

Service Date: April 29, 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. 38.5.3371(7)(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 PUBLIC HEARING

PLEASE TAKE NOTICE that the Montana Public Service Commission (Commission) will conduct a public hearing in the matter of *CenturyLink QC's Service Quality and Its Response to Notice of Commission Action in Docket N2014.3.38, Including Petition for Waiver of Admin. R. Mont. 38.5.3371(7)(b)*. The hearing will commence **Thursday, May 21, 2015**, at 9:00 a.m. in the Commission's Bollinger Room, 1701 Prospect Avenue, Helena, MT 59601.

On March 18, 2014, Montana Public Service Commission (Commission) staff sent a letter to CenturyLink QC (CenturyLink) requesting that CenturyLink provide certain service quality information in pursuant to Admin. R. Mont. 38.5.3360 and 38.5.3371. On April 18, 2014, CenturyLink filed with the Commission its response including Customer Trouble Report Information. 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.

On October 17, 2014, CenturyLink came before the Commission and presented an oral presentation. On October 24, 2014, CenturyLink filed its *Response to Notice of Commission Action, Request for Continuance and Petition for Waiver*.

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.

DOCKET NO. D2014.11.91

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.

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

The Commission has jurisdiction over this matter pursuant to Title 69, Chapter 3 of the Montana Code Annotated.

A copy of CenturyLink's response is available for inspection at the Commission's business offices at the above address, and on its website at <http://psc.mt.gov> under Docket D2014.11.91. The Montana Consumer Counsel represents consumer interests before the Commission and also has a copy of the response at 111 North Last Chance Gulch, Suite 1B, P.O. Box 201703, Helena, Montana 59620-1703, telephone (406) 444-2771.

Anyone needing accommodation for a physical, hearing, or sight impairment in order to attend or participate in the hearing should contact the Commission at (406) 444-6199 at least one week prior to the hearing. The Commission will make every effort to accommodate individual impairments.

BY THE MONTANA PUBLIC SERVICE COMMISSION

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