

**In the Matter of the Complaint filed by George W. and Carol A. Ferebee,
Hill City, South Dakota, against CenturyLink Regarding a Telephone Service Dispute**

Docket No. CT14-001

Date Reported	Description of Outage	Resolution	Party Impacted
6/9/16 - via email	<p>During a conversation early afternoon, there was static on the line. Problem was short-lived.</p> <p>At approximately 4:05 and 4:22 p.m., the phone died mid-conversation and no line was indicated on the phone. There was rain, thunder and lightning at the time.</p>	<p>On June 9, there was a lightning storm that was so significant that it started a forest fire near the Ferebee's home. We believe it caused the outage. CenturyLink restored service on the morning of June 10 but the service was suboptimal with static on the line. To eliminate the static, it required a new card that our supplier did not have available that late in the day Friday. We obtained the spare parts late on Monday, June 13, and service was restored first thing on Tuesday, June 14, once we acquired the necessary parts.</p>	Ferebees
6/9/16 - via email	<p>At approximately 8:56 p.m., during a storm with lightning, thunder and rain, the phone switched between no line and line in use even though phone was hung up. Repair requested.</p>	<p>On June 9, there was a lightning storm that was so significant that it started a forest fire near the Ferebee's home. We believe it caused the outage. CenturyLink restored service on the morning of June 10 but the service was suboptimal with static on the line. To eliminate the static, it required a new card that our supplier did not have available that late in the day Friday. We obtained the spare parts late on Monday, June 13, and service was restored first thing on Tuesday, June 14, once we acquired the necessary parts.</p>	Ferebees

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6/11/16 - via email	<p>On June 10 at approximately 8 a.m., the phone showed no line. Upon return at about 5:40 p.m., the phone was working. During that time period, no missed calls showed up on phone so customer believed the phone was out. Voicemail messages were received.</p> <p>On June 11 at approximately 7:37 a.m., there was a hum and static during a call. At about 7:59 a.m., customer tried to make a call and received a message to check the number. After attempting to dial again, the phone had a constant dial tone and was unable to place a call. Customer was able to receive calls.</p>	<p>On June 9, there was a lightning storm that was so significant that it started a forest fire near the Ferebee's home. We believe it caused the outage. CenturyLink restored service on the morning of June 10 but the service was suboptimal with static on the line. To eliminate the static, it required a new card that our supplier did not have available that late in the day Friday. We obtained the spare parts late on Monday, June 13, and service was restored first thing on Tuesday, June 14, once we acquired the necessary parts.</p>	Ferebees