

Docket Number: TC25-011
Subject Matter: First Data Request
Request to: Fiber AssetCo LLC
Request from: South Dakota Public Utilities Commission Staff
Date of Request: July 11, 2025
Responses Due: July 25, 2025

- 1-1. Refer to the response to ARSD 20:10:24:02 (10). Provide a description of how the applicant handles customer service matters.

Response: Customers with complaints or inquiries may contact Applicant by phone using its 24/7 toll-free number at 855-913-4237, via email at FiberSupport@crowncastle.com, or by mail to 2000 Corporate Drive, Canonsburg, PA 15317. Customer support will be available twenty-four (24) hours per day, seven (7) days per week to ensure the prompt handling of customer inquiries and complaints.

- 1-2. Refer to the responses to ARSD 20:10:24:02 (14) and ARSD 20:10:32:03 (22). How will the applicant notify customers of any materially adverse change?

Response: Applicant will provide notice to its affected customers of any materially adverse change to any rate, term or condition of any telecommunications service consistent with the terms of their contracts with Applicant and in accordance with applicable law, at least thirty (30) days prior to the effective date of the change.

- 1-3. Refer to the responses to ARSD 20:10:24:02 (17) and ARSD 20:10:32:03 (24). When does the applicant intend to apply for its South Dakota sales tax number? (Note that the application is not considered complete until this is received.)

Response: Applicant's South Dakota sales tax number is 1042-6335-ST.