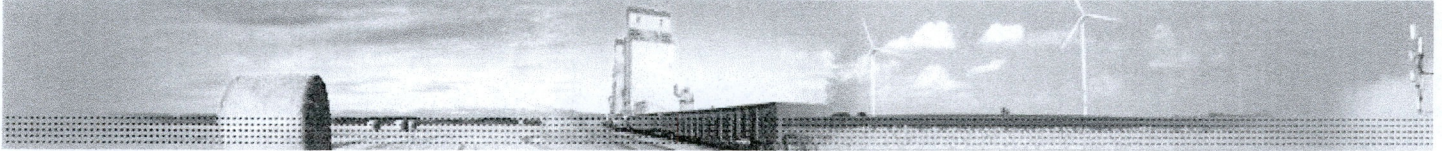


Eberl, Stacy L.

CenturyLink - Sharon Gerbig A

From: Eberl, Stacy L.
Sent: Thursday, August 27, 2020 9:54 AM
To: uswpu@centurylink.com
Cc: Eberl, Stacy L.
Subject: ND PSC: Consumer Complaint



ATTN CenturyLink Customer Complaints,

Public Comment Detail

CenturyLink Communications, LLC

Informal Complaint

Logged 2020.08.27 09:50 am

Sharon Gerbig-Kikertz

5215 East River Road

Amidon ND

701.575.8007

701.290.0504

skg12151@yahoo.com

* Assigned to Patty Maass-Miller

Please see information below regarding a consumer complaint received at the Commission this morning. Customer currently has no service and this is the fourth outage in 6 weeks. They have had ongoing problems with outages for years now and the problem never gets a permanent fix. They have absolutely NO cell service at their residence, so this is a safety issue. Can someone please look into this and see what is going on? This line seems like it needs to be replaced as they patches they are doing each time do not last.

Subject:

Phone Outage - CenturyLink

Comment:

Ms Gerbig called because their phone is currently not working. This is the 4th time it has been out in the past weeks and each time it takes at least 4-5 days for Centurylink to restore service. This customer has had ongoing problems with their line for YEARS. The PSC's records show complaints going back to 2016 with a long list of outages. Customer believes there is something wrong with the line and CenturyLink needs to invest in replacing the line instead of constant patches that don't last. They have absolutely NO cell service at their residence. When their phone is not working, it can cause them to lose business as they use it for their farming operation and most importantly...they have no way to call for help if needed. Customer is very frustrated and wants a permanent fix.

Thanks,

Stacy Eberl

11 PU-20-442 Filed 12/10/2020 Pages: 2
Hearing Exhibit A - Current Complaint Tracking History
Public Service Commission

Tracking History

Step	Processed	Comment
Created	2020.08.27 09:50 am by stacy	
Forwarded	2020.08.27 09:53 am by stacy	Forwarded to CenturyLink Communications, LLC TO: CenturyLink Customer Complaints(uswpuc@centurylink.com)
Activity	2020.09.18 12:40 pm by stacy	Sept 3, 2020 - CenturyLink sent an email saying that Gerbig's are back in service.
Activity	2020.09.18 12:42 pm by stacy	Sept. 3, 2020 - Received a voice mail message from Ms Gerbig saying that the line was still unusable. There is a lot of static on the line so you can't hear anything and the call will only last a short time and then it will drop the call.
Activity	2020.09.18 12:45 pm by stacy	Sept. 11, 2020 - Received phone calls from Ms Gerbig. She tried to call me using her home phone number 3 times...so much static I couldn't talk with her and it would drop the call after about 30 seconds. She finally had to get in a vehicle and drive to a spot where her cell would work. She is very upset about this situation and worried about not having phone access if an emergency would arise. Asked which Commissioner she could talk to about these problems and I advised her that Comm. Christmann is the portfolio holder. Advised CL that the problem is still not fixed.
Activity	2020.09.18 12:46 pm by stacy	Sept. 11 , 2020 - CL advised the area manager that Ms Gerbig is reporting static. Said that a technician would be out there today.
Activity	2020.09.18 12:49 pm by stacy	Sept. 17, 2020 - CL e-mailed me and said "I believe Ms Gerbig's service is stable. I am going to close my case." I talked with Ms Gerbig around noon and she told me that their service is NOT fixed...doesn't know why CL would say that because it never has been fixed, has been out of service for over a month now. She said she had called into CL this morning and there was no open trouble ticket, so she opened one again. She doesn't know why it would have been closed because the problem was never fixed. Advised CL that their information is not correct and service has not been restored...complaint is still open.
Activity	2020.10.01 09:46 am by stacy	Oct 1 - Asked Ms. Gerbig for an update. She said the tech has been out there working, but they still do NOT have service.
Activity	2020.10.07 08:32 am by stacy	Oct. 6, 2020-Received letter from Ms. Gerbig outlining ongoing problems. (see attachment) Forwarded to John Schuh, Legal Counsel to review for possible formal action.
Activity	2020.10.15 01:34 pm by stacy	Oct. 15, 2020 - Received e-mail from Sharon. Phone is still not usable. copy of e-mail in attachments.
Activity	2020.11.09 08:34 am by stacy	Nov. 6, 2020 - email from Sharon confirming that she is still without service. The phone is completely dead. She said that the repair ticket keeps getting cancelled and she doesn't know why. She put in another trouble ticket on Thursday (11/5)and was told a tech would be out the next day...when she sent the email no one had been out yet. Copy of email in attachments.
Activity	2020.11.13 01:23 pm by stacy	Nov. 13, 2020 - Update from Sharon: "I called Century Link last week (Thursday), they said that our phone line would be fixed up 9 pm Friday evening. Of course it was not. I just got through talking to the automated system of Century Link to make sure that our repair ticket was still valid. It was (X137423914) and the message said that it would be fixed by 5 pm this afternoon. That will not happen. I just wanted to let you know of the status this week."
Activity	2020.11.16 08:06 am by stacy	Nov. 16, 2020-Update from Sharon...phone is still not working. She just found out that her mother in the nursing home has COVID and is concerned about not being able to get updates.