



Jason D. Topp
Assistant General Counsel
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March 1, 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 February. 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 1st day of March, 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
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Sharon Gerbig
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Dianne Barthel

CENTURYLINK'S TIMELINE OF COMMUNICATIONS

02/01/2022 - 02/25/2022

Date	Details
2/1/2022	Brad Giles confirmed technician [REDACTED] has picked up all [REDACTED] and has shipped them back to [REDACTED]
2/4/2022	No response had been received yet from Mrs. Gerbig from the email sent to her on 1/21/22. Email sent to Sharon Gerbig providing an update concerning the receipt of the [REDACTED] as well as an update on the [REDACTED] Also, again requested for her to provide a copy of her [REDACTED] This is needed so I can complete the review of the information against what [REDACTED] documented and what has already been paid. This information will allow me to calculate the rate that should have been applied/provided.
2/8/2022	[REDACTED] provided an invoice from Tyrone Johnson that needs to be paid for the service call he made to the Gerbig and Henders residence in January. Invoice# [REDACTED]
2/8/2022	Called and spoke with Tyrone Johnson to confirm how he was paid in the past by [REDACTED] Tyrone advised we had not paid him and all previous invoices were quotes that were for work that he did not perform. This would be the first invoice we would have paid. Tyrone provided address and information if a check needed to be mailed for the invoice.
2/8/2022	Engaged Jenny for assistance with getting a check issued for the invoice from Tyrone for his work at the Gerbig & Henders home.
2/9/2022	Jenny advised she could pay with a credit card if that was an option. Advised credit card payment was an option to pay the invoice. Jenny made the payment for the invoice on 2/9/22.
2/9/2022	Emailed Tyrone advising of the payment made and to please let me know if there is any issue with the payment. Tyrone confirmed payment has been received.
2/9/2022	Emailed team advising the invoice from Tyrone has been paid.
2/15/2022	Dennis with Kohler Communications contacted me and advised the [REDACTED] for Dorm had finally been received. Dennis also advised me he had already contacted Miles to let him know all [REDACTED] are in and that he could come and pick them up. Miles agreed he would be picking them up and would get them to his Dad and Dorm.
2/15/2022	Dennis also confirmed he has not received payment from Miles yet. He is hopeful when Miles comes and gets the [REDACTED] he will pay him.
2/16/2022	No response had been received yet from Mrs. Gerbig from the email sent to her on 2/4/22. Email sent to Sharon Gerbig providing an update on the [REDACTED]. Advised her Dennis confirmed the [REDACTED] was in and that he had already contacted Miles and Miles agreed to pick them all up and get them installed at her and Dorm's homes. No date was provided of when Miles would be picking them up but that he agreed to get them. Requested again for a copy of the [REDACTED] as no response has been received to date.
2/20/2022	Sharon Gerbig finally responded to my email and provided [REDACTED] [REDACTED] however, she only provided the 1st page of the [REDACTED] The 1st page is only a summary page of the charges for each line in question and does not provide a breakdown of each line and associated charges as requested.

PUBLIC DOCUMENT

PROTECTED INFORMATION HAS BEEN EXCISED

Date	Details
2/20/2022	<p>Sharon Gerbig's email received:</p> <p>Kristy,</p> <p>Attached are the phone bills you requested. They include the service plans for the [REDACTED] [REDACTED] When this process started, we were told that we would be reimbursed for two years of service for both the [REDACTED] and for the Hughes Net [REDACTED]. I know that is at issue here, but that is what we were promised. The service provided is not the best, we are still having issues.</p> <p>As I have requested in previous messages, I would like the telephone number that you can be contacted at.</p> <p>Thank you.</p> <p>Sharon Gerbig</p>
2/23/2022	<p>E-mail sent back to Mrs. Gerbig asking for the invoice pages that contain the breakdown of charges associated with each line. I confirmed I need more than just the summary page and need the individual itemized charges for each line in question.</p> <p>I also advised I have not provided my telephone number as we would like to keep all communication in writing to avoid any confusion and/or misunderstanding of the details being provided related to this matter.</p>
2/25/2022	<p>Called Dennis with Kohler Communications. Miles has yet to pick up the [REDACTED] He was supposed to come by today, 2/25; however, he had yet to show up.</p>