

**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**

CenturyLink Outage Report

Date Reported	Description of Outage	Resolution	Party Impacted
5/30/2016 - via email	Customer was on a phone call, and at approximately 6:42 p.m., it began raining. Shortly thereafter, the phone went dead and ended the phone conversation.	A CenturyLink technician contacted the Wilsons and was informed that when the storm came through with lightning strikes, the phone died but came back up. Lightning can interfere with telephone lines, and it appears the system worked as it should. No diagnostics were performed, and no technician was dispatched.	Wilsons
5/31/2016 - via email	On May 25, the phone went dead twice but service returned after a few minutes.	A CenturyLink representative contacted the Wilsons and was informed of the situation. Lightning can interfere with telephone lines, and it appears the system worked as it should. No diagnostics were performed, and no technician was dispatched.	Wilsons