



**CenturyLink®**

**Jason D. Topp**  
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October 29, 2021

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

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

Dear Mr. Kahl:

Pursuant to the Commission's Findings of Fact, Conclusions of Law and Order dated August 4, 2021, enclosed for filing are CenturyLink's Timeline of Communications related to establishing voice service to the Gordon and Sharon Gerbig's residence, the Miles Gerbig's residence and the Dorm Henders' residence and an Application Requesting Trade Secret Protection of Confidential Information related to the above-referenced matter.

Very truly yours,

A handwritten signature in black ink, appearing to read "Jason D. Topp".

Jason D. Topp

JDT/bardm

Enclosure

cc: Service List

**CERTIFICATE OF SERVICE**

I hereby certify that on this 29th day of October, 2021, the foregoing CenturyLink's Timeline of Communications and an 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, 12<sup>th</sup> Floor  
Bismarck, ND 58505-0480

and copies sent electronically, addressed to the following:

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Dianne Barthel

## CENTURYLINK'S TIMELINE OF COMMUNICATIONS

**9/29/2021 - 10/28/2021**

Date	Details
9/29/2021	Sent two email to Sharon: 1) gave cell [REDACTED] and pricing. 2) Let her know Kohler will reach out to them on dates for installation. *don't forget to mention your [REDACTED] choice & make sure it's compatible.
10/2/2021	Sharon emailed. Describing problems with [REDACTED] not being 100%. Said wd order cell & left me know of any price differences.
10/2/2021	Patty emailed Sharon said working on Check for [REDACTED]. Kohler sent Invoice/Sharon responded same day.
10/2/2021	Sharon emailed, Ok, thanks.
10/5/2021	Email to Sharon. Advised I received a quote from Dennis Kohler and gave her his number. Lined out the process on the check.
10/5/2021	Email to Dennis, asking about battery backup cost.
10/8/2021	Email to Miles and explained the process as a follow-up on their conversation 9/29. [REDACTED] I agreed to check.
10/8/2021	Email to Dennis thanking him for picking up the [REDACTED] for us at Wal-Mart.
10/13/2021	Email to Sharon with a chart of the monies being sent & advised it would be coming 10/15 for [REDACTED] [REDACTED]
10/14/2021	Called Sharon at work. Advised to expect the check tomorrow. She told me install was 21st not 31st.
10/14/2021	Dennis sent another invoice, with tax added for Sharon. An additional \$73.81 w/b added to Miles check as Sharon's was done. He agreed to that. He hasn't heard back from Miles yet.
10/14/2021	Email to Kohler. Advising monies will be sent to Sharon. Sent a revised chart and asked him to approve.
10/14/2021	Dennis Kohler approved my chart on monies for Sharon's install.
10/22/2021	Patty called and talked with Dorm at length. [REDACTED] [REDACTED] [REDACTED]
10/22/2021	Email from Sharon explaining what is not working and what had not been done thus far.
10/22/2021	Followed up with Sharon. Asked how the install went with Kohler.
10/22/2021	Patty asked Dennis how install went & asked about getting Miles done.
10/22/2021	Kohler said - Gordon moved to next Tues. had cows to move. Hasn't heard from Miles yet.

PUBLIC DOCUMENT

PROTECTED INFORMATION HAS BEEN EXCISED

Date	Details
10/25/2021	<p>Called and talked with Dorm Henders. I mentioned leaving him a couple voice mails. He said he doesn't know how to use and doesn't care. We discussed: [REDACTED]</p> <p>2) Phone is ok, but goes down sometimes. [REDACTED]</p> <p>4) He doesn't have svc in his shop. [REDACTED] [REDACTED] when he comes out to double check.</p> <p>6) He got a \$318 check from CTL, I advised was a mistake, just hang on to it for now.</p>
10/25/2021	Patty responded to Sharon's 10-22 email.
10/25/2021	Email from Miles. [REDACTED] He said he talked to Kohler and he will come to his house after he is finished with his Dad's install.
10/26/2021	Kohler advised the date was moved to Thursday, bad rain Tuesday.
10/26/2021	Talked with Miles to discuss the possibility of a [REDACTED] for his home.
10/27/2021	Patty emailed Miles. Advised CenturyLink will be sending a check to pay for everything and then Kohler will come out to install. Kohler requires 100% payment in advance.
10/27/2021	<p>Talked to Mr. Kohler. [REDACTED]</p> <p>[REDACTED] We discussed Dorm. I asked was there some way to make the antenna work? [REDACTED]</p> <p>[REDACTED]</p>
10/27/2021	[REDACTED]
10/27/2021	Patty sent email to Kohler - reminder to take the battery backup unit to Sharon's.
10/27/2021	<p>Two emails to Miles.</p> <p>1) approve the amount of the [REDACTED] Explained how payment works.</p> <p>2) I talked to Kohler &amp; he will add [REDACTED] the bill for your house.</p>
10/28/2021	Email to Miles, asking if he had [REDACTED] previously.
10/28/2021	Email to Sharon asking how it went today installing with Kohler. Asked her to let me know.
10/28/2021	Email to Dennis Kohler, asking how the installation went today at Sharon's and was he able to get over to Miles home?