

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**

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

CT14-001

SECOND AMENDED ANSWER

Qwest Corporation, d/b/a CenturyLink QC (“CenturyLink”) initially filed an answer dated October 30, 2014 to the complaint dated October 7, 2014 in this proceeding (“the Complaint”). CenturyLink further filed an amended answer dated November 18, 2014. CenturyLink now files this second amended answer to further update CenturyLink’s actions taken to satisfy the Complaint in this action.

CenturyLink admits paragraphs 1 and 2 of the Complaint.

In answering paragraphs 3 and 4 of the Complaint, CenturyLink acknowledges that issues have existed with the telephonic service and have made extensive efforts to address the Complaint. Attached as Exhibit 1 is a description of the facilities used to serve customers in this area, and a list of the the outages, actions, improvements made by and monies expended by CenturyLink to satisfy the Complaint from 2013 to the present.

WHEREFORE, CenturyLink requests that the Commission dismiss the Complaint but require CenturyLink for a period of one year to:

- a. Continue to have a technician assigned to this area to make sure that we have the ability to contact that technician directly;
- b. Notify the Commission of any outages as soon as is practical to do so; and

- c. Provide a report in six months regarding any outages or service issues experienced by the customers.

Dated this 29th day of April, 2016.



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