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Vice Chairman Chris Nelson  
Public Utilities Commission  
Capitol Building, 1st floor  
500 E. Capitol Ave.  
Pierre, SD 57501-5070

January 21<sup>st</sup>, 2013

**Subject: Poor telephone service**

Dear Vice Chairman Nelson,

Tower Systems, Inc. respectfully requests your continued assistance in solving the problem of poor telephone service that we, along with many businesses, are faced with. We are quite aware that the problem is not easily solved, so we ask that you persist in finding a solution.

Tower Systems, Inc. relies very heavily on long distance phone service, and specifically, receiving telephone calls from existing and potential customers in other parts of country and world. When their calls to us are not answered, dropped, or mishandled, it reflects quite poorly on us as a business, and their confidence in us as a competent contractor is immediately diminished.

In fact, a recent experience will highlight my frustration. The U.S. Department of State attempted to call me about an urgent communications project at an embassy in Africa. As I awaited the call, and the State Department repeatedly attempted to reach me, their confidence in my company was devalued. Continued attempted calls from Africa were not connected. It was of little worth for me to give excuses about "poor telephone service in rural America."

Other similar phone problems happen several times a week. If a customer in Texas dials our number and hears the phone ring and ring with no answer, they question our business hours, and worse, my ability to run a business. If customers do indeed connect, but the calls are dropped immediately after my receptionists answer, they question the competence of my staff. If one of my crews has an emergency in the field, and they cannot rapidly contact me for support, it is not only a business concern but a safety and health concern. Sir, please help us find a solution to these problems.

I genuinely thank you for your help.

Chuck Erickson  
Vice President  
Tower Systems, Inc.

INTEGRITY SERVICE SAFETY

