

IN THE COMPLAINT FILED BEFORE THE SD PUBLIC UTILITIES COMMISSION

RE: Docket TC20-061 – In the matter for an order to show cause against National Access Long Distance

On December 17, 2020, the SD Public Utilities Commission file an order to show cause against National Access Long Distance for failure to respond to emails where a complaint was filed by a consumer. On January 4, 2021, the Commission granted the Order to Show Cause.

National Access Long Distance, Inc. (National Access) recognizes it is ultimately responsible for regulatory compliance and apologizes for the negligence of its vendor, RTC Associates, LLC to respond to emails from the Consumer Affairs Program of the SD Public Utilities Commission.

RTC Associates failed to respond to emails sent by Ms. Gregg, Consumer Affairs Manager, SD Public Utilities Commission on 9/30/2020, 10/07/2020, 11/23/2020 and Mr. Kenny Perkins, Sr., failed to respond to and return calls to Ms. Kristen Edwards, Staff Attorney, SD Public Utilities Commission on 10/14/2020 or respond to Ms. Edwards email on 12/01/2020.

National Access has reviewed this matter with its Vendor, RTC Associates, LLC and we are less than satisfied with their effectiveness and apologize that complaints about National Access were not handled in timely and effective matter.

National Access takes this matter seriously and has begun to evaluate the effectiveness of RTC Associates, LLC as our vendor.

National Access is committed to correct the communication issues that were experiences by the SD Public Utilities Commission staff. While we evaluate the effectiveness of our vender, going forward consumer issues will be handled follows:

- National Access will require a single point of contact at the Vendor. She is Lara Purcell <lpurcell@rtcteam.net> ; 678.436.5590 Ext. 311
- Ms. Alisha Bennett, Compliance Manager for NALD and its service provider Back Office Support Systems, should be cc'd on all complaints and she will

follow up with our vendor to ensure complaints are handled in a timely manner

- Weekly meetings will be held with our vendor to review the status of issues

National Access apologizes to the SD Public Utilities Commission and staff for the handling of the complaint that was filed. We understand and take full responsibility for the failure of our vendor and have agreed to pay a \$1,000 fine to the Commission for failing to respond.

We hope the Commission approves our plan and accepts our apologies.

Alisha Bennett

Compliance Manager for NALD / Back Office Support Systems