

**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
12/14/2016 - via phone call	Customer reported loud buzzing noise on the line.	The technician was unable to access the Wilsons' property to investigate if problem was in the house or the last terminal going to the house. No trouble was found on the system outside of the property and ticket was closed.	Wilsons
12/31/2016 - via email	Customer reported phone was dead.	The technician found the issue related to a nicked cable approximately 700 feet from the serving terminal due to the cleaning of culverts in the area.	Wilsons