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**From:** Barb Wilson[SMTP:BARJW@FRONTIERNET.NET]  
**Sent:** Friday, October 31, 2014 11:22:35 AM  
**To:** Barthel, Dianne; PUC Docket Filings  
**Cc:** Van Gerpen, Patty; Cremer, Karen; Gregg, Deb; Topp, Jason D;  
[jonw6159@gmail.com](mailto:jonw6159@gmail.com)  
**Subject:** Re: Existing Docket Filing  
**Auto forwarded by a Rule**

What a very disappointing document. Lets start off with the inaccurate address associated with Jon and Barbara Wilson.....IT IS 11061 Castle Creek Rd., Hill City, SD. George and Carol Ferebee live at the 11495 Gillette Prairie Rd., Hill City, SD. The Ferebee's live approximately 8 miles from our ranch at 11061 Castle Creek Rd.

Our closest neighbors, ONE MILE AWAY FROM US) - Mike Sawyer 11105 Deerfield Rd., Hill City and Chris and Val Hannah 11090 Deerfield Rd., Hill City always have a working phone with Centurylink. Why isn't it possible and conceivable for us to be allowed the same working phone service?

We have no cell phone service at our location. In order to report a problem (and there have been too many to even list over the 12 year history) the inconvenience and lengths we have to drive to put in a repair ticket are ridiculous. If we had a emergency, such as FIRE, 911 for ambulance, we could be in a life and death situation with our POOR phone service.

We need results not excuses i.e. ground containing metal, lightening strikes, repeater problems. It's always the same excuses. When we report a DEAD PHONE, the technician never comes to fix anything at our box location.....they go to the Ferebee's location 8 miles away at 11495 Gillette Prairie Rd.

This is far from being over and resolved.

Barbara J. Wilson  
605-574-2069 when it works

**From:** [Barthel, Dianne](#)  
**Sent:** Thursday, October 30, 2014 3:38 PM  
**To:** [pucdocketfilings@state.sd.us](mailto:pucdocketfilings@state.sd.us)  
**Cc:** [patty.vangerpen@state.sd.us](mailto:patty.vangerpen@state.sd.us) ; [Cremer, Karen](#) ; [deb.gregg@state.sd.us](mailto:deb.gregg@state.sd.us) ; [Topp, Jason D](#) ; [jonw6159@gmail.com](mailto:jonw6159@gmail.com) ; [barjw@frontiernet.net](mailto:barjw@frontiernet.net)  
**Subject:** Existing Docket Filing

Docket Number: CT14-002

Comments: Qwest Corporation dba CenturyLink QC's Answer to the Complaint of Jon D. and Barbara J. Wilson