

July 13, 2021

Mr. Steven Kahl
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue, 12th Floor
Bismarck, ND 58505-0480

Re: Public Service Commission v. Qwest Corporation
Case No. PU-20-442

Dear Mr. Kahl:

At the July 1 Informal hearing, the Commission requested that CenturyLink clarify its offer to the customers.

CenturyLink is committed to meeting its state obligation to offer voice service so long as it is obligated to do so. Because the infrastructure CenturyLink uses to provide phone service can no longer be reliably maintained, CenturyLink is offering HughesNet voice service to these customers. CenturyLink is willing to explore other options such as cell boosters if the customers choose to go that route.

CenturyLink believes it has addressed the concerns the customers have raised in prior correspondence and will not repeat all of those points in this letter. For reference, below are the basic terms CenturyLink is offering:

If the customers choose HughesNet, our suggested terms are as follows:

- No installation or Equipment charges.
- 12 month free trial.
 - o CenturyLink will mail a check to each customer.
 - o Customer will need to make the payments to provider.
 - o Use of this approach will be evaluated annually
- Free battery pack units; 1 for each home.
- Free adapter for Gordon Gerbig's pacemaker checks.
- A local contractor, of Sharon Gerbig's choice, will personally install Dorm's service.

Mr. Steven Kahl

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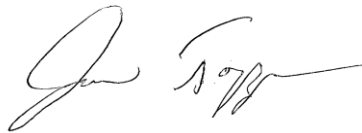
- HughesNet sent CenturyLink confirmation of the following:
 - o Current telephone number can be ported to HughesNet.
 - Should you choose this option, your land line with CenturyLink will have a different telephone number after the port.
 - o Your phone numbers will show up on people's Caller I.D.
- CenturyLink will supply a credit card to get Dorm's service installed initially.
 - o CenturyLink asks that Dorm changes to a payment of his choosing within a 45 day timeframe.

Option 2: Cell Boosters for each home:

The customers have explored this option and CenturyLink is willing to explore this option. CenturyLink is willing to work with the customers and spend up to \$4,000 per customer to install necessary equipment, pay for the telephone plan for a year and review this approach annually thereafter. We believe we have an adapter that would work for pacemaker checks. The customers would be responsible for working with the installer and CenturyLink to determine specific equipment necessary for this service.

CenturyLink believes either of these options are superior to building an outdated and expensive telephone plant to this remote area. We appreciate the Commission's willingness to consider creative approaches to serve North Dakota customers.

Very truly yours,

A handwritten signature in black ink, appearing to read "Jason D. Topp". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Jason D. Topp

JDT/bardm

CERTIFICATE OF SERVICE

I hereby certify that on this 13th day of July, 2021, the foregoing letter to the Commission was served upon the following party:

Mr. Steven Kahl
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue, 12th Floor
Bismarck, ND 58505-0480

and copies sent electronically, addressed to the following:

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Dianne Barthel