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July 22, 2015

**Montana Public Service Commission Votes Unanimously to File Complaint in Montana District Court Against CenturyLink QC for Poor Service Quality**

**Helena, Mont.-July 22<sup>nd</sup>, 2015-** The Montana Public Service Commission voted unanimously Tuesday to file a complaint in Montana District Court seeking implementation of penalties against telecommunication provider CenturyLink QC, for failing to meet minimum service quality standards on a statewide basis.

After extensive investigation into the case, the Commission found that CenturyLink QC is in violation of Admin. R Mont. 38.5.3371, which requires that 90% of out of service reports across the state be fixed within 24 hours. CenturyLink's out of service repair rate within 24 hours for Montana over the past 3 years was 58% in 2013, 49% in 2014, and 69% in 2015.

"CenturyLink has had ample opportunity to improve its service to these affected areas, and it has repeatedly failed to do so," said Montana PSC Chairman Brad Johnson. "It is unfortunate that this situation has come to this point."

In addition to filing the complaint against CenturyLink QC in Montana District Court, the PSC also voted unanimously to investigate the use of the Federal Communications Commission Universal Service Fund High-Cost Support subsidies received by CenturyLink QC. Specifically, the PSC will investigate the possibility of not certifying CenturyLink QC to the FCC to receive additional high-cost support, or directing CenturyLink QC in how they use the high-cost support funding.

"The rural communities served by CenturyLink depend on quality, consistent service for their safety, and it is quite clear that they are not being provided with the level of service expected," said Montana Public Service Commission Vice Chairman Travis Kavulla. "With no other telecommunication providers in certain affected regions to offer alternative service choices, CenturyLink has an obligation to their customers, which the Commission believes they have failed to fulfill."

For more information on CenturyLink's service quality docket, visit <http://1.usa.gov/1Kjecuu>

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