

February 15, 2023

**Via Email Only**

Gary Widerburg  
Commission Administrator  
Utah Public Service Commission  
Heber M. Wells Building, 4th Floor  
160 East 300 South  
Salt Lake City, UT 84111  
psc@utah.gov

Re: CenturyLink Response to Docket No: 22-049-63, Formal Complaint of Roger G. Terry

Dear Mr. Widerburg:

Attached for filing please find CenturyLink's response to the Request for Status Update for Docket No: 22-049-63, Formal Complaint of Roger G. Terry against CenturyLink.

If you have any questions, please do not hesitate to contact me.

Sincerely,



Max Backlund  
Utah Government Affairs Director

Max Backlund  
Utah Government Affairs Director  
CenturyLink  
250 E. 200 S., Suite 1000  
Salt Lake City, UT 84111

**BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH**

In the Matter of  Formal Complaint of Roger G. Terry against CenturyLink	Docket No. 22-049-63  Response from Qwest Corporation d/b/a CenturyLink QC to the Request for Status Update
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Qwest Corporation d/b/a CenturyLink QC (“CenturyLink”) and Mr. Terry have discussed this issue and both parties agree that the issue is resolved. CenturyLink has conducted maintenance to the facilities that serve the Terry residence and service has since been reliable in all weather conditions. For any future maintenance or repair needs Mr. Terry has direct lines of communication to CenturyLink’s Customer Advocacy team to escalate any concerns or issues. CenturyLink is committed to providing Mr. Terry with the best customer experience possible and will work quickly to resolve any future concerns or issues.

Respectfully submitted this 15<sup>th</sup> day of February 2023.

**CENTURYLINK**

By:   
Max Backlund, Utah Bar No. 15463  
Utah Government Affairs Director and Attorney  
250 E 200 Street, Suite 1000

Salt Lake City, Utah 84111  
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### CERTIFICATE OF SERVICE

I CERTIFY that on February 15, 2023 a true and correct copy of the foregoing was delivered upon the following as indicated below:

By email:

Roger G. Terry  
8816 South 1595 East  
Sandy, Utah 84093  
[terrybears@q.com](mailto:terrybears@q.com)

Patricia Schmid ([pschmid@agutah.gov](mailto:pschmid@agutah.gov))  
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