

NEWS RELEASE
MONTANA PUBLIC SERVICE COMMISSION

FOR IMMEDIATE RELEASE
November 13, 2014

Contact: Gary Duncan, 406-444-6189
Laura Farkas, 406-444-6179

Public Service Commission to Investigate CenturyLink's Service Quality

HELENA — The Public Service Commission invites CenturyLink customers who are experiencing chronic problems with their landline telephone service to tell the PSC about them by submitting comments in a PSC investigation proceeding.

After an informal investigation of CenturyLink's quality of service found violations of the PSC's rules requiring timely repair of out-of-service trouble reports, the PSC has initiated a contested case proceeding to continue this investigation.

In the contested case proceeding, the PSC will further examine CenturyLink's service quality problems and outages, especially those experienced by rural customers without access to other providers of telephone service. In addition, the PSC will analyze CenturyLink's proposed repair service improvement plan that will be submitted later in the proceeding and will consider whether to approve CenturyLink's request that the PSC waive its rule regarding the time required to resolve customers' out-of-service reports.

CenturyLink customers who want to comment on their CenturyLink telephone service should mail or deliver written comments to the PSC at 1701 Prospect Ave., PO Box 202601, Helena, MT 59620-2601, or submit comments electronically on the PSC's website at <http://psc.mt.gov> ("Comment on Proceedings"), and reference Docket D2014.11.91. The Montana Consumer Counsel (406-444-2771) is available to represent consumers in this matter.

For more information, visit psc.mt.gov or contact the Commission at 1-800-646-6150. Follow the PSC at [Twitter.com/@MT_PSC](https://twitter.com/MT_PSC) or visit [Facebook.com/MontanaPSC](https://facebook.com/MontanaPSC).