

PREFILED DIRECT TESTIMONY OF VIRGINIA JAMRUSZKA- MISNER

Q. Please state your name and address.

Virginia Jamruszka-Misner, 4810 Craig Frontage Road, Cascade, Montana
59421

Q. Are you currently employed, Ms. Misner?

I am retired at the moment but I volunteer as Secretary for the Dearborn Fire Service Area Board of Trustees and I provide for the Wolf Creek Food Bank.

Q. Please provide the Commission with a brief summary of your work experience.

I have submitted a complete resume as Exhibit 1.

Q. I understand you are testifying on behalf of the Missouri River Residents for Improved Telecommunications Service. What is that group?

This group is comprised of a number of people residing in the Missouri River Canyon Area between Wolf Creek and Cascade. We are all concerned about the poor and sometimes nonexistent telephone service that we receive from the only provider in our area, CenturyLink.

There are two CenturyLink Telephone Exchanges that cover our area that extend to Cascade and its surrounding area and to Wolf Creek and its surrounding area. Within these two Exchanges, there are approximately 1,807 Single Family Dwellings.

Q. Are you an expert in telecommunications service?

No. I am, however, personally acquainted with my poor landline performance offered through CenturyLink as compared to the excellent landline service provided by 3 Rivers Telephone Cooperative in Fairfield that I had before moving to the Missouri River Canyon in 2003. In fact, I have never experienced this degree of problems with my landline in any other place I have lived. That includes Missoula, Hamilton, Helena and Fairfield.

Q. Is your testimony intended to sponsor a compilation of individual complaints regarding CenturyLink service in the area?

Yes, it is a compilation of complaints gathered from Canyon Residents who are fed up with their poor telephone service.

Q. What timeframe does this log cover?

I started compiling the "CenturyLink Incident Log" the first week in October of 2014 and I am continuing to record residents' problems with CenturyLink service. The first log ended May 19, 2015 and was submitted to the PSC at the May 21, 2015 Hearing. I have continued to add to the Log since then. My last entry to date is June 26, 2015.

Q. Is the entire log attached as Exhibit 2?

Yes, it is.

Q. How do individuals know to send you their complaint information?

It is no secret among us that our telephones are unreliable and often do not work. Friends and neighbors have talked to each other over time and an email address list was compiled and continues to expand. Residents know my email address and they send me a summary of the problems with their telephone service as they observe them. They are hopeful that, by taking the time to submit these to me, that the PSC, the MCC and its governing Legislative Consumer Committee will gain a clear picture of what it is like to be living day to day with this shoddy and, at times, nonexistent service from CenturyLink. We feel there is real danger to the public welfare and that someone will be unnecessarily hurt because we cannot always call for help.

Q. What do you do when you receive an individual complaint? How do you distribute the log?

When I receive an individual complaint, I copy or type it into the on-going log. If the complaint is confusing or vague, I contact the person who submitted it for further clarification.

The log is distributed via email from me to: Gary Duncan, Robert Nelson, Monica Tranel, Tina Shorten, Jim Ahrens, Adrienne Kernaghan and Susan

Maclin. Depending on the number of entries, the log may be emailed weekly.

Q. Do you feel qualified to address the causes of the underlying conditions that are reflected in the log?

The cause of the underlying conditions that are reflected in the log is revealed in two major ways:

One is through a technical assessment of the actual telephone system and equipment. One of our Dearborn Fire Service Area Firemen talked with a CenturyLink Technician during an outage that required an on-site repair. The Technician told him that the telephone system is outdated and that replacement parts are difficult to find because new parts for this system are no longer manufactured.

This indicates to me that a technical assessment made by a CenturyLink Technician revealed that the underlying cause of our problems is due to an old, outdated telephone system and equipment.

The second method to identify the cause of the underlying conditions is through direct observation and evaluation of the performance of the telephone service on a day to day basis.

My parents moved here – to the same location that I live in now – and had a US West landline installed in 1987 or so. Their phone service was OK at first. By the mid 1990s, however, they started to have problems with the performance of the telephone service. They started to experience outages and quality issues. By the late 1990's and into 2000, my mother told me that she had to make repair request calls and that the company told her that she'd be responsible for the then \$75 charge if the problem was found to be in her home. She knew the problem was not in her home. So, via direct observation of an increase in problems with the telephone service, I conclude that the old equipment is simply getting older and less functional – breaking down over time. When my mother moved and now that we are living here, CenturyLink has acquired Qwest's old equipment, has invested minimally and the equipment is continuing to deteriorate. The rate of outages and call quality problems continues to increase. Even after a "repair" has been made by a CenturyLink technician, these same problems persist.

That indicates to me that the underlying conditions causing the issues for the residents of the Missouri River Canyon are that the equipment is outdated and continues to deteriorate, like most things do over time.

Q. Do you know that all of these complaints are valid? In other words, are you certain that none of these complaints were caused by equipment within the customers' residence or place of business?

There has been more than one occasion that canyon residents, intimidated by the threat from CenturyLink that they may incur a \$95 service charge if the problem is found in their home, have gone out and purchased a complete, new set of telephones, only to find that the same problems persist. The fax-tone sounds continue when the customer doesn't even have a fax, the clicking, hissing, low volume, and conversations cutting in and out continue. Canyon residents continue to experience total service outages, intermittent service, having a dial tone but no incoming calls can be received, and dropped calls. The problems noted by the canyon residents tend to be similar in nature. There is one common denominator here. It is CenturyLink. All of these problems cannot be due to all of the equipment owned by the customers.

Q. What conclusions do you believe can be drawn from the log by a layperson?

I conclude that CenturyLink is stiffing its rural customers, not only in the Missouri River Canyon area, but in many other areas across Montana. I've talked with other CenturyLink customers in Wibaux – Their problems are identical to ours. Wibaux Sheriff Shane Herrington and Deputy Garneau told me that they receive phantom 911 calls – especially in the spring and fall when it is wet – that they then have to respond to, resulting in a waste of time and resources.

Our own local EMT's cannot be contacted when the phones are not working. Our fire department cannot be contacted.

We pay top dollar for our CenturyLink landline service while our old, deteriorating telephone equipment continues to fail and gets worse over time. Continuous repairs do not fix it.

Our hands are tied – We have to pay for this dismal service because there is no other telephone service option.

CenturyLink apparently refuses to provide equipment upgrades.

Q. What are the Residents seeking in this proceeding?

The Missouri River Residents for Improved Telecommunications Service want the Public Service Commission to impose fines on CenturyLink to encourage them to do the right thing for their customers across Montana.

Also, CenturyLink has to upgrade the telephone system and equipment to provide reliable telephone service to its customers. They need to stop taking our Montana money to line their own pockets and focus on urban telephone and broadband service. They need to provide the service quality we are paying for and deserve or step aside and allow a responsible telecommunications company to access our Montana funds to provide it to us. The safety of our residents and the public at large is at risk without reliable communication services.

If CenturyLink continues to refuse to take meaningful steps to improve rural service, we urge the Commission to stop their flow of Universal Service Funds.

I question why CenturyLink should receive millions of dollars to support rural service when their plan is to invest it in large metropolitan areas -areas where customers already have lots of choices and don't have to rely on this indifferent company.

Q. Does this conclude your testimony?

Yes, it does.

4810 CRAIG FRONTAGE ROAD • CASCADE, MONTANA 59421
406-468-9245 • RIVERDREAMZ@GMAIL.COM

VIRGINIA JAMRUSZKA-MISNER

EDUCATION

UNIVERSITY OF MONTANA, MISSOULA, MONTANA 59801

MA School Psychology GPA 4.00

BA Psychology with Minors in Special Education and Reading GPA 3.3

Post MA Extended Coursework: Guidance and Counseling and School Psychology

CERTIFICATION

NATIONAL CERTIFICATES

Nationally Certified School Psychologist

STATE OF MONTANA CERTIFICATES

School Psychology, Class 6

Psychology (Secondary)

Special Education (K-12)

Reading (K-12)

PROFESSIONAL EXPERIENCE

UNIVERSITY OF GREAT FALLS, GREAT FALLS, MONTANA 59403

Faculty Member Conducting On-Site Supervision of Site Supervisor and School Psychology Intern in Conrad and Helena, Montana

BIG SKY SPECIAL NEEDS COOPERATIVE, CONRAD, MONTANA 59425

School Psychologist, 1988-2007

School Psychologist serving up to nine different schools depending upon assignment. Responsible for all School Psychology duties including assessment of learning, emotional and behavioral difficulties, remedial program design, behavioral intervention, teacher and parent in-service and consultation, student counseling, coordination of school services with services from other agencies (i.e. Mental Health Services, Child and Family Services, Medical Staff, etc.), and Preschool Screening for Child Find. School Psychology practice emphasized Intervention Assistance Team Approach.

HELENA PUBLIC SCHOOLS, HELENA, MONTANA 59601

School Psychologist, 1985-1988

Serving two separate school districts in Helena and East Helena, MT. Responsible for all School Psychology duties as outlined above. School Psychology practice emphasized Intervention Assistance Team Approach in all East Helena Schools.

BITTERROOT VALLEY SPECIAL EDUCATION COOPERATIVE, STEVENSVILLE, MONTANA 59870

School Psychologist, 1981-1985

Exhibit 1

Serving two separate school districts in Corvallis and Darby, MT. Duties same as outlined above with additional service to multicultural population (Hmong, Laotian). Services to members of these minority populations included assessment of learning difficulties and educational program planning on a referral basis.

MISSOULA AREA SPECIAL EDUCATION COOPERATIVE, MISSOULA, MT 59801

School Psychologist, 1980-1981

Serving two Schools in the Missoula Area. Responsible for all School Psychology duties as outlined above.

HAVRE PUBLIC SCHOOLS, HAVRE, MT 59501

Special Education Teacher, 1980

Responsible for constructing IEP goals and daily instruction for 8 severely/multiply handicapped children.

PROFESSIONAL INVOLVEMENT AND ACHIEVEMENT

- 2007* Awarded "School Psychologist of the Year" by the Montana Association of School Psychologists.
- 1989-2007* Received and maintained credentials as a Nationally Certified School Psychologist.
- 1981-2007* Member of the Montana Association of School Psychologists. Offices held include: President, President – Elect, Past President, and Secretary. Chairmanships held include: Regional Activities and Role Awareness committees. Served as Regional Director of Regions IV and II. Participated as member on Best Practices, Role Awareness and Service Delivery committees.
- Representative of the Montana Association of School Psychologists to the National Association of School Psychologists Western Leadership Conferences (Arizona 1986 and California 1991)
- 1980-2007* Member of the National Association of School Psychologists. Delegate representing the State of Montana 1994-1995. Was re-elected as Delegate for Montana for the 1995-1997 and 1997-1999 terms of service.
- 1995-1999* Served as a consultant for the Montana Behavioral Initiative. On – site consultation provided to the Missoula Public School District and later, to the Whitefish Public School District. The Montana Behavioral Initiative emphasized school and community training and intervention to improve school climate and positive student outcomes.
- 1998* Earned Appreciation Award for dedication and service in promoting, supporting and contributing to the work of the National Association of School Psychologists.
- 1997-1998* Charter Member of the NASPWEB Staff. Involved in construction of website for the National Association of School Psychologists.
- 1989-1997* Consultant for the ED Resource Consultant Project providing state-wide consultation services to parents, teachers, administrators and others working with students demonstrating emotional disturbance and behavior disorders. Activities included providing in-service training to parents and school personnel in the following areas: Intervention Assistance Team/School – Based Support Team Processes, MANDT: Managing People, Intervention Strategies, Parenting Children with Behavior Problems, State Regulations for the Identification of Students with Handicaps, Advanced Consultation and Problem Solving Skills Training, Interviewing with Adolescents.

Consultation on a case by case basis was provided to assist in the identification and educational planning for emotionally disturbed students and other "at risk" students. Round Table In-service/Discussions provided in regional locations.

- 1994 & 1997* Intervention Assistance Team training for MASP Fall Conferences.
- 1990* Vocational Assessment and Program Planning training for CEC Conference.
- 1987* Social Promotion and Retention Guidelines training made to Helena School District Personnel and local Parent Group.
- 1984 – 1985* Consultant for identification procedure for gifted and talented program and social acceptance of gifted students, Corvallis, MT. Also provided individual assessment for potential gifted and talented students.
- 1981 – 1982* Completed School Psychology Internship through the University of Montana that was optional at that time.

PUBLICATIONS

- 1997 – 1998* Ghost – Writer for NASP President's monthly address on the NASP Website.
- 1992 – 1994* School-Based Support Teams: A Technical Assistance Manual, consultant and contributing writer for this manual, Office of Public Instruction, State of Montana Publication.
- 1988* Behavioral – Emotional Problems: an Intervention Handbook, contributor to this MASP publication.
- 1987* Appendix G to the Montana Special Education Rules and Regulations, contributor to this MASP Best Practices/Office of Public Instruction Document.
- 1985* The Retention/Promotion Dilemma, consultant and contributing writer for this MASP Best Practices Publication.
- 1984* "Influence of Children's Positive Self – Perceptions on Donating Behavior in a Naturalistic Setting," Journal of School Psychology, Volume 22, Number 2, Summer 1984; Holte, Jamruszka, Gustafson, Camp, Beaman.

PROFESSIONAL ORGANIZATIONS

- 1980 – 2007* National Association of School Psychologists
- 1981 – 2007* Montana Association of School Psychologists
- 1192 & 1994* Council for Exceptional Children, Behavior Disorders Division
- 1985 – 1987* American Counseling Association

MISSOURI RIVER RESIDENTS FOR IMPROVED TELECOMMUNICATIONS
SERVICE
CenturyLink Incident Log

Oct. 6 & 7, 2014

Canyon Area telephone service was not working (no dial tone) the evening of October 6 and continued throughout October 7th.

Judy Fettig, 27 Golden Eagle Drive, 406-468-2090 reported the outage to CenturyLink.

Nov. 11, 2014

The Misner telephone (406-468-9245, 4810 Craig Frontage Road, Cascade) was not working. We tried to use the CenturyLink website to "chat" with a representative. The chat would not start. Then we tried to create a "Repair Request Ticket." It asked for our phone number and zip code. We entered that information but the site kept asking us to reenter the same information as if it had not been entered. We were not able to report the telephone outage. This was one of the coldest days of the year and we felt it was too cold to drive to Wolf Creek to report it using our cell phone. The phone started working again after a little while.

Dec. 1, 2014

Bonnie Andersen (406-468-2608, 9 Meadow Lane, Dearborn) was returning from California. She got a call from Christine Odegard on her cell phone about a party she was planning. Christine said she had called the other guests who live in the Canyon, but no one had answered her calls. (The phone just rang and rang for each.)

Dec. 3 & 4, 2014

The phones were not working in the Dearborn Area again. The problem was that there was a dial tone and calls could be placed but incoming calls did not ring. A CenturyLink employee in the area said they were waiting for a part and did not know when it would be fixed. One of our firemen (Roy Stock, 406-468-4028, 31 Sugarloaf Mountain Lane) said the problem began at least by 7:50 a.m. on Dec. 3rd and was not repaired until Dec. 4th in the late afternoon.

Another incident involved a grandmother who cares for her grandchild. The girl tried to call her grandmother, Lois Chinadle (406-468-2326, 3 Scenic Valley Lane, Cascade), to see if she should get on the bus after school, or wait in Cascade. To the girl the phone seemed to be ringing, but it did not ring at Lois' house. With no answer, the girl decided, on her own, to get on the bus. Unfortunately Lois then drove to Cascade to pick the girl up from school. There was a panic at the school until Lois figured out what happened and returned home. As a result of no phone service, the girl was home alone until her grandmother returned home.

Also on Dec. 3rd, Bonnie Andersen (406-468-2608, 9 Meadow Lane, Dearborn) got home and listened to calls on her answering machine and then started responding to those calls. She was able to make a call to a friend in Columbia Falls, and also to Christine Odegard's cell phone. Carmen McIlhattan answered (406-468-2210, 2832 Old US Hwy 91, Dearborn) and she said her phone was okay. Bonnie called Don Licht (406-468-3006, 43 Seibold Lane, Dearborn) and their

phone was okay too. Bonnie called Donna Ahlert (406-468-2166, 44 Bald Eagle Drive, Cascade) and Lois Chinadle (406-468-2326, 3 Scenic Valley Lane, Cascade,) but the phone just rang and rang; no one answered and no answering machine came on. Bonnie called Rita Schrader (406-468-2600, 49 Meadow Lane, Cascade) twice but the phone just rang and rang. The answering machine did not come on. Bonnie went over to Rita's home that night for dinner and she told her that she had tried to call her twice, but the phone just rang. Rita said that John Schrader had called Bonnie to find out if she was back, and the Andersen's phone just rang and rang.

On Dec. 4th, Bonnie called Century Link to report our problem and was told it was a cable problem that they were working on. She told the person she was talking to that she wanted to report other 3 numbers that she knew were having the same problem. She was told she couldn't do that. She then asked where the person she was talking to was. He said he was offshore. She told him she wanted to talk to an American, and after a wait of about 10 minutes she was told she would be transferred. The man she talked to was in Boise, Idaho. He again told her it was a cable problem and was guaranteed that her phone service would be reestablished by 8:00pm, Friday, December 5, 2014. (Service was restored by Thursday evening.) Bonnie told him she wanted to report the other 3 numbers (468-2600, 468-2326, and 468-2166 and her own number 468-2608) because there is no cell phone coverage in this area, and if there would be an emergency, there could be a serious problem. Bonnie is not sure if he took down those other numbers as he just kept telling her that it was a cable problem.

Lois Chinadle (Dearborn Fire Department Board Member) said that the E.M.T. that lives by her was concerned because of the phone service being out as he couldn't respond if anyone needed him.

On Dec. 3, 2014, Judy Fettig, 27 Golden Eagle Drive, 406-468-2090 reported the outage to CenturyLink.

Frank and Marianne Marczinko (Raymar Enterprises & Transportation, Inc., 5150 Craig Frontage Road, Cascade, MT 59421) reported the following: "We run a trucking company out of our home. Our business depends on the phones and the internet working at all times. It is imperative that I am able to keep in touch with my customers and my drivers at all times. They all need to be able to be in touch with me 24 hours a day. On Dec. 3 and 4, 2014, the phone stopped ringing in my office, but I could see if a call was coming in when the display on the phone lit up. If I left my desk even for a few minutes I might miss as many as 5 or 6 calls. Since we don't have any cell phone service here, I am totally dependent on my landline phone to be in proper working order. If I didn't notice that a call was coming in, the caller couldn't even leave a message as the answering machine would not pick up the call because it never rang here. I had several customers and drivers very upset because they could not get in touch with me when they needed to talk to me about various issues. It is a very frustrating situation when this happens and this was the second time that this same thing had happened. When I call the repair line at CenturyLink, they told me it would be several days before they could schedule someone to come out and fix the problem.

Our livelihood depends on communication, and when I don't have access to communicate with customers and drivers I have very big problems including irate customers. It's hard to run a business that way.”

On Dec. 4th, Jim Ahrens (406-468-9382, 4860 Craig Frontage Road, Cascade) picked up his phone to make a call. Instead of a dial tone, he got a busy signal. He tried again 5 minutes later and he was able to make the call.

Also on Dec. 4th, our fire department was called on to make a "Wellness Check." The man's daughter who lives out of state tried to call him (James Korpi, 406-468-2778, 17 Meadowlark Square, Cascade) and was worried because the phone just rang and rang with no answer. The man was found at home and was fine. His phone hadn't rung.

After service was restored on Dec. 4th, Shirley Schaack (406-468-2316, 59 Cooper Drive, Cascade) called Lois Chinadle (406-468-2326, 3 Scenic Valley Lane, Cascade). At 5:37 p.m. the conversation was cut off.

Dec. 8, 2014.

Susan Maclin (406-468-4041, 3260 Old US Hwy 91, Dearborn) experienced interrupted service in the morning. She said that it was frustrating to initiate new phone calls as the phone would not disconnect from the previous call. Specifically she said “an easy disconnect is the one you are used to in a normal circumstance. Both parties say goodbye, you hang up and can use the phone to make another call right away. I was unable to make another call right away following the end of a conversation and hanging up. When I tried to make another call there was nothing -- no signal of any kind. It lasted for a while no matter how many times I put the receiver back on the cradle and picked it up again. This went on all morning and was very frustrating -- could finally get a dial tone, make a call, hang up and then couldn't make another call without waiting for another length of time. How long you ask? 10-15 minutes was the longest.”

Dec. 9, 2014

At 2:00 p.m. Adrienne Kernaghan (406-468-9803, 2808 Old Hwy 91, Dearborn) tried to call Susan Maclin (406-468-4041, 3260 Old US Hwy 91, Dearborn) but she was unable to get through as the phone just rang and rang. Adrienne tried again at 3:00 p.m. and the same problem occurred. The phone started working again sometime after 3:00 p.m.

Dec. 10, 2014

Bonnie Andersen (406-468-2608, 9 Meadow Ln, Dearborn) received a call from the Public Service Commission. She wasn't home but the answering machine was on. She reported that the message volume was so faint that she could only catch a few words, enough to know the woman was returning her call.

Dec. 12, 2014

Jim Arhens (406-468-9382, 4860 Craig Frontage Road, Cascade) called Century Link at 9:30 am to report problems with his phone. During a call, the phone makes a “clicking sound” which sounds like a fax wanting to come on the line. This has been occurring for several months but this is the first time Jim has reported it. When this problem happens it cuts off the sound of the

call for a few seconds and interrupts the conversation and Jim can't hear what the other party is saying. He does not know if they party he is speaking to is hearing the same clicking and lack of audio. In addition, the Ahrens have Century Link's answering service. Callers have told Jim that when they try to leave a message they get cut off very quickly and often can't leave a message because they don't have enough time to leave any message. Jim reported this to Century Link at 9:30 am on Friday Dec 12. He was told that the earliest a technician will be at his house is on Monday, December 15. The technician will be here sometime before 8:00 PM of the 15th.

Jim stated that "Century Link is required to fix these problems within 24 hours as I understand it. Obviously they will miss that requirement. This is just another incidence of poor service that we have had over the years from Century Link."

Undated

Bernie & Ginny Jones (406-468-2745, 64 Cox Creek Lane, Dearborn) wrote:

"Thank you for what you are doing. I have contacted Century link many, many times and have not been given any corrective service. Their only comment is that the system is old and needs to be corrected. One time I had so many problems I contacted a friend of mine in Green Valley, Arizona who worked for the telephone service in Billings. He told me what the problem was and I then contacted Century Link with my problem and with that info the situation was temporarily corrected."

Dec. 15, 2014

Ginny and Ellis Misner (406-468-9245-4810 Craig Frontage Road, Cascade) reported that their phone rang at 10:53 a.m. The caller ID said it was a call from "Public Service" at 406-686-3130. They answered the call but the line was dead. The phone rang again at 10:56 and when answered it worked fine.

Undated

Pete and Sandee Cardinal wrote: "We have had terrible problems with Century link in the past several years. Our phone goes dead for no reason and miraculously starts again. Their service is poor as they only come to this area on Thursdays and often do not show up. I have reported them to the PSC and nothing seems to work. They have replaced the phone line and box to our house and the problem persists. Our phone number is 406-235-9055 and our address is 2750 Seven Mile Road, Wolf Creek, MT 59648."

Dec. 19, 2014

The Kernaghan household at 2808 Old US Hwy 91, Cascade, MT 59421 (406-468-9803) has experienced dropped calls on numerous occasions, especially during lengthy calls to various call centers. The latest incident occurred Dec. 19th during a call made to the Wells Fargo Bank for the Dearborn Volunteer Fire Department. When the call is dropped the call center has to be called again, we are put at the end of the cue all over again and usually all previous information provided has to be provided again. Within the past few months this same problem has occurred on support calls to Hughesnet, Exede (Fire Department Internet Service Provider), and Microsoft Technical Support call centers. The same problem surfaces during calls to multiple call centers indicating that CenturyLink's service is the common denominator.

Dec. 21 – 27, 2014

During the Christmas Holidays, the now grown children of the Kernaghan's (2808 Old US Hwy 91, Cascade, MT 59421) tried two times to call their parents. When they did get through, they reported that when they initially called, it sounded like a fax had answered on one occasion and that they had gotten a busy signal on the second attempt. The Kernaghans do not have a fax. Adrienne Kernaghan was home and was not using the phone at those times.

Jan. 5, 2015

On two occasions the Kernaghan household at 2808 Old US Hwy 91, Cascade, MT 59421 heard their phone ring only one time. Upon answering on both occasions, they found the line was dead.

Jan. 6, 2015

On one occasion the Kernaghan household at 2808 Old US Hwy 91, Cascade, MT 59421 heard their phone ring only one time. Upon answering, they found the line was dead.

Jan. 11 - 12, 2015

Penny and Noah Horan (Business: End of the Line Sportsman's Retreat, 406-468-9111, 3986 Craig Frontage Road, Cascade) reported that their phones were out all day on the January 11 and still dead until 9:23 a.m. on January 12.

Jan. 17, 2015

Jim Ahrens (406-468-9382, 4860 Craig Frontage Road, Cascade) reported that his phone dropped calls all morning long. He would call someone or they would call him and the call would abruptly end. He could hear sounds on the line like a fax machine. He described it as a high "beep, beep screeching sound. Mr. Ahrens had CTL come to his home 3 weeks ago and they could hear the "fax noise" on the line but could not fix it. The CTL Technician "tried to blame it on the satellite connection which the phone runs through." Mr. Ahrens reports that this has been going on for months.

Jan. 19, 2015

Adrienne Kernaghan (2808 Old US Hwy 91, Cascade 59421, 406-468-9803) reported that her husband tried to call her at home two times around 9:10 p.m. The phone rang once and then disconnected both times. Her husband heard what sounded like a fax on the line. The Kernaghans do not have a fax.

Jan. 20, 2015

Adrienne Kernaghan (2808 Old US Hwy 91, Cascade 59421, 406-468-9803) tried to report the problem that occurred yesterday to CenturyLink. They said they would have to charge her \$95 to look into the problem. She did not agree to pay the \$95.

Then at 4:20 p.m. on January 20, the same problem that happened with the phone at the Kernaghans on Jan. 19th happened again when Jim Ahrens (406-468-9382, 4860 Craig Frontage Road, Cascade) tried to call Adrienne Kernaghan.

Jan. 22, 2015

Adrienne Kernaghan (2808 Old US Hwy 91, Cascade 59421, 406-468-9803) reported that the first time she had tried to call Ken and Carol Brady, She got a message that said their phone was disconnected. She hung up and placed the call again and the call went right through.

At 6:30 p.m. John Kernaghan tried to call Adrienne Kernaghan (2808 Old US Hwy 91, Cascade 59421, 406-468-9803) at her home three different times. None of the three calls went through. John heard both static and a mechanical whine on the line during all three attempts.

Jan. 23, 2015

Leslie Stafford and Barbara Rumford (2710 Old US Hwy 91, Dearborn, 406-468-2304) reported that their telephone call quality was poor and had "a fax machine sound."

Jan. 23 and 24, 2015

Dayl Taylor (17 Craig Main Street, Craig, 406-235-4455) moved into Craig approximately one month ago and has experienced several problems with her phone service. On these dates she reported that she did not have a dial tone and "incoming calls were crackling and disconnecting."

Jan. 25, 2015

Jim Arhens (406-468-9382, 4860 Craig Frontage Road, Cascade) reported that his phone dropped a call in the morning. He further reported that the phone call was cut off in the middle of a conversation.

Dayl Taylor (17 Craig Main Street, Craig, 406-235-4455) reported that she had no dial tone and no incoming calls all morning long.

Jan. 26, 2015

John Kernaghan tried to call Adrienne Kernaghan (2808 Old US Hwy 91, Cascade 59421, 406-468-9803) at 8:55 p.m. He reported that he didn't hear the call ring through to their 468-9803 number. He only heard a hissing sound. The landline at 468-9803 rang a couple of times and Adrienne tried to answer it. She saw the number that John was calling from on the Caller ID, but no sound what so ever came from the phone. When Adrienne then tried to call him back, the call was connected.

Jan. 27, 2015

Judy Fettig (27 Golden Eagle Drive, 406-468-2090) reported that Kitty Wojtala (114 4th St N, Cascade 59421, 406-468-2431) had called her 468-2090 landline number repeatedly, and each time Kitty heard a recorded message stating that Judy's phone number had been disconnected. Judy stated that her "phone number was never disconnected" and that Kitty assured her that she dialed Judy's correct number each time. Judy stated that she does not remember receiving any phone calls on the 27th.

Jan. 30, 2015

Adrienne Kernaghan (2808 Old US Hwy 91, Cascade 59421, 406-468-9803) reported that her phone conversation at around 4:45 p.m. was "completely dropped."

Feb. 6, 2015

Dayl Taylor (17 Craig Main Street, Craig, 406-235-4455) reported that her phone rang but upon answering, “no one was there.” This happened two times. On the next and third call from the same person, the call finally connected.

Shortly after the last successfully received call, Dayl reported that her next outgoing call crackled and disconnected after about 5 minutes.

Dayl reported the problems to CenturyLink and the representative suggested that “she determine whether the problem is with [her] inside equipment/lines or something outside the house for which she would send a technician.” Dayl knew the problem was not with her inside equipment.

Feb. 11, 2015

Dayl Taylor (17 Craig Main Street, Craig, 406-235-4455) experienced a dropped call.

Feb. 13, 2015

Adrienne Kernaghan (2808 Old US Hwy 91, Cascade 59421, 406-468-9803) reported that she received a call from Benefis at 12:40 p.m. to confirm an appointment. The first call was dropped, requiring Benefis to call back a second time. This time when Adrienne answered the call she only heard a “mechanical tone.” Benefis then called back a third time and Adrienne was finally able to communicate with them.

Feb. 17, 2015

John Kernaghan (2808 Old US Hwy 91, Cascade 59421, 406-468-9803) reported that he tried to make a business call at 9:40 a.m. There was no dial tone on the line. There was a dial tone on the line when he tried a second time. The call went through but there was a “humming” sound on the line.

Feb. 18, 2015

Bernie and Virginia Jones (64 Cox Creek Ln, Dearborn, 406-468-2745) reported that their phone was out of service all day. He said that someone tried to call him 11 times and that his phone did not ring.

Feb. 21, 2015

Ginny and Ellis Misner (4810 Craig Frontage Road, Cascade. 406-468-9245) tried to call Toni and Roger Corder (2934 Old US Hwy, Dearborn, 406-468-2189) at 10:15 a.m. The Corders picked up the phone, but the call was immediately dropped. A subsequent second attempt resulted in a second dropped call. The Misners then called Shirley Schaack (406-468-2316, 59 Cooper Drive, Cascade) and asked her to call Corders and to ask them to call Misners. Corders did call the Misners and a conversation was finally possible.

Feb. 26, 2015

Adrienne Kernaghan (2808 Old US Hwy 91, Cascade 59421, 406-468-9803) called Ginny Misner (4810 Craig Frontage Road, Cascade. 406-468-9245) at 10:30 a.m. Partially through the call the conversation was cut off and Adrienne reported that she heard a “beep, beep, beep” on the line. Adrienne redialed the Misners and the call was successful.

At 6:12 p.m. John Kernaghan (2808 Old US Hwy 91, Cascade 59421, 406-468-9803) tried to call David McClain. The call did not go through and he heard a message saying "your call did not go through, please hang up and try again."

Mar. 2, 2015

At 4:18 p.m. Bonnie Andersen (406-468-2608, 9 Meadow Ln, Dearborn) dialed 1-855-576-0060 to contact St. Peter's Hospital in Helena, MT. The call was answered by an automated message that said that all of their "lines were busy, please hold or leave a message." Bonnie heard "a lot of static" on the line. She stayed on the line for about 10 minutes because she wanted to discuss a bill. Finally the line was answered by a person and she asked for bookkeeping.

She was transferred to bookkeeping, but this line was busy also, so she stayed on the line again. Her call was answered in about 5 minutes. She stated her name, spelled it, and gave her account number. The secretary said that it wasn't the right number. She repeated the number, and was told that they did not have numbers starting with that numeral. She asked then, "Why did I get the bill with that number on it?" She told me that I had called Bozeman Deaconess Hospital and that their number was 406-441-1720. She ended the call at 4:35pm. She did not know or dial the phone number for the Bozeman Deaconess Hospital.

At 4:48pm, she dialed 1-855-576-0060 again. This time the call was answered by St Peter's Hospital. Notably, there was a lot of static on the line until her call was answered.

Bonnie called Century Link Repair at 1-800-573-1311 to report this incident and was asked to stay on the line while the CenturyLink employee called the 1-855-576-0060 number to check if the problem was with St Peter's line. Bonnie told her that there was static on the line on both calls while I was waiting for an answer and also when the automated messages were being delivered, but the line was clear when I talked to a real person. She asked me to unplug my phone so she could re-check the line. She called back and said my line was fine, but I would get a call within 24 hours.

Mar. 10, 2015

At 10:10 a.m. John Kernaghan (2808 Old US Hwy 91, Cascade 59421, 406-468-9803) made a phone call that did not go through. He had a dial tone but there was no ring and no error messages were heard. He tried a second call and it did go through.

Mar. 12, 2015

At 9:45 a.m. the Kernaghan household (2808 Old US Hwy 91, Cascade 59421, 406-468-9803) received a call with a Great Falls identifier. The phone rang once and when it was answered, the line was dead. At 10:00 a.m., the phone rang only once and then stopped. The calling party called again and got through and reported that they had heard "a fax tone" and they asked if the Kernaghans were having "phone problems."

Mar. 16, 2015

Ginny and Ellis Misner (4810 Craig Frontage Road, Cascade, 406-468-9245) reported that their phone rang once at 9:00 a.m. When they answered it, the line was dead. At 10:30 a.m. the phone rang three times and when they answered it, the line was dead.

Mar. 24, 2015

At 10:30 a.m. the Kernaghan phone rang (2808 Old US Hwy 91, Cascade 59421, 406-468-9803). When John Kernaghan picked it up to answer, he only heard a “mechanical tone.” The phone rang again after he hung up, John answered and the same problem happened. After he hung up, the phone rang again and the call was received successfully. Mr. Kernaghan stated that it “was a business call.”

Mar. 25, 2015

Dayl Taylor (17 Craig Main Street, Craig, 406-235-4455) reported that she received a phone call at 3:30 p.m. After approximately 2 minutes, loud static was heard on the line and the called was then dropped. She called the caller back and was able to converse for approximately 3 minutes when the phone “crackled briefly” and they the call was disconnected. Attempting to use the telephone, she noted that her line had no dial tone for approximately 3 hours.

Mar. 25, 2015

Pete and Sandee Cardinal (2750 Seven Mile Road, Wolf Creek, 406-235-9055) reported that they were in a telephone conversation when their phone line cut out and disrupted the call. Their telephone was not working for the next 2 hours. The outage occurred at 3:30 p.m. and lasted until 5:30 p.m. The phone line then went dead for another 3 hours.

The Misner telephone (406-468-9245, 4810 Craig Frontage Road, Cascade) rang three times at 2:30 p.m. When it was answered, the line was dead.

Mar. 26, 2015

The Misner telephone (406-468-9245, 4810 Craig Frontage Road, Cascade) rang two times at 1:45 p.m. When it was answered, the line was dead.

Mar. 28, 2015

Pete Cardinal (2750 Seven Mile Road, Wolf Creek, 406-235-9055) reported that he noticed his phone line was dead at 4:00 p.m. He said he didn’t know how long it had been out. It came back online by 6:00 p.m. Pete also related that when people try to call during these outages, they say that it sounded like Pete’s phone just rang and rang and that the answering machine does not answer.

Mar. 29, 2015

Dayl Taylor (17 Craig Main Street, Craig, 406-235-4455) reported that she had been in a phone conversation at 11:00 a.m. After approximately 1 minute, the call was dropped. When she tried to redial, there was no dial tone.

At 12:45, her telephone rang and a call came through indicating that the dial tone was functional at that time.

At 1:00 p.m. she was in a phone conversation for about 20 seconds and then suddenly there was no dial tone. At 1:03 p.m., her phone rang and the call was cut off.

Apr. 1, 2015

Ellis Misner (406-468-9245, 4810 Craig Frontage Road, Cascade) reported that he tried to make a phone call at 11:20 a.m. Instead of a dial tone, he heard a noise that sounded like a fax. The Misners do not have a fax on their landline. When he tried to make the call again, the dial tone was restored.

Pete Cardinal (2750 Seven Mile Road, Wolf Creek, 406-235-9055) reported that his phone line was dead again at 5:00 p.m. His wife had tried to call him around 3:00 p.m. and could not get through, so it had been out for two hours prior to the time that Pete noticed it. The phone line came back on by 7:00 p.m. Pete also stated that the outages typically occur in the late afternoon and early evening.

Apr. 2, 2015

The Misner telephone (406-468-9245, 4810 Craig Frontage Road, Cascade) rang four times at 2:25 p.m. When it was answered, the line was dead.

Apr. 9, 2015

Dayl Taylor (17 Craig Main Street, Craig, 406-235-4455) reported that there was “loud crackling” during a phone call that was then cut off after approximately 2 minutes. When she makes or receives a phone call and she hears the “loud crackling,” she tells the other party to “talk fast because we’re going to get cut off.”

Apr. 10, 2015

At 10:07 a.m. the Kernaghans (2808 Old US Hwy 91, Cascade 59421, 406-468-9803) phone rang once and when it was answered, the line was dead.

Apr. 16, 2015

Dayl Taylor (17 Craig Main Street, Craig, 406-235-4455) reported that she received an incoming call in the evening. During the conversation there was “loud crackling” on the line and then the call was dropped. The parties had to call back and in total, it was dropped three times before the conversation could be completed.

Apr. 17, 2015

Dayl Taylor (17 Craig Main Street, Craig, 406-235-4455) reported that she received a telephone call at 10:00 a.m. There was “loud crackling” on the line. After 2 minutes into the call, the call was dropped. She tried to call them back and there was no dial tone. She does not know how long the outage lasted as she had to leave.

Apr. 22, 2015

John Kernaghan (2808 Old US Hwy 91, Cascade 59421, 406-468-9803) reported problems with his telephone that lasted from 9:15 a.m. to 9:45 a.m. He dialed a Texas number (281-296-1771)

and while waiting for the call to connect, he heard only “dead air” for 15 seconds before getting a “fast busy tone.” He attempted to complete the call 11 more times before he called a CenturyLink Operator who transferred him to the CenturyLink Customer Service Center. The representative at the Service Center said she couldn’t find anything wrong with their service. John then asked the representative to try calling the number and the representative experienced the same problem that the John Kernaghan had.

John then contacted the help desk at the business in Texas and asked them to see if there was a problem with 281-296-1771 on their end. They said there was not. To try to solve the problem they gave John another number to reach them (615-324-1400). Using this number, John was able to connect with them at approximately 9:45 a.m. John then tried the “281” number again and he were able to connect on this attempt at approximately 9:45 a.m.

The Kernaghans are very frustrated as they do not have access to any other telephone service (cell phone or otherwise) and it is very difficult to run their business from their home.

Apr. 30, 2015

Dayl Taylor (17 Craig Main Street, Craig, 406-235-4455) reported that there was no dial tone on her telephone line at 9:00 a.m. She does not know how long her landline had been out of service prior to this time as she hadn’t yet used the phone that morning. She checked periodically for a dial tone on the line and found that the dial tone returned by 10:30 a.m.

May 11, 2015

Ellis Misner (406-468-9245, 4810 Craig Frontage Road, Cascade) reported that at 6:00 p.m. he attempted to call various people. No matter who was called the phone rang twice and then went to a busy signal. He finally was able to make a successful call at 6:38 p.m.

May 23, 2015

Pete and Sandee Cardinal (2750 Seven Mile Road, Wolf Creek, 406-235-9055) reported that they noticed that their landline was “dead as a door nail” at 8:30 p.m. They don't know how long it had been out or how long it would stay out. At 10:30 p.m. it was still not working so they drove until they found a cell phone signal and made a repair request to CenturyLink. CenturyLink told them that a repairman would come on Thursday, May 28th (5 days later).

May 26, 2015

Frank and Marianne Marczinko (Raymar Enterprises & Transportation, Inc., 5150 Craig Frontage Road, Cascade, 406-468-2287) reported that their trucking business has been negatively affected today, but they don’t know to what extent. Apparently they have been told by a couple of their drivers and also by one of their customers that they had been calling Marczinkos all morning and that “the phone just keeps ringing and ringing” or else it gives them a “busy signal.” They have call waiting on their phone line and the numbers of these missed calls did not show up at all. They are frustrated and are wondering how many other calls have been missed because they can’t get through. It almost seemed like the phone was going in and out of service, missing some calls but getting some calls through.

May 26, 2015

Judy Fettig (58 Bald Eagle Drive, Cascade, 406-468-2880 – her second landline) called CenturyLink to report “continuing static noise” on her phone for the past week and a half. She was told that a Technician would complete the repair by 5:58 p.m. on May 29, 2015.

May 26, 2015

At 6:00 p.m. Adrienne Kernaghan’s phone (406-468-9803, 2808 Old Hwy 91, Dearborn) rang once, she answered it and it was dead. Then the phone rang again, she picked it up to answer and then she heard something like a “fax tone.” She hung up. It rang a third time, Adrienne answered it and the call from her sister came through.

May 26, 2015

Pete and Sandee Cardinal (2750 Seven Mile Road, Wolf Creek, 406-235-9055) reported that a CenturyLink Technician responded to their request for repair service that was made on May 23rd. The Technician told Pete that he was sure that he knew what the problem was and that he would fix it.

May 29, 2015

Ronald Bone (19 Golden Eagle Drive, Cascade, 406-468-9123) reported at 9:00 a.m. that his landline had been completely out for the past twenty hours. At 10:30 a.m. he reported that his phone was still out. After monitoring it for days, “as near as [he] can tell” he was without phone service for 56 hrs.

May 29, 2015

Ginny and Ellis Misner (4810 Craig Frontage Road, Cascade, 406-468-9245) reported that their phone rang three times at 12:40 p.m. When they answered it, the line was completely dead.

May 30, 2015

Pete and Sandee Cardinal (2750 Seven Mile Road, Wolf Creek, 406-235-9055) reported that their landline went completely dead at 9:00 a.m. At 1:00 p.m. it was still not working. The phone then came back on line at 4:00 p.m. It was only working for 2 hours and then it went dead again at 6:00 p.m. At 10:00 p.m. the phone was working again but the line had loud “crackling” sounds.

June 2, 2015

At approximately 9:30 a.m. and again at approximately 11:30 a.m. Adrienne Kernaghan (406-468-9803, 2808 Old Hwy 91, Dearborn) received phone calls. During both of these conversations the calls were dropped.

June 2 & 3, 2015

Leslie Stafford and Barbara Rumford (2710 Old US Hwy91, Dearborn, 406-468-2304) reported problems with her mother’s landline. She said that someone was trying to call her from Portland and that they repeatedly got a message that said “call failed.” The same person called her again the next day and the phone line sounded like a fax machine. Barbara Rumford does not have a fax machine.

June 11, 2015

Susan Maclin (406-468-4041, 3260 Old US Hwy 91, Dearborn) reported that a friend tried to call her two times in the afternoon to tell her about the outcome of his wife's just-completed surgery. His first two attempts did not go through to Susan's landline at all, so he tried to call two more times. These 3rd and 4th attempts did result in Susan's phone ringing but when she answered she could barely hear him and then there were scratching sounds and the calls were dropped.

June 14, 2015

Ginny and Ellis Misner (4810 Craig Frontage Road, Cascade, 406-468-9245) have a house and dog sitter (Lou Ann Casterline) while they are away. She reported that the phone was completely out when she tried to call her husband, who is currently hospitalized in Great Falls. She tried to call at approximately 5:00 pm. She further reports that she was "out of contact with him for about 4 hours on Sunday." The phone was out from 5:00 to 9:30p.m. She also stated that "that is a problem because if something happens, [she] would not be informed" or be able to be contacted if a decision for treatment was needed from her. She went on to say that this is "very frustrating and got [her] a little anxious with Thom in the hospital and no way for them to contact me if something happened."

June 14, 2015

Greg Moore attempted to call in the problem using his truck's cell phone early Sunday afternoon but the representative from CenturyLink would not make out a repair request because the address that Greg gave him was not the same that the CenturyLink representative had in the CenturyLink system. This happened in spite of the fact that Greg's CenturyLink Bill always arrives at Greg's current and correct address. Greg then had Jim Ahrens make the call on Greg's truck's cell phone to phone in the complaint.

Greg emailed me the following:

"Sunday, Jun 14, we had an outage so I called them from the truck on my cell with a booster. The man asked all the questions but wouldn't take a report because the physical address did not match the billing address. I had sent in a change years ago when the county changed our address but they only changed the billing. He wanted a call back number so I gave him the house phone but told him it would do no good because it didn't work and I wasn't going to sit in the truck all day. He would not help and told me to call back Monday to change address. Monday, Jun 15, we were in town and was waiting for Karmen to do shopping so called them again from my cell to get the addresses straightened out. The gentleman was evidently new because he said he had to do everything manually. We did get service back and when I checked my cell calls, I had been on the phone for 69 minutes. I didn't check the call on Sunday. I received an E-Mail from Century Link asking how I liked their customer service, told them the guy on Sunday was a dud and gave low ratings on all their questions."

They will not take advice when the whole area is out, I try to explain it is in the box by the road but they still want to know if you have locked gates or dogs. And how can you give them a call back number if the system is not working.

June 14 & 15 2015

Jim Arhens (406-468-9382, 4860 Craig Frontage Road, Cascade) reported that his landline telephone service went dead at approximately 2:00 p.m. He talked to a few people in the area and found that there was no service for the phones at 406-468-2580 (Richard and Lynn Pasquale, 2627 Old US HWY 91, Cascade), 406-468-2856 (Charles and Charlotte Walker, 2566 Old US HWY 91, Dearborn) and 406-468-9369 (Faye Fitzgerald, Cascade). He also found that there also was no service at the Tom and Marilyn Brambles home (406-468-2856, 4840 Craig Frontage Road, Cascade, MT). A repair request was made at 5:00 p.m. The Technician was then scheduled to arrive by 8:00 p.m. arrive on Monday June 15, 2015. Phone service was still not available at 11:00 p.m. on June 15th and Jim was still waiting for the CTL Technician.

This outage was especially frustrating for Jim as he had some faxes to send for his business and other things that he needed to do with a land line.

June 15, 2015

Marilyn and Tom Bramble (406-468-2856, 4840 Craig Frontage Road, Cascade, MT). emailed me the following:

“We had a dead phone line 6-14-15 approx 4 hrs afternoon, and mid day on 6-15-15.

Marilyn”

June 15, 2015

Lou Ann Casterline reported that the Misners phone (4810 Craig Frontage Road, Cascade, 406-468-9245) was operational between 7:30 and 8:00 a.m. A friend had traveled from another state and was waiting in Cascade for Lou Ann to call him to give him directions to the Hospital that Lou Ann’s husband was being treated in Great Falls. She tried to call him sometime after 8:00 a.m. and the phone was not working. She then managed to find a spot where her cell phone worked briefly before it said “Call Lost.” During this brief moment of cell phone service she was able to reach her husband to have him call the friend who was waiting for directions in Cascade.

June 17, 2015

Sandee Cardinal (2750 Seven Mile Road, Wolf Creek, 406-235-9055) emailed me the following:

“On Wednesday June 17 my doctor's office called twice to remind me of an appointment the next day and they told me our phone was out of service both times they tried.

Sandee”

June 23 & 24, 2015

Pete and Sandee Cardinal (2750 Seven Mile Road, Wolf Creek, 406-235-9055) reported that their CenturyLink landline had “a lot of static” on it during phone conversations.

June 25, 2015

Adrienne Kernaghan (406-468-9803, 2808 Old Hwy 91, Dearborn) reported that her husband, John, was on a business call at approximately 9:30 a.m. He had some trouble communicating with his client because the “line was full of static and it was hard to hear.”

June 25, 2015

A person who does not want to be identified due to medical confidentiality has just been diagnosed with a serious illness and many people are trying to call her on her CenturyLink landline. Finally, a friend was able to reach her with the following email:

“I have had difficulty reaching you by phone. The home phone rings once and then nothing! Anyway, I'm sorry I have not talked to you as I have been thinking about you so much.”

This is unacceptable and clearly signals a public safety issue.

June 26, 2015

Ginny Misner (4810 Craig Frontage Road, Cascade, 406-468-9245) was on the phone with Adrienne Kernaghan (406-468-9803, 2808 Old Hwy 91, Dearborn) at 11:00 a.m. until 11:15 a.m. The conversation was frequently interrupted because the conversation cut out. This resulted in the parties have to often repeat what had already been said.

June 26, 2015

Jill Parker emailed me the following:

“Our problem is whenever it rains our phone goes out. In May we were without a phone for several days. We call in a repair but by the time the repair fellow is able to come, the line dries out and we have a phone. If our phone doesn't go completely dead we have so much static on the line, we can't hear or be heard.

Along with this inconvenience is the issue of location. When we talk to Habib [CenturyLink Repair Call], no matter WHAT we say, he sends the repair crew to 73 Bluebird Drive, our office location. Thank goodness the repair fellow knows us and knows where to come to on Rebecca Lane.

However my **biggest** concern is my folks. If my phones are out, my parents have no way of reaching me in case of a problem. My father is not well and my mother doesn't drive.

You know Ginny and Ellis, I really took offense to the Century Link guy when we attended that PSC meeting last year. He said, (speaking of us on the river) "*I realize you want to stream your movies.....*" He made it sound like we sit in our castles and play games and watch movies.

We live in a 1980's trailer house, keep up our property, work hard, and just want reliable phone service.

Regards,
Jill Parker”

John Parker echoed the same frustrations to me via a telephone message this morning.