

**STATE OF NORTH DAKOTA**  
**PUBLIC SERVICE COMMISSION**

**Public Service Commission  
vs. Qwest Corporation  
Show Cause**

**Case No. PU-20-442**

**ORDER TO SHOW CAUSE**

**November 9, 2020**

This matter was considered based upon the filings in this case and based upon the affidavit of Stacy Eberl.

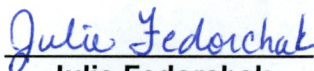
Qwest (CenturyLink) is doing business as a telecommunications company in the State of North Dakota. Beginning on August 27, 2020, Commission Staff received a complaint from Sharon Gerbig stating she and her husband Gordon Gerbig have had unresolved issues with their landline phone service regarding quality of service. Commission staff has worked at resolving the quality of service with the Gerbig's and CenturyLink. As of the end of October 2020, the issue has not been resolved and the Gerbig's continue to have issues with quality of service to the point where service is at times nonexistent and causes the Gerbig's to have concerns with safety as well as the ability to conduct business and communicate with family members.

The provisions of N.D.C.C. chapter 49-21 give the Commission power to investigate the methods and practices of persons subject to its jurisdiction and to require them to conform to the laws of this state and to all rules, regulations and orders of the Commission. N.D.C.C. § 49-21-10.3 provides if the Commission finds service to be inadequate, the Commission may direct the company to take reasonable and necessary remedial action to provide adequate service, in addition to criminal and civil penalties as provided in N.D.C.C. chapter 49-07. N.D. Admin. Code § 69-02-02-09 empowers the Commission to issue show cause orders.

**IT IS HEREBY ORDERED:**

**That on December 10, 2020, at 9:00 a.m. (CST), in the Commission Hearing Room, 12<sup>th</sup> Floor, State Capitol, Bismarck, North Dakota,** CenturyLink show cause why an order should not be made or entered penalizing or providing for other remedial action regarding service to the Gerbig household.

**PUBLIC SERVICE COMMISSION**

  
**Julie Fedorchak**  
Commissioner

  
**Brian Kroshus**  
Chairman

  
**Randy Christmann**  
Commissioner