

**RECEIVED**

**OCT 09 2014**

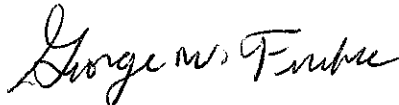
**CONSUMER COMPLAINT**

**SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION**

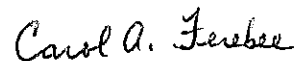
(ARSD 20:10:01:07.01)

In accordance with South Dakota Administrative Rule 20:10:01:07.01, we the undersigned are filing a consumer complaint against our telephone provider, or not, CenturyLink.

- (1) George W. and Carol A. Ferebee residing at 11495 Gillette Prairie Rd, Hill City, SD, 57745. Telephone number (605) 574-2637. E-mail: [silverfoxdriver@msn.com](mailto:silverfoxdriver@msn.com)
- (2) CenturyLink
- (3) Our telephone has malfunctioned and malfunctioned and malfunctioned. In fact, as we write this *complaint* our telephone is not working properly. Our current malfunction started sometime on Friday, October 3<sup>rd</sup>, 2014, and was corrected today, October 6<sup>th</sup>. Previously, as reported by letter to the SD PUC, our telephone quit working on Saturday, August 30<sup>th</sup>, 2014, and was finally fixed on Wednesday, September 3<sup>rd</sup>. (Please note: The internet "scheduler" for Century Link provided us a repair attempt date of Friday, September 5<sup>th</sup>.) Over the years AT&T, Qwest, and now Century Link have "worked" on our telephone service many times. Just Century Link should have quite a pile of "repair tickets." Counting them would no doubt involve toes. By the way, the people handling the service calls need better recruiting or training or both. Several years ago, during one of our many outages, days had passed with no sign of a "repair" truck. So, I, George, took our tracfone, hiked almost a mile to the highest point on our property, called the service number, and was told that our repair (work) order was *cancelled* because our voice mail worked. Hopefully, the Century Link guy on the other end won't ever make that mistake again. Our voice mail is provided by Century Link.
- (4) Fix our telephone. Why can't we have the same service those around us have? Rarely, with one exception, do others experience malfunctions when we do.



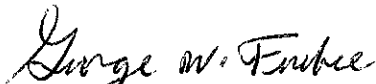
(5) George W. Ferebee

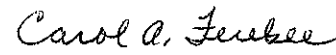


Carol A. Ferebee

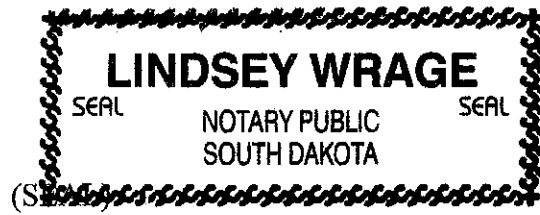
(6) None at this time.

(7) We the undersigned George W. and Carol A. Ferebee hereby solemnly swear that the facts stated above are accurate to the best of our knowledge.

  
George W. Ferebee

  
Carol A. Ferebee

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



*Lindsey Wrage*  
Notary Public, South Dakota

My Commission Expires: April 15, 2020