

the trouble ticket and there was no open ticket, so she opened one again. The phone was still not usable.

On Sept. 18, 2020, I e-mailed Ms. Maas-Miller at CenturyLink and informed her that I had talked with Ms. Gerbig and she reported that the phone is still unusable. I informed her that the complaint is still open and the problems have not been fixed.

On Sept. 23, 2020, email response from Ms. Maas-Miller at CenturyLink indicated that the area manager had been informed and requested a tech out there first thing in the morning. Ms. Maas-Miller indicated she did not see an open repair ticket in the system.

On Oct. 1, 2020, I reached out to Ms. Gerbig for an update. She said a tech had been out there working, but the phone was still not usable.

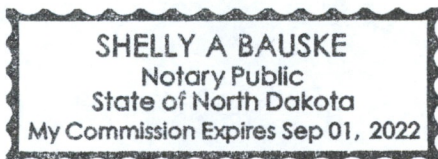
On Oct. 6, 2020, I received a letter from Ms. Gerbig outlining ongoing problems they have had with their service and their concerns. She had indicated to me that she would like something formal to be started as the problem was not getting fixed and after years of problems and complaints, they continued to have inadequate service.

On Oct. 15, 2020, I received an email from Ms. Gerbig. Phone is still not usable.

Dated this 9 day of November 2020

BY: Stacy Ebel

Subscribed and sworn to before me this 9 day of November 2020.



Shelly A Bauske
Notary Public