

FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
P.O. Box 45585
Salt Lake City, Utah 84114

Complaints are public documents and are maintained on the Public Service Commission website.
Further information on formal complaints is available at: <https://psc.utah.gov/complaint-process/>

1. Name of Complainant: Roger G. Terry

Address: 8816 South 1595 East, Sandy, Utah 84093
Telephone No.: 801.561-0956
Email Address: terrybears@g.com
Preferred Method of contact: _____ Email or U.S. Mail

If represented by counsel, list:

Name: NONE
Address: _____
Telephone No.: _____ Email Address: _____

2. The utility being complained against is: CenturyLink

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?
Include exact dates, times, locations and persons involved, as closely as you can.

CenturyLink sent several technicians out when I called with a horrible static problem, THEY NEVER PERMANENTLY FIXED THE PROBLEM only temporarily. And when it rains & snow melts the water floods the system somewhere and the Phone stop working due loud STATIC I COULD NOT CALL OR RECEIVE CALLS. My wife is 74 her right Lung is paralyzed and has Fibromyalgia; I am 78 and have had 10 Heart Attacks. We are on fixed incomes and cannot afford I-phones or Smart-phones we need to have the phones working all the time. Below is a list of some of the contacts I made with Centurylink to solve the LOUD STATIC PROBLEMS:

- (a) On 2/15/21 CenturyLink Tech checked phone line and left at 9:15 A.M. to check junction box.
- (b) On 2/22/21 Another Teck named Steve came checked phone lines, the day was fair and the **Static** left.
- (c) On 2/24/21 Called CenturyLink Spoke to Jenene she checked history; said she will credit our account \$75.96. Con. # 17971264 also Con. # C22038711-11, also spoke with the Loyalty Dept.
- (d) On 3/8/21 CenturyLink Adjusted Feb payment from \$97.35 to \$14.70 due to **phone Static. Bill 2/25/21.**
- (e) On 5/2/21 Spoke to Debbie @ Century said The Teck repaired phone line on 4/27/21. **Bill Date 4/25/21.** Mark A. Reid, Area Super (801-391-5351) had Telecom Contractor name Jacinto (385-519-9973) put in new line. **Bill date 4/25/21.**
- (f) In July 2021 the phone still had **STATIC PROBLEMS** and customer service give us a \$28.66 credit on the **August 25 billing for \$28.66.**
- (g) On 12/9/22, I contacted Kelley with the problem she gives me a Confirmation #034058057 for a Teck. Who Never shows up. On 12/14/22 I contact Becky, she gives me Confirmation # 0361442, for Teck, He comes

I show him pictures of a Pedestal leaning at a 30-to-40-degree angle with phone lines exposed to the weather, located in my back yard neighbors S.E. corner of the lot. The Teck said he will have the Pedestal replaced. (Bill date 11/25/22.)

(h) TO THIS VERY DAY (12/29/22) we have STATIC PROBLEMS. I have enclosed a copy of history dated EMAIL CONTACTS with CENTURYLINK TO SOLVE THIS PROBLEM. I HAVE HAD STATIC PROBLEMS ON TUESDAY (12/28/22) & WEDNESDAY (12/29/22). I HAVE BEEN IN THIS HOME SINCE AUGUST OF 1976. WHEN "BELL TELEPHONE "ASSIGNED ME MY PHONE NUMBERS

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?

I believe CENTURYLINK does not want to service LAND PHONES because they are old worn systems and are waiting for CenturyLink NEW FIBER OPTICS to come, so they simply Band-Aid the problems on land phones. I think this is wrong, unjust and improper for CenturyLink paying customers who DESERVE GOOD SERVICE. It should not be a problem to solve a STATIC PROBLEM when it rains, or snows and the water Gets into the system. and if the equipment is worn out, they should replace it for the customers who prefer Land phones. The advantage of having land phones is when power fails, the Land phone still works.

5. What relief does the Complainant request?

FIX THE LAND PHONE SO IT IS NOT PLAGUED WITH STATIC PROBLEMS AND WORKS PROPERLY.

6. SIGNATURE OF COMPLAINT. Roger D Terry DATE: 12-29-22

Enclosure: CenturyLink email contact dates: from. April 28, 2021 to November 9, 2022. An effort to SOLVE This proplem.

CenturyLink	Nov 9	Your upcoming repair appointment is confirmed - View in browser window Get
CenturyLink	Nov 8	ACTION REQUIRED : #193433 - Verify Here You will receive a message from
CenturyLink	Jul 28	Important Notice from CenturyLink – Please Read - THIS IS AN IMPORTANT I
CenturyLink	May 28	How was your interaction with CenturyLink? - View in browser window. Get Su
Rios, Veronica	May 28	Automatic reply: CenturyLink Phone Service [Task ID 488164599] - Thank you
CenturyLink	May 27	CenturyLink Appointment Update - Repair Appointment Update Hello, The t
CenturyLink	May 27	CenturyLink Appointment Update - Repair Appointment Update Hello, Your Ce
CenturyLink	May 27	CenturyLink Appointment Update - Repair Appointment Update Hello, Good ne
me	May 26	Re: CenturyLink Phone Service [Task ID 488164599] - Hi Veronica, The addre
Rios, Veronica	May 26	RE: CenturyLink Phone Service [Task ID 488164599] - Hello, This email is a n
CenturyLink	May 23	Your upcoming repair appointment is confirmed - Repair Appointment Confir
CenturyLink	May 23	Account Update Notification - A change was made to your CenturyLink accoun
Utility Complain	May 16	CenturyLink Grievance - Dear Mr. Terry, The Division of Public Utilities is in rec
me	May 13	RE: ACCOUT NO. 332191994 (ROGER TERRY). 801-561-0956 - TO: CENTL
CenturyLink	May 2	Your upcoming repair appointment is confirmed - Repair Appointment Confir
CenturyLink	Apr 29	CenturyLink email set up and information - View in browser window. Get Supp
CenturyLink	Apr 29	Account Update Notification - A change was made to your CenturyLink acco
CenturyLink	Apr 28	CenturyLink email set up and information - View in browser window. Get Supp