



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

January 31, 2022

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 January. 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 in a cursive style.

Jason D. Topp

JDT/bardm

Enclosure

cc: Service List

CERTIFICATE OF SERVICE

I hereby certify that on this 31st day of January, 2022, 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
01/05/2022 - 01/28/2022

Date	Details
1/5/2022	<p>E-Mail received from Sharon Gerbig requesting additional funds:</p> <p>I know that [REDACTED] is no longer with Century Link, I would like to know the name of the person that is now handling this case so I can contact them by name.</p> <p>In regards to the check we received for Dorm's [REDACTED], I did not have a receipt for Dorm's HughesNet [REDACTED], I know what I will pay for his Verizon service, which was attached to the information given to [REDACTED] with the cost of his [REDACTED]. The check we received was not the correct amount. Also, we were promised that the [REDACTED] [REDACTED] would be paid for by Century Link [REDACTED] It was also to be paid for [REDACTED] [REDACTED] and also Gordon's [REDACTED] [REDACTED] for each of them. (I gave that information to [REDACTED]) We have not received the amount required to cover our monthly charges -- [REDACTED] had the information and chose to disregard that. When we first looked at the [REDACTED] we were told by Verizon that the charges would be \$45 and \$55 per month for the lines, but unfortunately, that is for four lines. Since there were only two of us, the charges became \$80 and \$70 per month, the small amount were were sent only covers about two months. This does need to be corrected and paid for.</p> <p>You will need to contact Dorm for his HughesNet bill charges, as I have no access and do not pay them. I will appreciate a prompt response so this matter can be taken care of. A copy of all of my correspondence has been and will continue to be shared with the state PSC.</p>
1/6/2022	<p>Engaged team for assistance with Sharon's request and further details concerning this matter. Situation was discussed and agreed to give [REDACTED] [REDACTED] and to provide the details of how much the additional funds would cost.</p>
1/6/2022	<p>E-Mail sent to Sharon requesting copy of her invoices for their [REDACTED] as no record was contained within [REDACTED] files as it relates to Sharon & Gordon's phones. We have Dorm & Miles cell contract but not her and Gordons.</p>
1/14/2022	<p>Received email from team advising Tyrone went to the Gerbig's & Dorm's residence on 1/8 to setup the [REDACTED].</p> <p>Hey. I talked to Tyrone. He was out there on Saturday, January the 8th to rewire the NID so that the signal from the ATA at the [REDACTED] connected to the home wiring and internal jacks. He then offered to go to the back room and test the [REDACTED] but Sharon went back there and came out and let Tyrone know the dial tone is working at the back room where the [REDACTED] is located. Tyrone also did the same for Dorm. Wired the home wiring to the [REDACTED]</p> <p>Tyrone indicated that Dorm was upset we have not yet provided [REDACTED] to them in case of emergency. Tyrone tells me he can order that in and install it for them if we want him to do so. He just needs a price range we are willing to spend.</p> <p>Tyrone will be sending me the invoice for his work from last weekend once I send him my email and let him know if we want him to handle the [REDACTED].</p>

Date	Details
1/14/2022	<p>Spoke with Dennis at Kohler Communications who advised the [REDACTED] is not in. Due to supply chain issues he is not sure when the [REDACTED] will come in. He further mentioned installation was not paid for [REDACTED] as Miles agreed to pick them all up and install them as he knows how to do this and confirmed it is a plug and play type situation.</p> <p>Dennis further became irate about not receiving the monies owed for Dorm and Miles' [REDACTED]. He stated [REDACTED] was to send him a check before she left and he has not received it yet. I advised Dennis I would have to get back to him as I showed all checks had been sent and monies paid.</p>
1/14/2022	<p>Advised team [REDACTED] were already ordered by Dennis/Kohler Communications and are awaiting the [REDACTED] to come in.</p> <p>Also, advised Dennis confirmed the [REDACTED] did not include the [REDACTED]. He mentioned Miles agreed to pick them up and knew how to install them (plug & play situation with the [REDACTED]) Dennis also said Miles agreed he would install them at each of their homes.</p>
1/14/2022	<p>Update Email Sent to Sharon following up on email sent on 1/6/2022 in which I had yet to receive a response regarding the [REDACTED] contracts for her [REDACTED] and Gordon's.</p> <p>Also, provided update I had concerning the remaining open items.</p> <ol style="list-style-type: none"> 1. Gordon's [REDACTED] along with [REDACTED] to home wiring and internal jacks was completed on 1/8. 2. Dorm Henders' [REDACTED] to home wiring and internal jacks was completed on 1/8. 2. [REDACTED] still awaiting third unit to arrive. 3. Satellite Phones.
1/17/2022	<p>Sharon emailed back:</p> <p>Kristy,</p> <p>As per your question, I have attached the billing for the [REDACTED] for Gordon and myself. We have received partial payment, but still await the remaining payment.</p> <p>We were also promised that we would have [REDACTED] of Verizon service as a payment to us. I have sent in a previous email message to [REDACTED] the cost for the three phones (Sharon, Gordon and Dorm). Please advise when the payment is sent. We did receive partial payment, but it did not cover all the necessary expenses to get the phones.</p> <p>I have two of the satellite phones (the one we had and Dorm's). I am still waiting for the one that Miles had. I will contact you when we get it.</p> <p>I did receive a check to cover some of the expenses for Dorm's [REDACTED] I contacted [REDACTED] several times (at least 4 over the phone or email) requesting a breakdown of the payment. I am still waiting for that list. As the fifth request, I am asking you if you would you please send it to me, as an email message would be fine.</p> <p>Tyrone will be sending you a bill for his services. I gave him your email address, but I do not have a telephone number to contact you. Would you please send the best phone number to contact you at so that we can call you as this situation gets taken care of.</p> <p>Thank you.</p>

Date	Details
1/18/2022	<p>Jenny provided copies of the checks sent in relation to the Gerbig issue.</p> <p>Dorm Henders' check in relation to the Kohler Communications [REDACTED] was made out on 12/28/2021.</p> <p>Check was sent via UPS on 12/28 and shows to have been received in Dickinson, ND on 12/31 but does not show delivered.</p> <p>Tracking# 1Z433WTJ1300021013</p>
1/18/2022	<p>E-Mail sent to Mr. Dennis Kohler advising of the status of the check.</p> <p>Advised of the check details and seeing if he had a local contact at the Dickinson, ND UPS office for them to help find and locate the undelivered package.</p> <p>Also, confirmed in regards to Miles' charges for the [REDACTED] he was to make the check out to you for the \$2,296.15 owed as Sharon Gerbig did. I will contact Miles and advise him he needs to come to your office and pay you for the installation charges he owes.</p>
1/19/2022	<p>Spoke with Dennis who went to the Dickinson, ND UPS office.</p> <p>Dennis advised he went to the Dickinson UPS facility this morning and the UPS agent did a check on the package and he said it never made it to their office and the last update shows it was received in Louisville, KY but never left that facility.</p> <p>The UPS agent advised Dennis we could do a lost and find option with UPS to see if they could track the package.</p> <p>Advised Dennis I would get back to him on this issue.</p>
1/19/2022	<p>Worked with Jenny and advised of the situation with Dennis' check. She is going to stop payment on the check and issue a new check. She will send me the tracking information once she sends it out.</p>
1/20/2022	<p>Previous check for Dennis Kohler - Jenny placed a stop payment on. Issued new check and provided new tracking information. New UPS Tracking code: 1ZF5064V0193438542</p>
1/20/2022	<p>E-Mail sent to Dennis with updated tracking information and advising previous check stop payment has been issued.</p> <p>The tracking code for his new check is 1ZF5064V0193438542.</p>
1/21/2022	<p>Response sent back to Sharon (requesting [REDACTED])</p> <p>In reviewing the details [REDACTED] used a standard/blanket rate for the monthly service for each of the [REDACTED] (used Miles rate of [REDACTED]).</p> <p>Requested a copy of her and Gordon's [REDACTED] to show the monthly service rate [REDACTED] per account, to allow me to calculate the rate that should have been applied/provided. Also, requested a copy of Dorm's [REDACTED] [REDACTED] as she is handling things for Dorm.</p> <p>Provided details per Sharon's request on what the check's received were covering in relation to Dorm's [REDACTED] [REDACTED]</p>
1/21/2022	<p>E-Mail sent to Miles regarding payment to Dennis/Kohler Communications & [REDACTED]</p>
1/21/2022	<p>UPS Tracking confirmed new check package was received and signed for by Kathy Kohler.</p> <p>Your shipment 1ZF5064V0193438542. Delivered On Friday, January 21 at 10:07 A.M. at Front Desk.</p> <p>Delivered To DICKINSON, ND US. Received By: KATHY</p>
1/26/2022	<p>Called Dennis as hadn't received an email back from him confirming receipt of the new check. No answer, left voicemail.</p>
1/28/2022	<p>No response back from Sharon yet from email sent on 1/21/22.</p> <p>No response back from Miles yet from email sent on 1/21/22.</p> <p>No response back from Dennis yet from email sent on 1/21/22 & Phone call made on 1/26/22.</p>