

South Dakota Public Utilities Commission
AirVoice Supplemental Information
April 30, 2024

EXHIBIT 3

BBB Complaint Information

With regard to Better Business Bureau (“BBB”) complaints identified by the Commission at the AirVoice hearing on September 27, 2022, AirVoice received confirmation by the BBB on November 29, 2023 after extensive investigation that the BBB complaints in question were never remitted to AirVoice as a result of a false company profile created by an undisclosed individual located in Kentucky with a branch of the BBB in California. As a result of the false profile, AirVoice did not receive notice of the complaints; even if AirVoice had received notice, it would not have been able to submit responses addressing complaints. This issue has since been resolved and AirVoice remits timely resolutions and responses to BBB complaints received.

According to the BBB explanation provided to AirVoice on November 29, 2023, an entity’s public BBB profile or account (hereinafter referred to as “BBB report”) can be created by any individual that (1) makes a complaint, (2) submits a review of the entity, or (3) by submitting three or more inquiries. Creating a BBB report for an entity does not necessarily involve any company or employee. In other words, any individual can effectively create a BBB report and false profile of an entity. In the instant case, the individual created a BBB report for AirTalk Wireless with an incorrect mailing address in California. That complaint was then mailed to the incorrect address. Consumers select BBB reports for entities by choosing a dropdown menu option without checking for the correct contact information. As more consumers selected the incorrect BBB report created by the individual, more complaints were then sent to the incorrect address in California and were never remitted to AirVoice for responses. The BBB stated that the BBB is unaware of false profiles and BBB reports until an entity informs the BBB directly. Despite having never received the complaints in question, AirVoice elected to address and respond to all BBB complaints. The BBB has since removed the false profile and BBB report for AirVoice. AirVoice continues to diligently respond to consumer complaints.