

## **EXHIBITS**

### **RCC Request for Certification 2012**

|         |     |                                                                        |
|---------|-----|------------------------------------------------------------------------|
| Exhibit | A   | 2011 Service Improvement Plan Progress Report/Update –<br>CONFIDENTIAL |
| Exhibit | B-1 | 2012 Service Improvement Plan – CONFIDENTIAL                           |
|         | B-2 | 2011 Coverage Map - CONFIDENTIAL                                       |
|         | B-3 | 2012 and 2013 Projected Support - CONFIDENTIAL                         |
| Exhibit | C   | 2011 ETC Outage Report – CONFIDENTIAL                                  |
| Exhibit | D   | 2011 Requests for Service Report                                       |
| Exhibit | E   | 2011 Consumer Complaints Report – CONFIDENTIAL                         |
| Exhibit | F-1 | 2011 Lifeline and Link Up Advertising/Outreach Efforts                 |
|         | F-2 | South Dakota Lifeline Newspaper Ad                                     |
|         | F-3 | South Dakota Lifeline Brochure                                         |
|         | F-4 | South Dakota Billing Message                                           |
|         | F-5 | South Dakota Billing Message - Newly Activated Customers               |