

11495 Gillette Prairie Rd
Hill City, SD 57745
June 13, 2016

SD PUC Commissioners Nelson, Fiegen & Hanson
500 E. Capitol Ave.
Pierre, SD 57501

RECEIVED

JUN 15 2016

**SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION**

RE: Damned phone

Dear Commissioners Nelson, Fiegen & Hanson:

Regrettably our nightmare continues. Barely a month since you three (3) commissioners so graciously and patiently heard us describe our telephone frustrations. You, also, heard as we did, CenturyLink belabor a "power point" which clearly contained more than a few misrepresentations. Amateurish attempt at a "snow job." I still chuckle when I recall Commissioner Hanson's inquiry regarding the "lightning" depiction in the "power point."

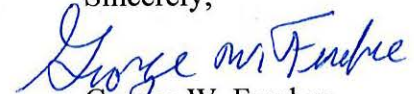
From the May 5, 2016 (PUC hearing date) until Thursday (June 9, 2016) we experienced "our" more or less normal telephone difficulties as we reported to the PUC by e-mail. Then, Thursday evening about dark, "neck wringing" time returned.

So, what happened? Along about dark Thursday evening (June 9, 2016) our locality was treated to a bit of nature's fireworks. Sure enough, our telephone quit working. Still no telephone service the next morning when we left home for a county commission meeting. Sometime during the day, Friday, (June 10, 2016) service was restored. At least, when we returned home about 5 P.M. Friday evening our telephone worked. Unfortunately, not for long. Saturday morning (June 11, 2016) I received a telephone call which was a normal conversation excepting for some minor interference. Shortly, after ending that telephone conversation I attempted to call out. No such luck!

After numerous failed attempts during the day, Saturday, mid-afternoon finally brought relief. The telephone actually worked, excepting of course for lack of quality reception/transmission until 8:17 P.M. when I lost contact during a telephone conversation with the Pennington County Assistant Highway Superintendent. After a few minutes, I called him back and we were able to finish our conversation.

So much for lightning mitigation! So much for "normal" telephone service! Just more of the same old "bull shit." Sorry about using profanity, but, I'll bet any and every one reading this will understand what I mean when I say enough of the "bull shit." Oh, the CenturyLink witness on May 5th used the phraseology "Black Hills monsoon season" more than once. Don't know where he was during the summers of 2000 to 2008. Anyway, I don't recall a time when "hot air" fixed a malfunctioning B-52 or KC-135. CenturyLink needs to fix the "damned phone," and leave the "hot air" (bull shit) for adult beverage gatherings.

Sincerely,


George W. Ferebee