

Complaint Report

Complaint Number: C23-0057

Customer Information

Customer Name: Campbell, scott

Account Number:

Email Address:

Phone Number:

Cell Number: 435 740-4632

Service Address: 1111 North 2000 West #81
Ogden, UT 84404

Complaint Information

Company Name: CenturyLink

Date Received: 4/27/2023

Date Resolved: 5/4/2023

Type of Call: Complaint

Complaint Type: Repair

Complaint Received By: Gwen Flores

Utility Company Analyst: David Blanton

Gone Formal: NO

Complaint Description:

Scott Campbell contacted the Utah Division of Public Utilities today regarding his landline home phone service not working, According to Mr. Campbell, Construction workers, working in the neighboring subdivision cut the phone cable and ever since his community has been without phone service. Mr. Campbell states he has called CenturyLink twenty five times but has not be able to speak with anyone who could provide any information, other than, the services are out in his area.

Mr. Campbell and his neighbors have been without telephone service for three weeks. Mr. Campbell advised that he has spoken with several elderly neighbors whom also claim to be without service. Additionally, Mr. Campbell spoke with the park manager whom advised him that the entire park is without service.

Mr. Campbell voiced his concerns claiming his community is made up mostly seniors who do not have access to any telephone services without their landline.

Mr. Campbell would like to know when he may expect the services to be restored.

Complaint Response:

From: Customer Advocacy (PUC)
To: gflores@utah.gov
5/4/2023

Good morning,

I am in receipt of the complaint filed by Scott Campbell regarding his phone service being out. I appreciate the opportunity to respond.

The customer is affected by a cabfail outage in his area. The field is working to restore his service as quickly as they can. I will update you by the end of tomorrow again with the status of the outage.

I have attempted to contact the customer but have not been able to and I couldn't leave a message as his voice mailbox is not setup yet.

Please let me know if you have any questions.

Thank you,

David Blanton
ANALYST II
Customer Advocacy Group
Lumen
Voice: (208) 207-2215

From: Customer Advocacy (PUC)
To: gflores@utah.gov
Date: 5/4/2023

Hi Gwen,

As soon as I sent my last email, the customer called me back. He has been notified of the issue and the process to resolve.

Please let me know if you have any questions.

Thank you,

David Blanton
ANALYST II
Customer Advocacy Group

Lumen

Voice: (208) 207-2215