

Docket Number: TC25-012
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: June 20, 2025
Responses Due: July 7, 2025

- 1-2. Refer to Exhibit C. Explain the customer complaints received in 2024 and how Santel remedied the situations.

In each noted instance, the consumers sought to escalate their complaint by contacting PUC staff. Both were billing or financial in nature.

Complaint #1 was a delinquent balance customer indicating their disagreement to pay for a requested onsite visit by a technician. We offered a payment plan for their past due balances.

Complaint #2 stemmed from property owner's damaged drain tile, not recorded with SD One Call, thus not located prior to underground network construction. Partial settlement was reached with the property owner.