

**2024 SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
TELECOMMUNICATIONS OUTAGE REPORTING & CONTACT INFORMATION**

Outages should be reported to the PUC by emailing specific outage information to [puc@state.sd.us](mailto:puc@state.sd.us). Please provide current contact information to be used by the commission and state emergency operations personnel as necessary in the event of an outage. Please complete this form and return to the PUC by **May 1, 2024**. Email to [brittany.olson@state.sd.us](mailto:brittany.olson@state.sd.us) or [puc@state.sd.us](mailto:puc@state.sd.us) with "Outage Contacts" in the subject line or mail to PUC Outage Contacts, 500 E. Capitol Ave., Pierre, SD 57501-5070.

See applicable South Dakota Administrative Rules:

**20:10:33:27. Reporting requirements when 911 service is disrupted or impaired.** Each local exchange company shall, immediately upon discovery, report to each 911 public safety answering point serving the affected local service areas, to the local area broadcast media serving the affected local service areas, and to the commission pertinent information concerning any specific occurrence or development which disrupts or impairs the local service area's access to the 911 service within a given 911 system. In addition, each local exchange company shall provide the public safety answering point, the local area news media, and the commission with a time estimation on when the repair to the 911 system will be completed and the 911 service restored.

**20:10:33:28. Reporting of service disruption or impairment.** Each local exchange company shall, within one hour of discovery, report to the local area broadcast media serving the affected local serving areas and to the commission, pertinent information concerning any specific occurrence or development which disrupts or impairs the telecommunications service of the smaller of 25 percent or 750 or more customers in a local exchange area for a time period in excess of one hour. Notification is also required for complete switching system failures, isolation of remote switching modules from their host, or major service disruptions due to interoffice failures.

<b>COMPANY INFORMATION</b>			
Company name:			
Phone:		Toll-free:	
Address:			
City:		State:	ZIP Code:
<b>CONTACT INFORMATION</b>			
<b>Primary contact:</b>			
Title:			
Business Phone:		Cell Phone:	
After Hours Phone:		Describe: Home    Call Center    Other	
Email:			
<b>Emergency contact:</b>			
Title:			
Business Phone:		Cell Phone:	
After Hours Phone:		Describe: Home    Call Center    Other	
Email:			
<b>Consumer contact:</b>			
Title:			
Business Phone:		Cell Phone:	
After Hours Phone:		Describe: Home    Call Center    Other	
Email:			