

**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
7/12/2017 - via email	Customer reported experiencing a constant noise that sounds like an airplane on phone line for several days. No issues with dial tone or receiving calls.	The technician promptly responded to the customer's email but was unable to reach the customer or access the property for a couple of days. No problems were found by the technician, but the technician decided to change out a card in the carrier system. The customer confirmed that this seemed to clear up the noise issue.	Wilsons