

**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**

| <b>Date Reported</b>  | <b>Description of Outage</b>   | <b>Resolution</b>  | <b>Party Impacted</b> |
|-----------------------|--|--|-----------------------|
| 5/30/2016 - via email | <p>On May 28 and May 30, the area experienced rain and lightning.</p> <p>On May 28 at approximately 12:39 p.m., the phone died during a conversation. There was no line; and then the phone showed the line was in use and the phone was not on. This happened again at 6 p.m.</p> <p>On May 30 at approximately 6:52 p.m., the phone died during a conversation. No line was indicated.</p> | <p>The Ferebees contacted the CenturyLink representative to report that the line was working but they were cut off during the thunderstorms. Lightning can interfere with telephone lines, and it appears the system worked as it should. No diagnostics were performed, and no technician was dispatched.</p> | Ferebees              |