

From: [Edwards, Kristen](#)
To: ["info@na-ld.com"](mailto:info@na-ld.com); ["kperkins@rtcteam.net"](mailto:kperkins@rtcteam.net)
Cc: Gregg, Deb; nald@rtcteam.net
Subject: RE: Message from the SD Public Utilities Commission ***FORMAL COMPLAINT PENDING***
Date: Tuesday, December 1, 2020 1:40:00 PM

Good afternoon,

Having received no response from the company after several attempts by email and phone, at this point it is our intent to proceed with a formal complaint in order to take action, including possible revocation of the Certificate of Authority of National Access Long Distance.

Sincerely,

Kristen N. Edwards
Staff Attorney
South Dakota Public Utilities Commission
500 East Capitol Avenue, Pierre, SD 57501
(605) 773-3201 | kristen.edwards@state.sd.us



[PUBLIC UTILITIES COMMISSION](#)

From: Gregg, Deb <Deb.Gregg@state.sd.us>
Sent: Monday, November 23, 2020 9:47 AM
To: 'info@na-ld.com' <info@na-ld.com>
Cc: 'kperkins@rtcteam.net' <kperkins@rtcteam.net>; Edwards, Kristen <Kristen.Edwards@state.sd.us>
Subject: FW: Message from the SD Public Utilities Commission ***FORMAL COMPLAINT PENDING***

If a response to resolve this complaint is not received by the close of business on Tuesday, November 24, 2020; we will proceed to a formal complaint in front of the South Dakota Public Utilities Commission.

Deb Gregg, Consumer Affairs Manager
SD Public Utilities Commission

From: Gregg, Deb
Sent: Wednesday, October 7, 2020 4:37 PM
To: info@na-ld.com
Cc: kperkins@rtcteam.net
Subject: FW: Message from the SD Public Utilities Commission
Importance: High

Good afternoon,

Please provide me with an update on the status of this complaint.

Deb Gregg, Consumer Affairs Manager
SD Public Utilities Commission

From: Gregg, Deb
Sent: Wednesday, September 30, 2020 11:58 AM
To: info@na-ld.com
Subject: Message from the SD Public Utilities Commission

RE: [REDACTED]
[REDACTED]
[REDACTED]

Contact: [REDACTED]
[REDACTED]

Ms. [REDACTED] contacted our office seeking information about the telephone billing she received from National Access Long Distance. According to Ms. [REDACTED] a phone is not even listed under [REDACTED]'s name. Please review the attached copy of the billing and provide me information about these charges.

I look forward to your reply.

Deb Gregg, Consumer Affairs Manager
SD Public Utilities Commission
<https://puc.sd.gov/>