

Service Date: March 3, 2015

DEPARTMENT OF PUBLIC SERVICE REGULATION  
BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MONTANA

IN THE MATTER OF CenturyLink QC's ) REGULATORY DIVISION  
Service Quality and Its Response to Notice of )  
Commission Action in Docket N2014.3.38, ) DOCKET NO. D2014.11.91  
Including Petition for Waiver of Admin. R. )  
Mont. 38.5.337197)(b) )

IN THE MATTER OF the Request of Staff ) DOCKET NO. N2014.4.38  
of the Montana Public Service Commission )  
for CenturyLink Service Quality Information )

**NOTICE OF STAFF ACTION**

1. On March 18, 2014, Montana Public Service Commission (Commission) staff sent a letter to CenturyLink QC (CenturyLink) requested that CenturyLink provide certain service quality information in pursuant to Admin. R. Mont. 38.5.3360 and 38.5.3371.

2. On April 18, 2014, CenturyLink filed with the Commission its response including Customer Trouble Report Information.

3. On August 26, 2014, the Commission issued a Notice of Commission Action requiring CenturyLink to continue to provide out of service monthly reports, as well as file a repair service improvement plan.

4. On October 17, 2014, CenturyLink came before the Commission and presented an oral presentation.

5. On October 24, 2014, CenturyLink filed its Response to Notice of Commission Action, Request for Continuance and Petition for Waiver.

6. On November 12, 2014, the Commission issued its Notice of Commission Actions and Notice of Filing and Intervention Deadline, granting CenturyLink's request for a continuance.

7. On December 17, 2014, the Commission through delegation of authority to staff granted intervention to the Missouri River Residents for Improved Telecommunications Service

(Missouri River), Montana Consumer Counsel, and Montana Telecommunications Association.

8. On January 21, 2015, Missouri River filed its Request for Hearing to receive evidence of CenturyLink's violations of the Commission's telecommunications standards.

9. On February 12, 2015, a scheduling conference was held at the Commission's offices. On February 20, 2015, the Commission, through delegation of authority to staff, issued *Procedural Order 7388c*.

10. In order to promote the efficiency of the administrative process, staff attorney Jeremiah Langston will act as examiner for the limited purpose of disposing of discovery disputes (including objections to data requests and motions to compel) and motions for protective order in this proceeding. Mont. Code Ann. §§ 69-2-101, 69-3-103 (2014); *see also* Admin. R. Mont. 38.2.306, 38.2.1501. "Any party may apply for reconsideration in respect to any matter determined" in a Commission order or decision, including the examiner's final written decision. Admin. R. Mont. 38.2.4806.

DONE AND DATED this 3<sup>rd</sup> day of March, 2015, by delegation to Commission staff as an Order of the Commission.

BY THE MONTANA PUBLIC SERVICE COMMISSION

BRAD JOHNSON, Chairman  
TRAVIS KAVULLA, Vice Chairman  
KIRK BUSHMAN, Commissioner  
ROGER KOOPMAN, Commissioner  
BOB LAKE, Commissioner