

April 5, 2006

Mary Lohnes  
Midcontinent Communications  
5001 W 41 ST  
Sioux Falls, SD 57106

Dear Mary,

The recent increase in LSR's is causing a significant strain on our customer service department. In order to process the LSR's in a timely and accurate manner, we are requesting that the LSR's be limited to fifteen (15) per day. This limit will be effective beginning April 10, 2006.

As you are aware our office hours are Monday through Friday from 8 a.m. to 5 p.m. LSR's received on Saturday and Sunday would be considered as received on Monday.

I appreciate your cooperation in sharing the limitations with your personnel. We have a significant backlog of orders pending that our staff is working on currently.

Sincerely,

Kathy Greenwood  
Finance & Accounting Manager



## Zachary E. Pelham

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**From:** Mary Lohnes <mary\_lohnes@mmi.net>  
**Sent:** Tuesday, April 03, 2012 11:19 AM  
**To:** Zachary E. Pelham  
**Subject:** FW: Williston LSR's  
**Attachments:** Midco-Mary-15 limit.doc

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**From:** Kathy Greenwood [<mailto:2kathyg@nemontel.net>]  
**Sent:** Thursday, April 06, 2006 4:35 AM  
**To:** [mary\\_lohnes@mmi.net](mailto:mary_lohnes@mmi.net)  
**Cc:** Richardson Jodie; Hanson Shawn  
**Subject:** Williston LSR's

Mary—Attached is a copy of a letter I have sent via snail mail today. I wanted you to have a heads up as soon as possible. The current level of activity cannot reasonably be processed by our customer service department.

Kathy

Kathy P. Greenwood  
Finance and Accounting Manager  
Phone: 406-783-2229  
Fax: 406-783-5283

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