

**In the Matter of the Complaint filed by Jon D. and Barbara J. Wilson,  
Hill City, South Dakota, against CenturyLink Regarding a Telephone Service Dispute  
Docket No. CT14-002**

**CenturyLink Outage Report**

<b>Date Reported</b>	<b>Description of Outage</b>	<b>Resolution</b>	<b>Party Impacted</b>
6/28/2016 - via email	During rain, hail and thunderstorm, customer reported no phone service.	A technician replaced a bad repeater with a refurbished repeater and service was restored (dial-tone) to the customers. However, the refurbished repeater was faulty and did not output ring voltage. Customers could place calls but their phone did not ring due to the faulty repeater.	Wilson's
6/30/2016 - via email	Customer reported phone is still not working. The phone wasn't ringing for incoming calls and those calls went to the answering machine. Customer had dial tone and could make outgoing calls.	A replacement repeater was brought in on July 1 and all systems were up and working properly. Technicians monitored both Wilson and Ferebees' lines on Saturday, July 2 for more than 4 hours. There were no drops or issues during this time.	Wilson's
7/5/16 - via email	Customer reported on July 3 that the phone went dead during a phone call, no dial tone. No rain, thunder or lightning during the call. Phone service came back a few minutes later.	Another customer on the same system was having a cable issue which affected the Wilsons' service. Once repaired, the static stopped on the Wilsons' line.	Wilson's
7/5/2016 - via email	Customer reported that phone was squeaking and scratching. Phone has dial tone but customer cannot place an outgoing call.	Another customer on the same system was having a cable issue which affected the Wilsons' service. Once repaired, the static stopped on the Wilsons' line.	Wilson's

<b>Date Reported</b>	<b>Description of Outage</b>	<b>Resolution</b>	<b>Party Impacted</b>
7/12/16 - via email	Customer reported the phone went dead during a call with no dial tone. No rain, thunder or lightning during the call.	No trouble was found. The system working was properly.	Wilsons