

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

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

**QWEST CORPORATION DBA CENTURYLINK QC'S ANSWER TO THE
COMPLAINT OF JON D. AND BARBARA J. WILSON**

CenturyLink submits this answer to the complaint filed by Jon D. and Barbara J. Wilson related to telephone service provided to them at 11495 Gillette Prairie Road in Hill City, South Dakota. CenturyLink acknowledges that issues have existed with their service and has made extensive efforts to address them. CenturyLink has successfully addressed a similar situation in New Mexico and will be bringing in the employees responsible for addressing that situation to determine if a similar solution is available to address the issues Mr. and Mrs. Wilson have experienced.

Mr. and Mrs. Wilson live in a remote area with a unique geological structure and weather conditions that have hampered the quality of their service. The ground around the Wilsons' home contains a large quantity of metal, making it especially vulnerable to lightning strike. The area surrounding their home contains a large proportion of forest service land which dramatically restricts the available options for improving the network that serves them. The Wilsons are served by the same system that is the subject of a complaint filed by Mr. and Mrs. Ferebee and, therefore, repair efforts associated with their services largely overlap.

CenturyLink has made extensive efforts to address those issues.

- In the spring of 2012, CenturyLink assigned a single technician in charge of the Wilsons' service so that the technician would know the history associated with their service. CenturyLink reviewed the cable pairs and repeater spacing to ensure that these components were best set up to provide them with service. CenturyLink made changes to repeater spacing and changed technology associated with those repeaters from straight through repeaters to add/drop repeaters. Add/drop repeaters rebuild and reframe data and improve the circuit that ultimately provides service to the home.
- These changes appear to have addressed concerns for a period of time. The most recent issues experienced by the Wilsons coincided with several lightning storms in the spring and summer of 2014. Most recently, after a technician tested the grounding and bonding of the system, CenturyLink found a grounding issue at the powered repeater and found a poor connection and fixed it on the spot.
- CenturyLink has tested the grounding at each repeater location (with the exception of one location where CenturyLink has not been able to get access over private property) and the tests have shown adequate grounding.

Currently, CenturyLink has asked that a specialist visit the area during the first week of November to determine whether additional measures could improve service. CenturyLink has extensive experience with similar terrain and hopes that some of the measures taken to address similar topography in New Mexico could be used to effectively address the issues here.

CenturyLink generally admits the allegations in unnumbered paragraphs of the complaint although its repair records show a variety of causes of service outages, some of which are related to CenturyLink's service and some of which are not. Nonetheless, CenturyLink does not dispute that service issues have existed with these customers.

CenturyLink respectfully requests that the Commission allow it to pursue possible repair options through the use of its specialist who will arrive the first week of November before considering further action with respect to this complaint.

Dated this 30th day of October, 2014.

QWEST CORPORATION DBA
CENTURYLINK QC



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