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**Eberl, Stacy L.**

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**From:** Sharon Kickertz-Gerbig <skg12151@yahoo.com>  
**Sent:** Tuesday, October 6, 2020 11:04 PM  
**To:** Eberl, Stacy L.  
**Subject:** Re: CenturyLink complaint - formal action  
**Attachments:** 2018\_a Century Link Phone Bills\_Gerbig.pdf; 2019 Century Link Phone Bills\_Gerbig.pdf; 2020 Century Link Phone Bills\_Gerbig.pdf; Century Link Name Change news item.pdf; Landline Telephone Issues Incurred by Century Link.docx

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Good morning Stacy,

I have files attached that should be useful in this process. There are copies of the last three phone bills, as well as a list of our concerns. As mentioned in the list, we have had numerous instances when the phone has been out for three days or less, and that does not qualify for a credit, and that happens often. So the bills will not reflect the total number of times we have been without service.

Let me know if I need to pull together additional information for this. I certainly appreciate your help and wisdom as we move forward.

Sharon

## ***Landline Telephone Issues Incurred by Century Link***

Gordon & Sharon Gerbig  
5215 East River Road  
Amidon ND 58620

These are the concerns for the non-existent, undependable operation of our land line telephone service through Century Link.

Copies of telephone bills from 2018, 2019, and 2020 are attached. Prior years can be provided if necessary.

Credit is given to the customer for local service not provided if it is for longer than three consecutive days. We have to notify Century Link (by telephone); it is not an automatic credit. The credit on the telephone bill Does Not show all the times that the outage/no service was three days or less. I do not have a record of those numerous times, as my records were lost when my computer's hard drive crashed this past summer. There were times that the service was out for a couple days, working for a few hours, and then off again for a couple days. This cycle was repeated often.

Cell/Mobile telephone service is not available to us unless we get into a vehicle and drive to a nearby hill. Depending on the conditions and direction, this can be up to 10-12 miles one way from our home.

It is inconvenient to make a cell phone call, and then have to wait for a return call if the person is not available.

When contacting Century Link, we have been placed on "Hold" for a long time, up to 30 minutes a time), we have been treated rudely when explaining our frustrations and why we need to have dependable service, and we have been told when requesting repair to the line that our repair is scheduled for 10 days from the day that we call. We have resorted to contacting the local technician (who is the only staff working in this area of the state) who then gets repair work started, and makes a work order quicker than 10 days out. I have contacted other staff than the repair line (example: Patti Miller in the Denver executive office), and during the conversation I felt that my issues were not important, and it is too expensive to repair the line we are on. I asked the value of a human life if I need an ambulance, and the line was quiet. I feel that the staff is not responsive in working with customers with legitimate concerns.

We need to have dependable consistent service.

### Concerns:

Safety – No access to Ambulance Service if medical need arises. We are served by a volunteer Ambulance Service, so timing is critical.

No access to Fire Department assistance if need arises. We are served by a local volunteer Fire Department, so timing is extremely important. Law Enforcement protection, again timing is of the essence if protection is needed.

Medical issues. Gordon has regularly scheduled appointments to have his pacemaker checked. Without land line service, we need to drive to Bismarck (330 miles round trip) to have the checkup done. This checkup is usually accomplished via a telecommunications system using the land line.

Medications, Doctor appointments, etc are all scheduled, ordered, and purchased through telephone service.

Business -- Our livelihood depends on access to consistent, working communication lines through our land line service.

Ranching requires access to local businesses such as farm equipment suppliers, veterinarians, feed suppliers, etc for us to continue to operate.

Feed supplies for the livestock, equipment repairs, etc are arranged through telephone land line communications.

The selling and purchasing of livestock is done through land line communications. We sell livestock on video sales, and it is extremely important financially that we can talk to the sales representative in the ring on such occasions.

As a member of the Grazing Association, we do business with the main association office and association officers through the land line. Face-to-face communication is not always possible or permissible.

Family -- Networking with family members (Especially important during this time of Covid)  
Networking with friends and neighbors. (working together, safety health, etc.

Personal -- I have a mother who is on Hospice in a nursing home, she lives 350 miles away in the eastern part of the state from me). I need to be kept abreast of her changing health issues. I need to be able to leave on a moment's notice. Without access to dependable land line service, I cannot be kept informed.

There are families with young children on this line that is undependable. They will have additional concerns.

These families will be living in this area for many years, they need and require dependable consistent land line telephone service.

**Eberl, Stacy L.**

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**From:** Sharon Kickertz-Gerbig <skg12151@yahoo.com>  
**Sent:** Thursday, October 15, 2020 1:26 PM  
**To:** Eberl, Stacy L.  
**Subject:** phone still not working

Hi Stacy,

Just a quick note to let you know that the landline phone line is still not working.

there have been a few times when the phone has rung, we pick it up and it is a real bad scratchy sound so the person on the other end is very difficult to understand. It will drop the call within 30 seconds and the line is again dead. We have tried calling out a couple times, the number can be dialed, then the phone line is dropped and dead again.

so live goes on. Hard to imagine this going on like this all winter.....

thanks for your help.  
Sharon

**Eberl, Stacy L.**

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**From:** Sharon Kickertz-Gerbig <skg12151@yahoo.com>  
**Sent:** Friday, November 6, 2020 12:28 PM  
**To:** Eberl, Stacy L.  
**Subject:** Re: Update?  
**Attachments:** Oct-Nov 2020 Century Link Bill for G and S Gerbig.pdf

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Hi Stacy,

We are still without service (local or long distance) phone line is dead. I am not sure if they have even sent a technician out to work on it. I called Century Link last week, found out that the repair ticket had been cancelled, so no work was being done. I told the person I talked to that it needed to be reinstated, and to NOT cancel it until I told them that it was working, as we are the users of our line.

I called Century Link again yesterday, the ticket had been cancelled again, so I had it reinstated and was told the tech would be out today and get it all fixed. (I tried to not laugh at that). So we will see. Tech was supposed to be out two weeks ago either yesterday or today, and did not show up either day.

I have also called the tech on his work cell phone, left messages, he has not returned any calls for the past few weeks.

I have attached a copy of our last two bills, we had a credit on Oct bill, and were surprised when we got the Nov bill and saw that there was a late fee attached, when I called billing, I asked how they could assess a late fee when there was a credit, after a long discussion, we did get the bill as a credit.

This inadequate service is costing us emotional stress, financial issues for our business and personal safety issues. The coming of winter does not help, when I leave work or after I have been in town getting supplies, and head home, I would call ahead and tell Gordon what time I should be there, and then he would know what time I should be there, so if I did not make it, he could come and look for me. I can't do that now.

We are not the only ones affected, why does the almighty dollar have been more important that a person and their life?

I am at work today, tomorrow, Sunday and Monday, am off work on Tuesday, and back here on Wednesday through the next Monday. Call me on my cell as it works here. 701-290-0504, still no cell service at home.

thanks so much for your help, it is greatly appreciated.

Sharon Gerbig

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Thursday, November 5, 2020, 5:18:12 PM MST, Eberl, Stacy L. <steberl@nd.gov> wrote:

Hi Sharon,

Just wanted to check in and see if there have been any updates with your service? Our legal counsel is planning on putting an order on the agenda for Monday's Commission meeting that would alert the company a formal action has been filed and schedules a hearing. I wanted to know that status of your service currently in case they ask me. Just shoot me an email when it works for you.

Thanks for your patience with this process...I'm pushing things forward as quickly as I can, but a lot is out of my hands when I pass things off to legal. Hope all is well with you.

Thanks,

Stacy Eberl

*Consumer Affairs/Public Outreach Specialist*

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