

FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
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: SCOTT W. Campbell
Address: 1111 N. 2000 W. #81 Ogden 84404
Telephone No.: 1-801-731-6542
Email Address: None
Preferred method of contact: Email or U.S. Mail

If represented by counsel, list:

Name: _____
Address: _____
Telephone No.: _____ Email Address: _____

2. The utility being complained against is: Century Link
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.

As of June 30, I've had no telephone service.
On July 19, I had a service man come and said there was
a down cable in area and said service would be on next day.

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?
This is the second time in last 2 months that service
has been down. Last time was 6 weeks off.

5. What relief does the Complainant request?

We need our service repaired.

PUBLIC SERVICE COMMISS
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6. Signature of Complainant Scott W. Campbell
Date: July 31- 2023

NOTE: Submit complaint by email or U.S. mail. (<https://psc.utah.gov/psc-filing-requirements/>)

Please call 1-801-391-5649 to help!

FYI:

In May and June, service to my house and most of the homes in our park (retirement community) was down for 6 weeks. After many phone calls to CenturyLink number - 1-800-2441111, service was restored. I talked to 3 men in India and 3 women in the Philippines - but not till the end of the 6 weeks did I get a phone call from CenturyLink. They eventually paid ~~to~~ my bill.

But now here we are again. My service has been down since June 30. Calls to Century ~~Link~~ Link last about 30 minutes to a recorded number and then are disconnected.

If this continues, my service will be shut down - permanently. We've had service for 50 years. - But enough is enough.

Thanks for your help
Scott W. Conwell