

B

**Eberl, Stacy L.**

**From:** Customer Advocacy (PUC) <uswpuc@centurylink.com>  
**Sent:** Wednesday, September 23, 2020 7:52 PM  
**To:** Eberl, Stacy L.  
**Subject:** RE: ND PSC: Consumer Complaint [ ref:\_00D412HUz0\_5004No9zIF:ref ]

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Hi Stacy, I've been out of the office.

Oh my gosh..... What is going on! I am so so sorry. I do know that her service is pretty quirky. They get her up and she goes right back down.

I don't get it either. I am so sorry. I don't see a ticket in place. Is she calling herself?

I called Ms. Gerbig this evening at home and got a ring no answer. I assume that's because it's not ringing. I reached out to the area manager to get someone out there first thing in the morning.

I'll be back in touch.

*PattyAnn Miller*

Case Manager  
Customer Advocacy Group  
CenturyLink  
Voice: 303-965-1471

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----- Original Message -----

**From:** Eberl, Stacy L. [steberl@nd.gov]  
**Sent:** 9/18/2020, 11:39 AM  
**To:** uswpuc@centurylink.com  
**Subject:** RE: ND PSC: Consumer Complaint [ ref:\_00D412HUz0\_5004No9zIF:ref ]

Patty – I just talked with Ms. Gerbig and I don't understand....she said her service is still NOT working, has never been fixed...has not worked for over a month now. She did call CL this morning and there was no open ticket (doesn't understand why it was closed, because once again...never was fixed), and opened another ticket. This complaint is still active and open on my end.

12 **PU-20-442** Filed: 12/10/2020 Pages: 11  
**Hearing Exhibit B - Correspondence with CenturyLink**

Public Service Commission

Stacy Eberl

Consumer Affairs/Public Outreach Specialist

701.328.4082 • [steberl@nd.gov](mailto:steberl@nd.gov) • [www.psc.nd.gov](http://www.psc.nd.gov)



**From:** Customer Advocacy (PUC) <uswpuc@centurylink.com>  
**Sent:** Thursday, September 17, 2020 6:06 PM  
**To:** Eberl, Stacy L. <steberl@nd.gov>  
**Subject:** RE: ND PSC: Consumer Complaint [ ref:\_00D412HUz0.\_5004No9zIF:ref ]

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Hi Stacy,

I believe Ms. Gerbig's service is stable. I am going to close my case. I issued another 7 day service credit of \$10.50 Stacy.

Thank you !!  
*PattyAnn Miller*  
Case Manager  
Customer Advocacy Group  
CenturyLink  
Voice: 303-965-1471

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----- Original Message -----

**From:** Customer Advocacy (PUC) [uswpuc@centurylink.com]  
**Sent:** 9/11/2020, 12:29 PM  
**To:** [steberl@nd.gov](mailto:steberl@nd.gov)  
**Subject:** ND PSC: Consumer Complaint [ ref:\_00D412HUz0.\_5004No9zIF:ref ]

Hi Stacy,

I talked to the area manager just now. He said that a CenturyLink technician has been out there every day this week. The technician talked to Ms. Gerbig today and said their conversation was ok. I am sorry Ms. Gerbig is having trouble with static on her line. Please know that CenturyLink will continue to respond as quickly as we can when Ms. Gerbig calls.

Thank you.

*PattyAnn Miller*  
Case Manager  
Customer Advocacy Group  
CenturyLink  
Voice: 303-965-1471

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----- Forwarded Message -----

**From:** Customer Advocacy (PUC) [uswpuc@centurylink.com]  
**Sent:** 9/11/2020, 12:10 PM  
**To:** [steberl@nd.gov](mailto:steberl@nd.gov)  
**Subject:** RE: ND PSC: Consumer Complaint [ ref:\_00D412HUz0.\_5004No9zIF:ref ]

Hi Stacy,

I've advised the area manager that we need to get rid of the static on Ms. Gerbig's line. He has a technician out there again today and he is going to call me back with some details.

Thank you.

*PattyAnn Miller*  
Case Manager  
Customer Advocacy Group  
CenturyLink  
Voice: 303-965-1471

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----- Original Message -----

**From:** Eberl, Stacy L. [steberl@nd.gov]

**Sent:** 9/11/2020, 10:24 AM

**To:** [uswpuc@centurylink.com](mailto:uswpuc@centurylink.com)

**Subject:** RE: ND PSC: Consumer Complaint [ ref:\_00D412HUz0.\_5004No9zIF:ref ]

Hi Patty – Sharon Gerbig has tried to call me a couple of times this morning from the home phone number and there is a LOT of static on the line and the call only works for a short bit and then it drops the call. She is very upset and worried about not having a working line. Once again....cell phones do not work where they live. Can you please push this as hard you can...if something does not get fixed soon I will need to push this up further for possible formal action.

Thanks,

Stacy

**From:** Customer Advocacy (PUC) <[uswpuc@centurylink.com](mailto:uswpuc@centurylink.com)>

**Sent:** Tuesday, September 8, 2020 2:22 PM

**To:** Eberl, Stacy L. <[steberl@nd.gov](mailto:steberl@nd.gov)>

**Subject:** RE: ND PSC: Consumer Complaint [ ref:\_00D412HUz0.\_5004No9zIF:ref ]

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Hey there Stacy!

LOL I do stuff like that all the time. ;o)

I've called both numbers just now and I didn't get an answer. I'll reach out again and see where we are at.

Thanks much!

*PattyAnn Miller*

Case Manager

Customer Advocacy Group

CenturyLink

Voice: 303-965-1471

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----- Original Message -----

**From:** Eberl, Stacy L. [steberl@nd.gov]  
**Sent:** 9/8/2020, 12:12 PM  
**To:** [uswpuc@centurylink.com](mailto:uswpuc@centurylink.com)  
**Subject:** RE: ND PSC: Consumer Complaint [ ref:\_00D412HUz0.\_5004No9zIF:ref ]

I did mean Sharon Gerbig.....I guess if I type Patty once, then everyone is named Patty! 😊

**From:** Customer Advocacy (PUC) <[uswpuc@centurylink.com](mailto:uswpuc@centurylink.com)>  
**Sent:** Tuesday, September 8, 2020 11:11 AM  
**To:** Eberl, Stacy L. <[steberl@nd.gov](mailto:steberl@nd.gov)>  
**Subject:** RE: ND PSC: Consumer Complaint [ ref:\_00D412HUz0.\_5004No9zIF:ref ]

**CAUTION:** This email originated from an outside source. Do not click links or open attachments unless you know they are safe.

Thank you Stacy!

*PattyAnn Miller*  
Case Manager  
Customer Advocacy Group  
CenturyLink  
Voice: 303-965-1471

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----- Original Message -----

**From:** Eberl, Stacy L. [steberl@nd.gov]  
**Sent:** 9/8/2020, 8:13 AM  
**To:** [uswpuc@centurylink.com](mailto:uswpuc@centurylink.com)  
**Subject:** RE: ND PSC: Consumer Complaint [ ref:\_00D412HUz0.\_5004No9zIF:ref ]

Hi Patty – I did receive a voice message from Patty Gerbig on Thursday saying they were still having problems. During the voice message there was a lot of crackling on the line and she mentioned that the line drops the calls....so it seems that they are back on line but still do not have good service. Can you please have someone check back in with them right away this week and see what their service is like now?? I don't think all of their problems have been resolved.

Thanks!!

Stacy Eberl

*Consumer Affairs/Public Outreach Specialist*

701.328.4082 • [steberl@nd.gov](mailto:steberl@nd.gov) • [www.psc.nd.gov](http://www.psc.nd.gov)



**From:** Customer Advocacy (PUC) <[uswpuc@centurylink.com](mailto:uswpuc@centurylink.com)>  
**Sent:** Thursday, September 3, 2020 2:09 PM  
**To:** Eberl, Stacy L. <[steberl@nd.gov](mailto:steberl@nd.gov)>  
**Subject:** FW: ND PSC: Consumer Complaint [ ref:\_00D412HUz0.\_5004No9zIF:ref ]

**CAUTION:** This email originated from an outside source. Do not click links or open attachments unless you know they are safe.

Hi Stacy,

I am sending a quick email to let you know the Gerbig's are back in service. However, I've asked for an explanation of what transpired and have not heard from the supervisor yet. I'm hoping to hear back yet today or tomorrow.

Thank you so much!

*PattyAnn Miller*

Case Manager  
Customer Advocacy Group  
CenturyLink  
Voice: 303-965-1471

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----- Forwarded Message -----

**From:** [steberl@nd.gov]  
**Sent:** 8/27/2020, 8:53 AM  
**To:** [uswpuc@centurylink.com](mailto:uswpuc@centurylink.com)  
**Cc:** [steberl@nd.gov](mailto:steberl@nd.gov)  
**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](mailto:skg12151@yahoo.com)

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 their 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  
Consumer Affairs/Public Outreach Specialist

701.328.4082 • [steberl@nd.gov](mailto:steberl@nd.gov) • <https://imss91-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=www.psc.nd.gov&umid=F1BAC8B6-ADDD-1A05-A5EB-00956CE3CF53&auth=19120be9529b25014b618505cb01789c5433dae7-421a0ac30a1bc445488853de774bdf88b7bc614>

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ref:\_00D412HUz0.\_5004No9zIF:ref

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## Eberl, Stacy L.

---

**From:** Customer Advocacy (PUC) <uswpuc@centurylink.com>  
**Sent:** Tuesday, October 6, 2020 8:43 PM  
**To:** Eberl, Stacy L.  
**Subject:** RE: ND PSC: Consumer Complaint-Gerbig [ ref:\_00D412HUz0.\_5004NohDsf:ref ]

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Hello Stacy,

I talked with the area field manager several times since you last wrote. They put Ms. Gerbig in service and then you and she talk and she's down again. We are trying our best to keep her in service and respond as quickly as we can when she calls. I am sorry for the trouble.

*PattyAnn Miller*

Case Manager  
Customer Advocacy Group  
CenturyLink  
Voice: 303-965-1471

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----- Original Message -----

**From:** Eberl, Stacy L. [steberl@nd.gov]  
**Sent:** 10/1/2020, 8:44 AM  
**To:** uswpuc@centurylink.com  
**Subject:** RE: ND PSC: Consumer Complaint-Gerbig [ ref:\_00D412HUz0.\_5004NohDsf:ref ]

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I sent her a note this morning asking for an update and she says the tech has been out there working...but they still do NOT have service.

**From:** Customer Advocacy (PUC) <uswpuc@centurylink.com>  
**Sent:** Wednesday, September 30, 2020 6:11 PM  
**To:** Eberl, Stacy L. <steberl@nd.gov>  
**Subject:** ND PSC: Consumer Complaint-Gerbig [ ref:\_00D412HUz0.\_5004NohDsf:ref ]

**CAUTION:** This email originated from an outside source. Do not click links or open attachments unless you know they are safe.

Hi Stacy,

I've been in contact with Mark every couple of days. They continue to check on Ms. Gerbig's service frequently. Have you heard anything from her ?

Let me know.  
Thank you!

*PattyAnn Miller*  
Case Manager  
Customer Advocacy Group  
CenturyLink  
Voice: 303-965-1471


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----- Original Message -----

**From:** Eberl, Stacy L. [[steberl@nd.gov](mailto:steberl@nd.gov)]  
**Sent:** 9/18/2020, 11:39 AM  
**To:** [uswpuc@centurylink.com](mailto:uswpuc@centurylink.com)  
**Subject:** RE: ND PSC: Consumer Complaint [ ref:\_00D412HUz0.\_5004No9zIF:ref ]

Patty – I just talked with Ms. Gerbig and I don't understand....she said her service is still NOT working, has never been fixed...has not worked for over a month now. She did call CL this morning and there was no open ticket (doesn't understand why it was closed, because once again...never was fixed), and opened another ticket. This complaint is still

active and open on my end. 

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