

October 6, 2014

SD Public Utilities Commission

500 East Capitol Avenue

Pierre, SD 57501-5070

Complainant List:

Jon D. Wilson, 11061 Castle Creek Rd, Hill City SD 57745, 605-574-2069 jonw6159@gmail.com

Barbara J Wilson, 11061 Castle Creek Rd, Hill City SD 57745, 605-574-2069 barjw@frontiernet.net

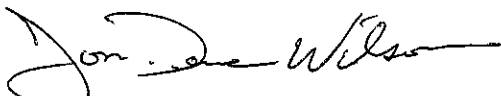
Respondent

Century Link Corporation, 100 Century Link Dr., Monroe, LA 71203

Complaint: Since 2002 we have had multiple outages with our phone service. In comparison to the average market place these numerous outages constitute an unacceptable level of service. Given this service is considered a basic necessity within the public sector, I believe action needs to be taken to resolve this issue. Attached you will note the days of outages that we can provide you at this time. Being a publicly traded company the Service provider Century Link will be able to fill in the dates starting in the year 2002. Understand this basic service represents our access to Fire, Police and Medical support when and if needed. Not having access to it at the same level as the average market place is unacceptable.

Remedy Requested: An infrastructure upgrade that provides us the same level of service as the rest of the market place.

We the undersigned Jon D. and Barbara J. Wilson hereby solemnly swear that the facts stated above are accurate to the best of our knowledge.

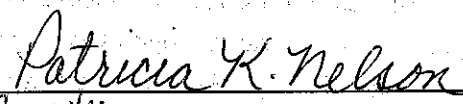

Jon D. Wilson

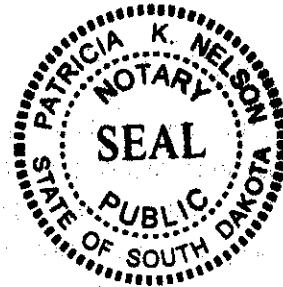

Barbara J. Wilson

Subscribed to and sworn before me, the undersigned Officer, on the 7th day of October, 2014.

Notary Public, South Dakota

My Commission Expires:


Pennington County
10-6-2017



Jon and Barbara Wilson's PARTIAL LIST (Qwest & Centurylink will have repair orders for MANY MORE)
OUTAGES WITH OUR PHONE SERVICE at 605-574-2069 at 11061 Castle Creek Rd., Hill City, SD 57745

2002 thru 2014 – so many repair orders that we did not keep records on

2008

12-25-08 thru 12-31-08

2009

01-01-09 thru 01-07-09

01-16-09 thru 01-21-09

01-30-09 thru 01-30-09

02-09-09 thru 02-09-09

02-12-09 thru 02-12-09

02-20-09 thru 02-20-09

03-07-09 thru 03-08-09

03-23-09 thru 04-06-09

11-13-09 thru 11-17-09

2013

04-22-13 thru unknown? – gone on trip

07-13-13 thru 07-15-13

09-06-13 thru 09-09-13

10-07-13 thru 10-08-13

10-05-13 thru 10-09-13

2014

06-15-14 thru 06-16-14 08-30-14 thru 09-04-14

06-24-14 thru 06-25-14 09-24-14 thru 09-25-14

06-26-14 thru 06-27-14

06-28-14 thru 07-01-14