

Docket Number: TC15-069
Subject Matter: First Data Request
Request to: Qwest Corporation dba CenturyLink QC and Dex Media, Inc.
Request from: South Dakota Public Utilities Commission Staff
Date of Request: November 24, 2015
Responses Due: December 11, 2015

1-10. How is the information required in ARSD 20:10:06:03 and SDCL 49-31-107 provided to customers without internet access?

RESPONSE:

Currently in South Dakota, paper directories are delivered to all customers of CenturyLink in what is called "saturation delivery." Internet access is not needed to access the information. Where Dex Media has moved to residential white pages on request delivery in other states, it has generally published information such as that required in ARSD 20:10:06:03 and SDCL 49-31-107 in the print directory, which included business white pages as well as classified yellow page listings and which have continued to be distributed on a saturation basis. When Dex Media transitions away from saturation delivery of paper directories, which is expected to be a gradual process, it plans to provide paper directories upon request to those customers of CenturyLink who desire access to the information contained in the directories, such as consumers who do not have Internet access. This process will remain in effect for an indeterminate number of years; until the number of requests are too few to sustain the costs to produce print directories.

Customers can also obtain the information from most public libraries, either in print or from publicly available Internet terminals, as well as by calling the PUC for state-specific information, or the FCC or the FTC for information on the national "Do-Not-Call Registry."