



Jason D. Topp
Assistant General Counsel
(651) 312-5364

October 6, 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:

On October 1, 2021, CenturyLink filed a Timeline of Communications and An Application Requesting Trade Secret Protection of Confidential Information.

Pursuant to a request by Commission Staff, CenturyLink has made some modifications to the public version of the Timeline and Application. Therefore, enclosed for filing is an amended public version of CenturyLink's Timeline of Communications and An Amended Application Requesting Trade Secret Protection of Confidential Information. No changes have been made to the confidential version of the Timeline of Communications filed on October 1, 2021.

Please let me know if you have any questions in this regard.

Very truly yours,

A handwritten signature in black ink, appearing to read "Jason D. Topp", written in a cursive style.

Jason D. Topp

JDT/bardm

Enclosure

cc: Service List

CERTIFICATE OF SERVICE

I hereby certify that on this 6th day of October, 2021, the foregoing amended public version of CenturyLink's Timeline of Communications and An Amended Application Requesting Trade Secret Protection of Confidential Information were 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:

Jason Topp
Assistant General Counsel
CenturyLink
200 South 5th Street
Minneapolis, MN 55402
Jason.topp@lumen.com

Paul Sanderson
Evenson Sanderson, PC
1100 College Drive, Suite 5
Bismarck, ND 58501
psanderson@esattorneys.com

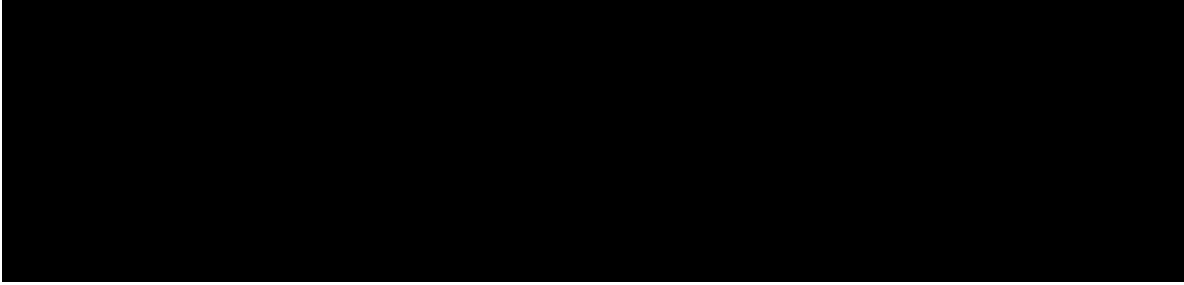
Sharon Gerbig
5215 E River Road
Amidon, ND 58620
SkG12151@yahoo.com



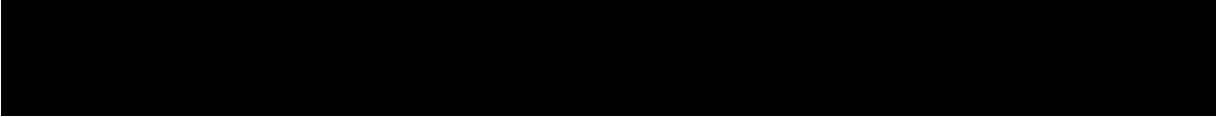
Dianne Barthel

CenturyLink's Timeline of Communications

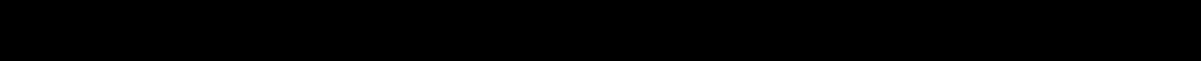
August 11, 2021 – email from CenturyLink to Sharon Gerbig



August 12, 2021 – email from CenturyLink to Sharon Gerbig



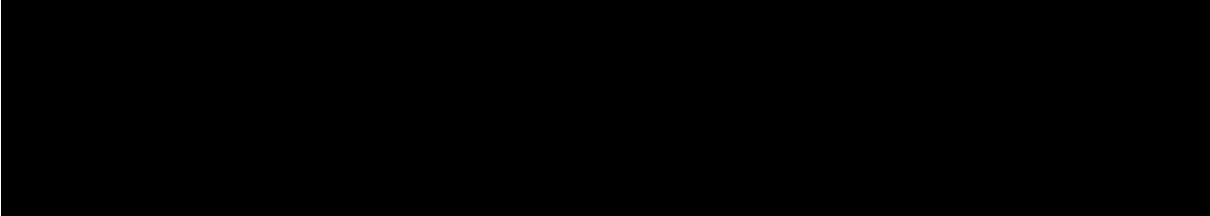
August 16, 2021 -- email from Mrs. Gerbig to CenturyLink representative



August 24, 2021 --



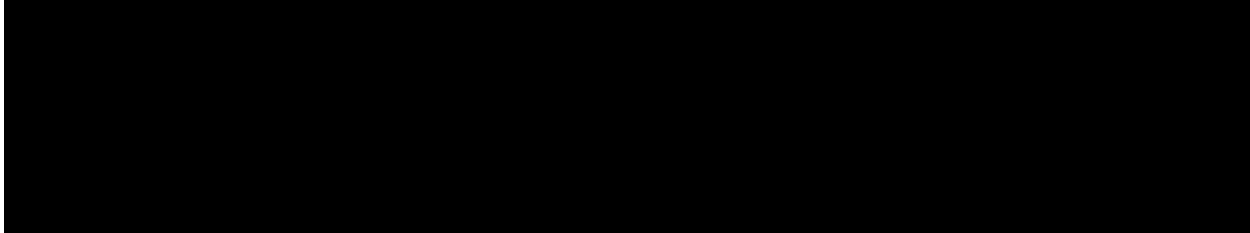
August 25, 2021 – email from Mrs. Gerbig to CenturyLink representative



August 25, 2021 – email from Mrs. Gerbig to CenturyLink representative

- Mrs. Gerbig indicated she was going to town to check out phones.
- Mrs. Gerbig had questions about the billing that we answered.
- Mrs. Gerbig provided medical clinic location.

August 25, 2021 - email to Mrs. Gerbig from CenturyLink representative



- CenturyLink representative informed Mrs. Gerbig that she would be on vacation August 27 and August 30 and should Mrs. Gerbig need anything, she would respond on Tuesday, August 31.

August 26, 2021 - email from Mrs. Gerbig to CenturyLink representative

- Mrs. Gerbig indicated that she was going to be in town (Dickinson) later that day and will attempt to get phones selected and indicated she would call for credit card information.
- CenturyLink representative did not receive a call prior to 6 p.m. CST.

August 26, 2021 -- email to Mrs. Gerbig from CenturyLink representative

- CenturyLink representative advised Mrs. Gerbig she would be available to receive a call from her. Monitored her phone until 8 p.m. that evening but did not receive a call.

August 26, 2021 -- email from Mrs. Gerbig to CenturyLink representative

[REDACTED]

August 30, 2021 – email from Mrs. Gerbig to her CenturyLink representative.

- Mrs. Gerbig was unhappy that her CenturyLink representative had not returned a voice mail from August 26 yet; indicated that she must be on vacation.

August 31, 2021 – CenturyLink representative returns from two day vacation.

August 31, 2021 -- email to Mrs. Gerbig from CenturyLink representative

- CenturyLink representative advised Mrs. Gerbig she waited until 8 p.m. on the 26th for a return call.

[REDACTED]

September 8, 2021 – email from Mrs. Gerbig to CenturyLink representative.

[REDACTED]

September 8, 2021 (Sunday) – email reply from CenturyLink representative to Mrs. Gerbig

- CenturyLink representative apologized for the delay and indicated work was continuing.
- The delay was due in part to the time it was taking to research [REDACTED]

September 12, 2021 – email from Mrs. Gerbig to CenturyLink representative

[REDACTED]

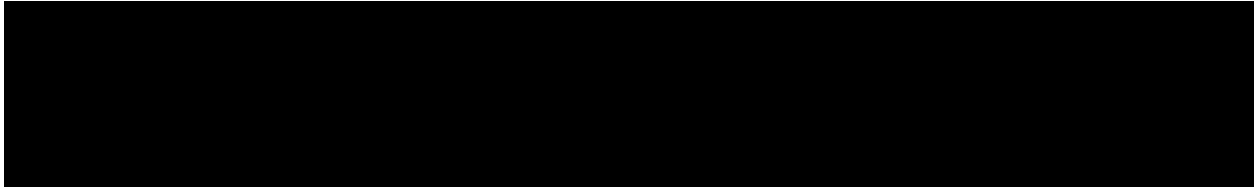
September 12, 2021 – email to Mrs. Gerbig from her CenturyLink representative

[REDACTED]

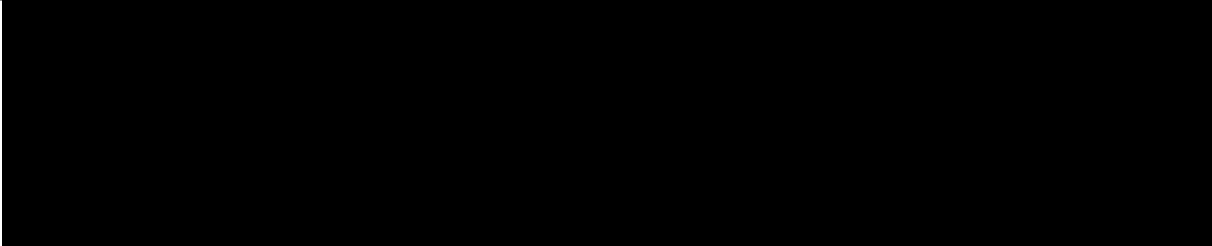
September 14, 2021 – phone call to HughesNet installer.

- He will reach out to Mrs. Gerbig to install equipment.

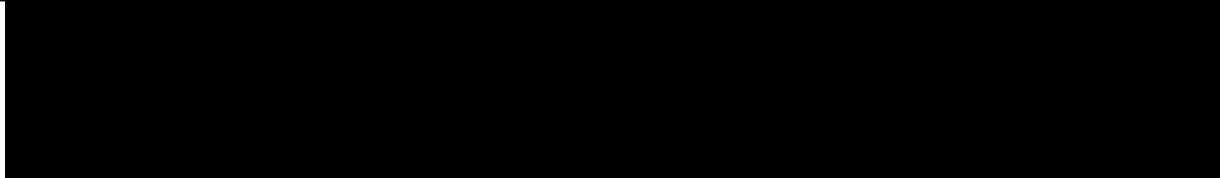
September 14, 2021 -- email to Mrs. Gerbig from CenturyLink representative regarding call with HughesNet.



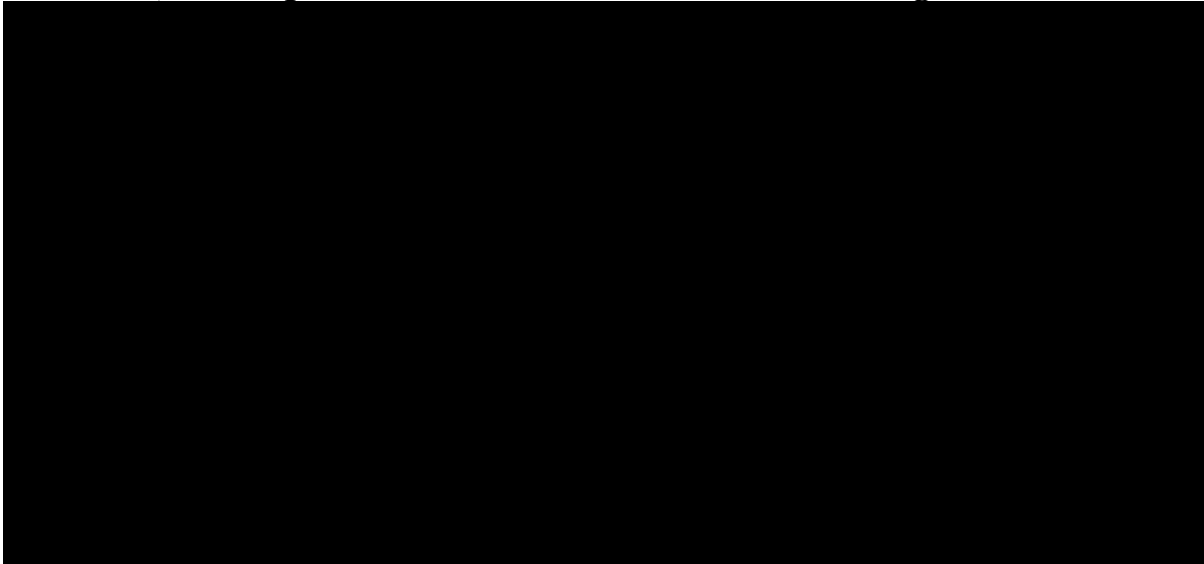
September 16, 2021 – email from Mrs. Gerbig to CenturyLink representative regarding a change in direction of provider.



September 22, 2021 -- email to Mrs. Gerbig from her CenturyLink point of contact

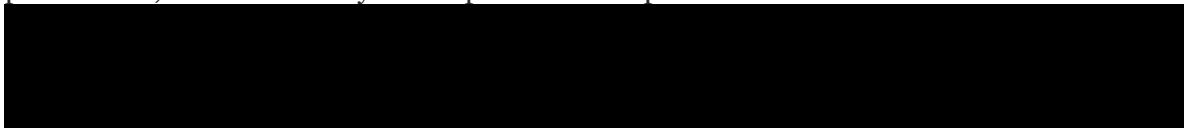


September 23, 2021 – phone call with Sharon and Gordon Gerbig



Efforts to contact Kohler Communications

September 23, 2021 – CenturyLink representative called and left a message for Mr. Kohler
September 24, 2021 – CenturyLink representative left a follow up message for Mr. Kohler
September 27, 2021 – CenturyLink representative spoke with Mr. Kohler



Efforts to Reach Miles Gerbig

September 29, 2021—CenturyLink representative called Miles Gerbig – on his cell 





Efforts to reach Dorm Henders

September 29, 2021 -- Left voice mail message for Mr. Henders at the number on file.