

Service Date: August 21, 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 **Tuesday, August 25, 2015**, at 9:00 am 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 certain service quality information pursuant to its Administrative Rules. Mont. Admin. R. 38.5.3360, 38.5.3371 (2014). CenturyLink filed a response in April, and in August, the Commission required it to file a repair service improvement plan and continue providing out of service monthly reports.

Following additional filings and continuances, the Commission 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 a *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 formal proceeding may be waived. Mont. Code Ann. § 2-4-603.

DOCKET NOS. D2014.11.91, N2014.4.38

A copy of CenturyLink's response is available for inspection at the Commission's business offices, 1701 Prospect Ave., Helena, MT 59620, 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