

PUBLIC SERVICE COMMISSION
STATE OF NORTH DAKOTA

MEMORANDUM

TO: Commissioners Fedorchak, Christmann, and Kroshus
Steve Kahl, Executive Secretary

FROM: Stacy Eberl, Consumer Affairs/Public Outreach Specialist

DATE: June 23, 2021

RE: CenturyLink telephone outage in Amenia area

Throughout late May and early June, the Commission has received four informal complaints from CenturyLink customers in the Amenia/north of Casselton area. Each customer reported having no service since around May 15th. As of the date of this memo, customers are still without landline CenturyLink service. CenturyLink has indicated that a part needed to fix the problem is backordered and is not expected to arrive until late July. The complaints have also mentioned a lack of communication between CenturyLink and the customers regarding details of the outage and what to expect.

During the June 23, 2021, Administrative portion of the regular Commission meeting, the Commissioners asked that an investigation be started to learn more about the outage and a hearing be scheduled. Based on the direction given by the Commissioners, I request an investigation be opened into this outage.