

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**

IN THE MATTER OF THE COMPLAINT)	ORDER FOR AND NOTICE
FILED BY GEORGE W. AND CAROL A.)	OF HEARING
FEREBEE, HILL CITY, SOUTH DAKOTA,)	
AGAINST QWEST CORPORATION DBA)	CT14-001
CENTURYLINK QC REGARDING A)	
TELEPHONE SERVICE DISPUTE)	

On October 9, 2014, the Public Utilities Commission (Commission) received a complaint filed by George W. and Carol A. Ferebee, Hill City, South Dakota (Complainants), against Qwest Corporation dba CenturyLink QC (CenturyLink) regarding a telephone service dispute. The Complainants state that their telephone service malfunctions frequently and request that their telephone service be fixed.

On October 30, 2014, CenturyLink filed its answer to the complaint. On November 18, 2014, CenturyLink filed an amended answer. In its amended answer, CenturyLink requested additional time to allow it to implement modifications to its network to address the issues experienced by the Complainants. CenturyLink further suggested that any hearing be "delayed until the customers have the opportunity to determine whether or not these measures are adequate to address their concerns."

The Commission finds that it has jurisdiction over this matter pursuant to SDCL Chapters 1-26, 49-13, including 49-13-1 through 49-13-14, inclusive, and SDCL Chapter 49-31, including 49-31-3, 49-31-7, 49-31-7.1, 49-31-7.2, 49-31-7.3, 49-31-7.4, 49-31-10, 49-31-11, 49-31-38, 49-31-38.1, 49-31-38.2, 49-31-38.3, and ARSD Chapters 20:10:01 and 20:10:33.

A hearing shall be held on May 5, 2016, in Room 414 of the State Capitol Building, 500 E. Capitol, Pierre, South Dakota, at 9:00 o'clock a.m. All persons testifying will be subject to cross-examination by the parties.

The issues at the hearing are whether the Complainants are receiving adequate and reliable telephone service from CenturyLink, and, if not, what relief is appropriate; and whether CenturyLink committed any unlawful or unreasonable acts, practices, or omissions, and, if so, what relief is appropriate.

The hearing shall be an adversary proceeding conducted pursuant to SDCL Chapter 1-26. All parties have the right to be present and to be represented by an attorney. These rights and other due process rights shall be forfeited if not exercised at the hearing. If you or your representative fail to appear at the time and place set for the hearing, the Final Decision will be based solely on the testimony and evidence provided, if any, during the hearing or a Final Decision may be issued by

default pursuant to SDCL 1-26-20. After the hearing, the Commission will consider all evidence and testimony that was presented at the hearing. The Commission will then enter Findings of Fact, Conclusions of Law, and a Final Decision regarding this matter. As a result of the hearing, the Commission shall determine whether the Complainants are receiving adequate and reliable telephone service from CenturyLink, and, if not, what relief is appropriate; and whether CenturyLink committed any unlawful or unreasonable acts, practices, or omissions, and, if so, what relief is appropriate. The Commission's Final Decision may be appealed by the parties to the state Circuit Court and the state Supreme Court as provided by law. It is therefore

ORDERED that a hearing shall be held at the time and place specified above on the issues as set forth above.

Pursuant to the Americans with Disabilities Act, this hearing is being held in a physically accessible location. Please contact the Public Utilities Commission at 1-800-332-1782 at least 48 hours prior to the hearing if you have special needs so arrangements can be made to accommodate you.

Dated at Pierre, South Dakota, this 8th day of April, 2016.

CERTIFICATE OF SERVICE
The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, electronically or by mail.
By: <u>Rayne West</u>
Date: <u>4-8-16</u>
(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

Chris Nelson
CHRIS NELSON, Chairman

Kristie Fiegen
KRISTIE FIEGEN, Commissioner

Gary Hanson
GARY HANSON, Commissioner