

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

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

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

**Notice and Agenda**

**Meeting of December 10, 2020**

**Time:** 9:00 a.m. – Conclusion

**Location:** Public Service Commission Hearing Room  
State Capitol - 12<sup>th</sup> Floor  
600 E Boulevard Ave  
Bismarck, North Dakota 58505

A live stream of the meeting will be available at:

<https://psc.nd.gov/>

Watch/Listen to the Commission Live

**Re:** Formal Hearing

**Agenda:**

See Order to Show Cause attached

Prepared by: Steve Kahl  
Date: 9 November 2020  
Telephone: 701-328-4087

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