provided in writing to customers on their first billing notice.

1.3. What is the nature of the informal complaints received during 2023? Indicate if the complaints have been resolved and the actions Clarity took to help resolve the complaints.



1.4. In looking at ILEC Five Year Plan maps, it appears that the deployed areas may not fully encapsulate the entire Clarity ILEC Territory. Are there areas near the edges of the exchange boundaries deployed? If not, when is the plan to provide FTTH to those areas?

