



**Jason D. Topp**  
Associate General Counsel - Regulatory  
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July 29, 2016

Patricia Van Gerpen, Executive Director  
South Dakota Public Utilities Commission  
500 East Capitol Avenue  
Pierre, SD 57501

**Re: In the Matter of the Complaint filed by George W. and Carol A. Ferebee,  
Hill City, South Dakota, against CenturyLink Regarding a Telephone  
Service Dispute  
Docket No. CT14-001**

**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**

Dear Ms. Van Gerpen:

During the hearing held on May 5, 2016, regarding the above-referenced matters, CenturyLink agreed to provide additional information to a number of questions from the Commissioners and other parties. It has taken some time to receive the transcript of the proceeding and research some of the information that was sought. This letter is to provide responses to those questions:

1. Commissioner Nelson requested follow up information regarding the number of repeaters grounded. (Hearing Transcript, 108:14-109:3, 159:12-14). CenturyLink has confirmed that it did ground six repeaters.

2. In response to Commissioner Fiegen's question if Mike Sawyer may be on a different carrier of the cable route (Hearing Transcript, 115:24-116:25), CenturyLink has confirmed that Mr. Sawyer lives more than a mile away, and he is on a completely different system.

3. Commissioner Fiegen asked if the cable route that has 241 customers has more complaints than other systems across the state. (Hearing Transcript, 117:3-9). CenturyLink does not have precise statistics broken out by system.

200 South 5<sup>th</sup> Street, Room 2200  
Minneapolis, MN 55402

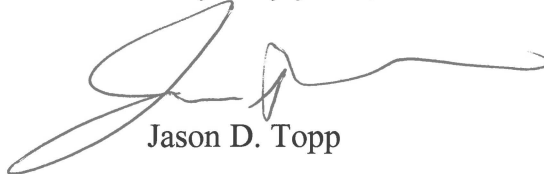
[www.centurylink.com](http://www.centurylink.com)

4. In response to Ms. Ailts Wiest's request for information about how many subscribers in South Dakota are currently served by digital carrier systems (Hearing Transcript, 129:4-9), CenturyLink has approximately 13,411 customers on digital carrier systems.

5. Ms. Wilson requested information regarding an outage that lasted for nine days in July 2015. (Hearing Transcript, 137:3-22). The CenturyLink technician does not recall this outage lasting for nine days. CenturyLink's system of issuing tickets for customer outages does not indicate an outage of this length.

If you should have any questions or require additional information, please let me know.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Jason D. Topp', with a large loop at the end.

Jason D. Topp

JDT/bardm