



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

December 29, 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:

Pursuant to the Commission's Findings of Fact, Conclusions of Law and Order dated August 4, 2021, enclosed please find a spreadsheet documenting our efforts to provide service during the month of December. Service has been installed for all three customers.

Please reach out to us with any questions.

Very truly yours,

A handwritten signature in black ink, appearing to read "Jason D. Topp", written over a horizontal line.

Jason D. Topp

JDT/bardm

Enclosure

cc: Service List

CERTIFICATE OF SERVICE

I hereby certify that on this 29th day of December, 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, 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
12/01/2021 - 12/28/2021

Date	Details
12/1/2021	Talked with Dennis Kohler. He advised that Dorm purchased a [REDACTED] [REDACTED] Dennis went to Dorm's house on 11/22 and installed all the [REDACTED] [REDACTED] for him. Dennis advised that Dorm ended up having the best of the 3 homes for cell reception. Dennis also said the [REDACTED] are not in yet. As soon as they arrive, he said that Miles would go in town and pick all 3 up and give them to Dorm and Sharon. I asked Dennis to send me Dorm's invoice asap, so I can pay Dennis for the equipment. He agreed to do so. He said the [REDACTED] Dorm wants is in Ace Hardware.
12/1/2021	Called Dorm and he answered his [REDACTED] He said he is very happy with his [REDACTED] [REDACTED] He still needs a [REDACTED] so he can use his [REDACTED] [REDACTED] in his shop and one could be used for his answering machine in the house. Sharon paid for Dorm's [REDACTED] [REDACTED] I asked Dorm if he would be so kind and send me a copy of the invoice. He didn't know anything about a [REDACTED]. But he did agree to call Sharon a little later and ask her to send it to me. And I agreed to email her. We discussed the [REDACTED] are not in yet. Dennis agreed to let me know when they arrive. On the [REDACTED] [REDACTED] he thinks for some reason, the voice mail is going weird places. Because we ported his number over to the HughesNet service when that was installed. I agreed to check, but think he probably needs to set up HughesNet voice mail. Dorm also wants a certified letter stating CTL is abandoning the service. I said I was not aware of anything.
12/3/2021	Emailed Tyrone again / he called right away. He said he would mail Dorm a [REDACTED] [REDACTED] I provided his address in an email.
12/6/2021	Talked to Tyrone. He agreed to send Dorm a [REDACTED] for his shop. He said they are less than \$5 and can be picked up at any home depot.
12/6/2021	Emailed Sharon Gerbig and asked if she would be so kind and send me a copy of Dorm's [REDACTED], so I could get a check to her.
12/7/2021	Emailed Miles Gerbig - asked how everything was working, especially since we added an additional [REDACTED] for his house.
12/8/2021	Sent a check request, to my contact, for Kohler Communications installation of Dorm Henders' home. She is unavailable until 12/12 due to team meetings.
12/13/2021	Emailed Sharon Gerbig asking again for a copy of the receipt for Dorm's [REDACTED]. Advised that I need to get this wrapped up.
12/13/2021	Emailed Miles Gerbig - hoping your [REDACTED] is working good for you. Asked that he respond when he gets a minute.

Date	Details
12/21/2021	<p>Emailed Sharon Gerbig. I just re-read your email. What concerns do you have other than money? I asked Dennis Kohler as you requested. [REDACTED]</p> <p>[REDACTED] I will reach out to Dennis for confirmation. Try the internet on [REDACTED] and let me know. Do you have cell tower installation problems? I need to know what they are and ask Dennis Kohler to work on them. So, please let me know that too.</p>
12/22/2021	<p>Emailed Tyrone again asked about the [REDACTED] for Gordon Gerbig. Please call me.</p>
12/23/2021	<p>Field supervisor asked that I ask everyone if they are still using the [REDACTED] we originally gave them before we tried HughesNet accounts were established. They were the phones that they had to go out side to use. Asked if they are not using them, could I make arrangements for the local technician to go out and pick them up.</p>
12/23/2021	<p>Requested stop pay on the [REDACTED] for Dorm Henders' home. The check was inadvertently made out to Dorm, I asked the new check be sent directly to Kohler Communications.</p>
12/23/2021	<p>Emailed Sharon requesting a copy of the receipt for Dorm's [REDACTED]</p>
12/24/2021	<p>Email from Sharon Gerbig. I have a copy of the billing I received when we picked up the cell phone for Dorm, it is attached. The phone is billed out for 24 months, guess that is one way they can hang on to customers. His bill does include all the fees, required additions to the phone that they recommend (screen protectors, etc.), etc. that were not on any of the information that was sent to you on my and Gordon's phone. If they are paid for Dorm's phone, I would suggest that we be reimbursed for my and Gordon's phone as well.</p> <p>I checked my last statement, Dorm's monthly fee will be the same as Gordon's. It was on the last excel spreadsheet I sent you.</p> <p>Thanks in advance for contacting Tyrone and making arrangements for getting the phone hooked up for Gordon's pacemaker monitoring equipment.</p>
12/27/2021	<p>Patty sent a check request to her contact to pay for Sharon's [REDACTED] Dorm will make monthly payments on a portion of the [REDACTED] along with his monthly [REDACTED] plan.</p>
12/27/2021	<p>Patty sent a check request to her contact to pay for Dorm Henders' [REDACTED] and his portion of the [REDACTED]</p>
12/27/2021	<p>Patty sent an email to Sharong advising she will receive a check soon for her payments toward [REDACTED]</p>
12/28/2021	<p>Patty received confirmation Sharon's and Kohler Communications' checks will be sent overnight mail today.</p>
12/28/2021	<p>Patty sent an email to Kohler Communications advising the check will be to them by the end of the week. Also asked for an update on when [REDACTED] will be at the store.</p>

Date	Details
12/28/2021	<p>Patty sent an email to Sharon Gerbig advising she will have a check by the end of the week. Patty asked Sharon if they are still using the [REDACTED] given to them from CenturyLink over a year ago. If not, CenturyLink would like to send a field technician to pick them up. Asked if she knows anything about Dorm and Miles using them.</p>
12/28/2021	<p>Sharon Gerbig sent an email: I appreciate the response. What amount of Dorm's bill will Century Link pay for?, if they are paying for all of what we paid when the phone was picked up, then Gordon and I should be reimbursed for the required additions on the two phones.</p> <p>You mentioned in a recent message that you thought it was just about the money. It is not, there should be compensation for the frustration, worry and all that we had to deal with when there where years of poor service from Century Link. It was a disrespectful way to treat people that had been customers for many years. I know that there are others out there dealing with the problems with their Century Link Service, I hope that they have a better experience when it is resolved for them.</p>
12/28/2021	<p>TT Tyrone. He has been sick for two weeks and has not been able to work. He said that he could get to her home this week. But until he hears back from another customer, he doesn't have an exact day and time. But, when he does, he will call me to set an appointment. He said he would call me back either today or tomorrow.</p>
12/28/2021	<p>Dennis Kohler sent an email advising that the 2 for Gerbig's showed up last week and the one for Dorm is 2nd week January !! When I get all of them Miles said he would come and get them!!</p>
12/28/2021	<p>Hi Sharon,</p> <p>I have a couple of things for you in this email. First, I just heard from Mr. Kohler. He said that yours and Miles' [REDACTED] Dorm's is due the 2nd week of January. He said that Miles told him when they all come in, he would drive into town and pick them all up and deliver them. That's good news!</p> <p>To answer you last email. CenturyLink paid you for your expense of getting Dorm a [REDACTED] In my December 21st email I asked you this "What concerns do you have other than money?" because you had asked about the [REDACTED] I want to make it clear that I never said that you thought it was all about the money. My apologies if it came across that way. That was not my intent, it was an attempt to get everything done for you.</p> <p>I talked with Tyrone. He has been out and unable to work for a couple weeks. He will let me know when he can make it out to look at Gordon's heart monitoring equipment this week. Do let me know please, if you can be home any days this week.</p> <p>Thanks much!</p>

Date	Details
12/28/2021	<p>EMAIL FROM SHARON GERBIG: Hi Patty Ann, We have the [REDACTED], still in the box. It was never used. It was not a viable solution as we could not use it in the house, we had to walk outside our front door on the east side of the house, go around to the west side and point it to the horizon. Not convenient unless it was not raining or snowing, and was daylight. When we did try it, it did not work.</p> <p>It can be picked up, I am not sure where Miles or Dorm have theirs, as the phones did not work for them either. If I know what day the tech is coming, I can even leave it outside in a plastic type bag, in case we are not home. Sharon</p> <p>PS Just talked to Dorm, he is going to round his up and get it here in the next few days. We will check with Miles, and get all three phones together.</p>
12/28/2021	<p>Emailed Brad Giles and let him know the [REDACTED] will be outside in a bag when Cal can get by to pick them up.</p>
12/28/2021	<p>I have not heard back from Miles Gerbig</p>