

# Complaint Report

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**Complaint Number:** C21-0115

## Customer Information

**Customer Name:** Terry, Roger

**Account Number:**

**Email Address:** terrybears@q.com

**Phone Number:** 801.561.0956

**Service:** 8816 S 1595 E

**Cell Number:** 385.414.9141

**Address:** Sandy, UT 84093

## Complaint Information

**Company Name:** CenturyLink

**Date Received:** 7/27/2021

**Date Resolved:** 8/13/2021

**Type of Call:** Complaint

**Complaint Type:** Outage

**Complaint Received By:** Stefanie Liebert

**Utility Company Analyst:**

**Gone Formal:** NO

## Complaint Description:

Roger Terry called the Division of Public Utilities as he has been unable to resolve his concerns with CenturyLink. Mr. Terry states that for some time his phone service has not worked properly specifically when it rains or snows. Mr. Terry states that he has record of phone calls to CenturyLink regarding his concerns starting January of this year, and that his latest phone call to CenturyLink was July 26th. Mr. Terry states that in addition to outages when it rains or snows there are also outages that occur when he or his neighbors water their lawns. Mr. Terry has tested the lines within his home and is confident that the repairs are outside, possibly to an underground line. Mr. Terry is now experiencing an outage that started on July 20th, on July 21st Mr. Terry advised CenturyLink of the outage, and on July 22nd a technician Ty visited his home and switched Mr. Terry's connection. Mr. Terry had service after the connection switch but lost service again with the storm that occurred the evening of July 22nd. Mr. Terry called Ty on Friday the 23rd and was advised that he would receive a return phone call within the hour and that a ticket would be opened to the cable department. Mr. Terry is unsure if a ticket was placed as he never received a return phone call from Ty. Mr. Terry is requesting for a permanent solution, Mr. Terry and his wife are concerned that they may not have telephone service in an emergency and they are both retired and require reliable service.

Next Mr. Terry also voiced concerns about the customer service that he receives when calling CenturyLink. Mr. Terry states that he was hung up on by CenturyLink representatives twice today, and that when he calls he reaches call centers where he is unable to understand the representatives he has reached. Poor customer service.

**Complaint Response:**

On Thu, Jul 29, 2021 at 2:07 PM Customer Advocacy (PUC) wrote:

Good afternoon,

I am in receipt of the complaint filed by Roger Terry regarding his chronic repair issues and the poor customer service he received from CenturyLink representatives. I appreciate the opportunity to respond.

An area supervisor went out and met with Mr. Terry this morning. After trouble isolation, we are going to replace the drop completely. We are currently drawing up the plans for this. In the meantime, we have placed a temporary line, which has resolved the line issues. Mr. Terry was very satisfied and the area supervisor provided him with his business card. Mr. Terry stated that he will contact the area supervisor if there are issues or concerns going forward.

I apologize for the poor customer service Mr. Terry received. I have sent the appropriate feedback.

Please let me know if you have any questions.

Thank you,

Tressa Carter  
Case Manager  
Customer Advocacy Group  
Lumen  
Voice: (720) 567-6989

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On Fri, Aug 13, 2021 at 3:17 PM Customer Advocacy (PUC) wrote:

Good afternoon,

Thank you for being patient while we completed our work on Mr. Terry's service. This job has been completed.

Have a great weekend!

Please let me know if you have any questions.

Thank you,

Tressa Carter  
Case Manager  
Customer Advocacy Group

Lumen  
Voice: (720) 567-6989

**Additional Info:**

From: Stefanie Liebert [sliebert@utah.gov]  
Sent: 7/29/2021, 3:35 PM  
To: uswpuc@centurylink.com  
Subject: Re: UT - Terry, Roger [ ref:\_00D412HUz0.\_5004NrHSus:ref ]

Thank you Tressa, I have updated the complaint with this information. Please update the Division when the necessary repairs are completed.

Thank you,

Stefanie Liebert  
Office Specialist  
Division of Public Utilities  
(801)-530-6285  
Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

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From: Stefanie Liebert [sliebert@utah.gov]  
Sent: 8/16/2021, 1:58 PM  
To: uswpuc@centurylink.com  
Subject: Re: UT - Terry, Roger [ ref:\_00D412HUz0.\_5004NrHSus:ref ]

Thank you Tressa, I have updated and closed the complaint with this information.

Have a great day!

Stefanie Liebert  
Office Specialist  
Division of Public Utilities  
(801)-530-6285  
Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday