



# The Status of Local Telephone Competition in South Carolina

## 2023 Annual Report

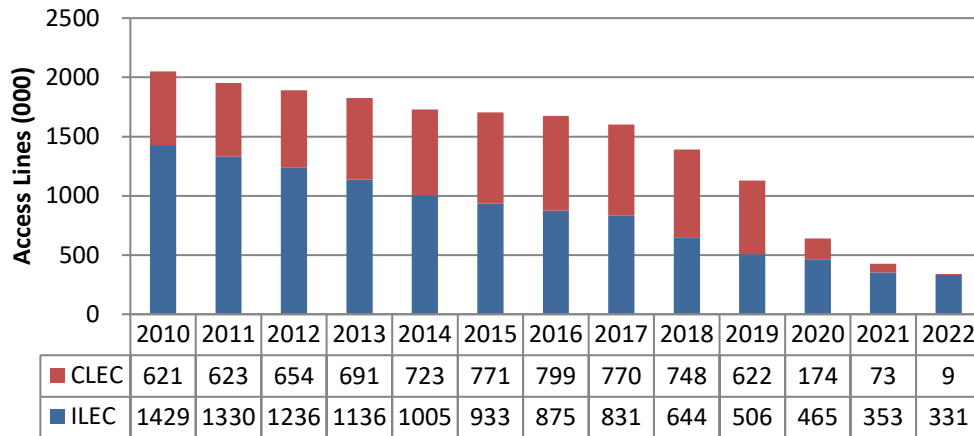
SOUTH CAROLINA  
**OFFICE OF REGULATORY STAFF**

South Carolina Code Ann. § 58-9-280 (G)(3) requires the South Carolina Office of Regulatory Staff (ORS) to compile information to monitor the status of local telephone competition in South Carolina. This information must be made available prior to May 15th of each year. To compile the data for this report, the ORS requires all local exchange carriers, as defined in South Carolina Code Ann. § 58-9-10(12), to report annually to the ORS the total number of access lines providing local exchange telecommunications services to end users in South Carolina. Additionally, the ORS must maintain a copy of all written complaints received regarding the impact broadband services may be having on the competitive local exchange carrier (CLEC) market. During the reporting year, the ORS did not receive a specific written complaint related to how broadband service has impacted the CLEC market.

### Local Exchange Carriers

In 2023, Incumbent Local Exchange Carriers (ILEC) provided 331,893 access lines to businesses and residences in the state. CLECs provided approximately 9,909 access lines in the state. Chart 1 illustrates the gradual decline in total wired access lines occurring since 2009 as more consumers migrate to services provided by Voice Over Internet Protocol (VoIP) providers and wireless carriers.

**Chart 1: Local Telephone Connections in South Carolina**



Source: FCC Form 477 Status as of Dec. 31,2022

## VoIP Providers

As of December 2023, the ORS recorded 298 registered VoIP providers serving 879,517 subscribers in South Carolina. Some of these VoIP providers are certified CLECs, and some are uncertified providers of the VoIP telephone service.

## Wireless Carriers



During 2023, 3 facilities-based, mobile wireless providers and 148 registered wireless resellers were operating in South Carolina. The wireless companies provided service to over 5 million wireless subscribers.

## ORS Consumer Services

The ORS tracks a wide range of consumer complaints related to regulated and non-regulated telecommunications services. By far, the largest area of complaints in telecommunications relates to nonregulated aspects of the business (86%); the remainder of the 2023 complaints were related to service quality (12%) and billing (2%).