

**20:10:32:54. Certification requirements.** In its annual certification filing, each eligible telecommunications carrier shall provide the following information, on a calendar year basis, to the commission:

- (1) A two-year service quality improvement plan as described in § 20:10:32:43.02;
- (2) A progress report on its previously filed two-year service quality improvement plan, including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, signal quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled. The information shall be submitted at the wire center level;
- (3) Detailed information on any outage, as that term is defined in 47 C.F.R. § 4.5 (January 1, 2006), of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes if the outage affected at least ten percent of the end users served in a designated service area, or a 911 special facility, as defined in 47 C.F.R. § 4.5(e) (January 1, 2006). Information on the outage must include:
  - (a) The date and time of onset of the outage;
  - (b) A brief description of the outage and its resolution;
  - (c) The particular services affected;
  - (d) The geographic areas affected by the outage;
  - (e) The steps taken to prevent a similar situation in the future; and
  - (f) The number of customers affected;
- (4) The number of requests for service from potential customers within the eligible telecommunications carrier's service areas that were unfulfilled during the past year. The carrier shall also detail how it attempted to provide service to those potential customers, as set forth in § 20:10:32:43.01;
- (5) The number of complaints the eligible telecommunications carrier's complaint department has received from consumers for the previous calendar year;
- (6) Certification that it is complying with applicable service quality standards and consumer protection rules;
- (7) Certification that the eligible telecommunications carrier is able to function in emergency situations as set forth in § 20:10:32:43.03;
- (8) Certification that the eligible telecommunications carrier is offering a local usage plan comparable to that offered by the incumbent local exchange carrier in the relevant service areas; and

(9) Certification that the eligible telecommunications carrier acknowledges that it will be able to provide equal access to long distance carriers in the event that no other eligible telecommunications carrier is providing equal access within the service area.

**Source:** 32 SDR 231, effective July 10, 2006; 34 SDR 67, effective September 11, 2007.

**General Authority:** SDCL 49-31-76, 49-31-77, 49-31-81.

**Law Implemented:** SDCL 49-31-3, 49-31-78.

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