

Roger G. Terry
8816 South 1595 East
Sandy, Utah 84093

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

In the Matter of: Docket No: 22-049-63	Formal Complaint of Roger G. Terry a Response

Against: Quest Corporation d/b/a CenturyLink	

Response from Roger G. Terry: On January 10, 2023 a Technician from CenturyLink named Shane came to my home to see why we had so much STATIC in the phone and why the internet was stopping, pausing and just not working. I told him this problem always occurred during the rain and snow storms (as I have other Technicians over the last few year) I showed him all the service orders and no one fix the line, he was taken back and said he would run the problem down which he did. He took about 2. 5 hours and found an overhead copper line terminal corroded that was causing the problem, Shane said he fix it. The phone & internet worked fine up to January 20, 2023 when the phone and Internet quit again around 5:30 pm. I called CenturyLink on a cell phone and they wrote out another ticket order, but would not be by until January 24, 2023, a technician named Justin came at 12:35 pm told me that CenturyLink hired "Brigham Direction Digging" to lay pipe for CenturyLink fiber-optics, and cut the line while digging, and he would run a temporary line so we had service. I am still concerned.

I filed an "Informal Complaint" with the PSC on 7/27/2021, and nothing was done, I sent in another "informal Complaint" on May of 2022 and received notice PSC still could not process it.

CenturyLink response was 9 lines of words, short of any apology. I don't feel I have been treated fairly after years of complaint. CenturyLink has made a couple of what they call GOODWILL CREDITS ON MY ACCOUNT, but does not cover the frustration and time I spent over several years trying to get this taken care of and have a file over 2 inches thick trying to get a simple problem fix, and CenturyLink on band aided the problems until they get their fiber optics laid. Which their contractor went through my back yard broke my above ground sprinkling system, ran 6-inch diameter black plastic pipe against my mail box post and now it just wobbles. I showed the contractor they stuck the sprinkling head back in the ground and blew off the mail box.

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