

**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

Date Reported	Description of Outage	Resolution	Party Impacted
6/23/16 - via email	Customer reported interruptions in approximately six conversations.	The phone was working at time of report. No technician was dispatched.	Ferebees
6/28/2016 - via email	During a rain storm, customer reported no phone service.	A technician replaced a bad repeater with a refurbished repeater and service was restored (dial-tone) to the customers. However, the refurbished repeater was faulty and did not output ring voltage. Customers could place calls but their phone did not ring due to the faulty repeater.	Ferebees
6/30/2016 - via email	Customer reported phone is still not working. The phone wasn't ringing for incoming calls and those calls went to the answering machine. Customer had dial tone and could make outgoing calls.	A replacement repeater was brought in on July 1 and all systems were up and working properly. Technicians monitored both Wilson and Ferebees' lines on Saturday, July 2 for more than 4 hours. There were no drops or issues during this time.	Ferebees
07/05/16 - via email	Customer reports static is so bad that conversation is impossible for both outgoing and incoming calls.	Another customer on the same system was having a cable issue which affected the Ferebees' service. Once repaired, the static stopped on the Ferebees' line.	Ferebees