

**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**

<b>Date Reported</b>	<b>Description of Outage</b>	<b>Resolution</b>	<b>Party Impacted</b>
6/10/16 - via email	Phone is dead. Customer tried calling in for messages and, after many rings, received auto message.	On June 9, there was a lightning storm that was so significant that it started a forest fire near the Wilson's home. We believe it caused the outage. CenturyLink restored service on the morning of June 10 but the service was suboptimal with static on the line. To eliminate the static, it required a new card that our supplier did not have available that late in the day Friday. We obtained the spare parts late on Monday, June 13, and service was restored first thing on Tuesday, June 14, once we acquired the necessary parts.	Wilson's