



# Bright Sound Communications, Inc

December 9, 2022

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NORTH DAKOTA  
PUBLIC SERVICE COMMISSION

Brian Johnson  
Special Assistant Attorney General Bar ID 07937  
North Dakota Public Service Commission  
600 East Boulevard Avenue Dept. 408  
Bismarck, ND 58505  
701-328-2407

RE: Case No. PU-22-393

To Whom it May Concern:

Thank you for your correspondence of November 23, 2022.

Bright Sound Communications, Inc., has already ceased marketing in North Dakota.

In North Dakota, Bright Sound had contracted with an outsourced marketing firm to acquire long distance customers.

Upon receiving the complaints leading to this request, Bright Sound began an internal investigation into the matter. Our internal investigation found that one representative with the outsourced marketing firm was violating approved marketing rules. As a result of these findings, not only was the representative removed from the program immediately, the contract with the outsourced marketing firm was cancelled in its' entirety, and will not be restored under any conditions.

Bright Sound does take this matter very seriously. Bright Sound has worked with the complainants to resolve the issues and has issued all requested credits and refunds. If there are any unresolved issues that Bright Sound is not aware of, we are happy to do what is needed to resolve them.

Sincerely,

Maria Hansen  
President

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Response to 23 Nov. 2022 Motion for Cease and Desist Order  
Bright Sound Communications, Inc.  
Maria Hansen, President