

Docket Number: TC20-024
Subject Matter: First Data Request
Request to: RC Technologies
Request from: South Dakota Public Utilities Commission Staff
Date of Request: August 5, 2020
Responses Due: August 19, 2020

Public-Redacted

1-1. In regard to Exhibit A – Progress Report, provide the following:

- a. How the universal service support was used to improve service quality, signal quality, coverage, and capacity.

Response: Universal Service funds are to assist telephone companies with the cost to maintain items needed to provide services to customers. We have used ours to improve circuit equipment, fiber equipment, CPE equipment, all which allows us to improve the quality of service to our customers.

- b. An explanation regarding any network improvement targets that were not met, if applicable.

Response: Company is currently making progress with goals of fiber projects. [REDACTED]

- c. Maps detailing progress towards meeting plan targets.

Response: Maps are not readily available, see above question on exchanges. [REDACTED]