

**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
MOTION TO DISMISS**

Qwest Corporation dba CenturyLink QC ("CenturyLink") hereby files a motion requesting that the Commission issue an order dismissing the above-referenced docket.

On May 5, 2016, the Commission held a hearing and issued an order dated June 8, 2016 requiring the following: (1) this docket remain open for an additional year; (2) CenturyLink will assign a technician to the area for the parties to contact directly; and (3) CenturyLink will notify the Commission of any outages and provide written reports of any outages or service issues experienced by Jon D. and Barbara J. Wilson ("Wilsons").

CenturyLink has complied with the conditions contained in the Commission's Findings of Fact and Conclusions of Law dated June 8, 2016. Service is working effectively. CenturyLink respectfully requests that this docket be dismissed.

NETWORK IMPROVEMENTS

CenturyLink took several significant steps to improve service to this customer. CenturyLink hired a bonding and grounding subject matter expert to test the ground field with the field and the Central Office near the Wilsons' property. Based upon the recommendations provided by the expert, CenturyLink instituted the following improvements to its network:

1. To mitigate the area's rocky soil and high elevation and provide an effective method to dissipate power, a grounding remediation was performed by digging a 40 foot linear

trench, 40 inches deep, 18 inches wide, with 8 inches of Low Ohm Concrete in the bottom of the trench and a #2 solid copper tinned wire placed in the center of the low ohm concrete mix.

2. In the Central Office, a new 2/0 ground cable was placed from the Cable Entrance Ground Bar to the OPGP Bar (Central Office Ground Bar). This path allowed any current flowing on the cable sheath to go directly out of the central office to the ground field or the main ground natural of the power Central Office.

3. Finally, CenturyLink made improvements near the Wilsons' home. CenturyLink replaced the drops feeding the homes, buried the service wire and placed extra grounding to the terminals that fed the homes.

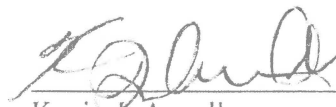
Implementation of these improvements to CenturyLink's network appears to have drastically reduced the number of outages and service issues related to the Wilsons' service. Since the May 5, 2016 hearing, 11 trouble tickets were issued in 2016, 1 in 2017 and 0 in 2018.

CONCLUSION

The improvements made to CenturyLink's network have resolved many of the issues experienced by the Wilsons in the past. In addition, the number of outages and service issues have been reduced. Therefore, CenturyLink respectfully requests that the Commission issue an order dismissing this docket.

Dated this 17th day of August, 2018.

QWEST CORPORATION DBA
CENTURYLINK QC



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