

STATE OF NORTH DAKOTA
PUBLIC SERVICE COMMISSION

Public Service Commission
vs. Qwest Corporation
Show Cause

Case No. PU-20-442

AFFIDAVIT OF SERVICE BY CERTIFIED AND ELECTRONIC MAIL

STATE OF NORTH DAKOTA
COUNTY OF BURLEIGH

Shelly A. Bauske deposes and says that:

she is over the age of 18 years and not a party to this action and, on the **12th day of November 2020**, she deposited in the United States Mail, at Bismarck, North Dakota, **two** envelopes with certified postage, return receipt requested, fully prepaid, securely sealed and containing a photocopy of:

- **Order to Show Cause**
- **Affidavit in Support of Order to Show Cause**

The envelopes were addressed as follows:

CT Corporation System
Registered Agent for Qwest Corp.
120 West Sweet Avenue
Bismarck, ND 58504
Cert. No. 7019 2280 0000 0693 1211

Sharon Gerbig
5215 E River Road
Amidon, ND 58620
Cert. No. 7019 2280 0000 0693 1228

Shelly A. Bauske further deposes and says that on the **12th day of November 2020**, she sent an electronic message to **two** addressees, each including an electronic copy in portable document format of the same document.

The electronic mail was addressed as follows:

Jason Topp
jason.topp@centurylink.com

Dianne Barthel
dianne.barthel@centurylink.com

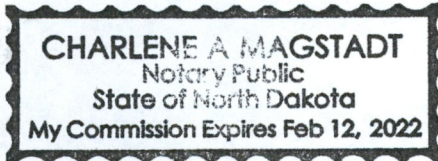
The addresses shown are the respective addressee's last reasonably ascertainable post office electronic mail addresses.

Subscribed and sworn to before me
this 12th day of November 2020.

Shelly A Bausk

Charlene A Magstadt
Notary Public

SEAL



STATE OF NORTH DAKOTA
PUBLIC SERVICE COMMISSION

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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, 12th 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

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.

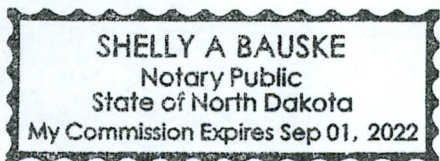
On Oct. 6, 2020, I received a letter from Ms. Gerbig outlining ongoing problems they have had with their service and their concerns. She had indicated to me that she would like something formal to be started as the problem was not getting fixed and after years of problems and complaints, they continued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

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



Shelly A Bauske
Notary Public