

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

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In the Matter of the Formal Complaint of Pam Leatherbury against Qwest Corporation, dba CenturyLink QC	<u>DOCKET NO. 15-049-16</u>  <u>ORDER OF DISMISSAL</u>
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ISSUED: January 20, 2016

On December 28, 2015, Pam Leatherbury (Ms. Leatherbury) filed a formal complaint against Qwest Corporation, dba CenturyLink QC (CenturyLink), a public utility. Ms. Leatherbury alleged that CenturyLink has failed to timely disconnect her internet service and has incorrectly calculated her telephone charges, resulting in overbilling.

On December 28, 2015, the Public Service Commission of Utah (Commission) issued a notice of filing and comment period, establishing deadlines for CenturyLink to respond to the complaint and for Ms. Leatherbury to file a final reply.

On January 11, 2016, the Commission received an e-mail from Ms. Leatherbury. In her e-mail, Ms. Leatherbury stated, "CenturyLink has reached an agreement with me that I am satisfied with. I need to cancel my complaint[.]"

On January 19, 2016, the presiding officer in this docket e-mailed CenturyLink and the Utah Division of Public Utilities, requesting confirmation that the complaint has been fully resolved. Both parties provided confirmation by return e-mail.<sup>1</sup>

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<sup>1</sup> The e-mails are attached hereto as Exhibit A.

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ORDER

The Commission dismisses Ms. Leatherbury's complaint against Qwest Corporation, dba CenturyLink QC in Docket No. 15-049-16. Dismissal is with prejudice. All filing deadlines of record are vacated.

DATED at Salt Lake City, Utah, January 20, 2016.

/s/ Jennie T. Jonsson  
Administrative Law Judge

Approved and confirmed January 20, 2016 as the Order of the Public Service Commission of Utah.

/s/ Thad LeVar, Chair

/s/ David R. Clark, Commissioner

/s/ Jordan A. White, Commissioner

Attest:

/s/ Gary L. Widerburg  
Commission Secretary  
DW#271423

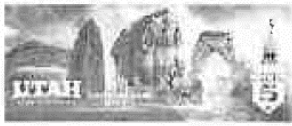
DOCKET NO. 15-049-16

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Notice of Opportunity for Agency Review or Rehearing

Pursuant to Utah Code Ann. §§ 63G-4-301 and 54-7-15, a party may seek agency review or rehearing of this order by filing a request for review or rehearing with the Commission within 30 days after the issuance of the order. Responses to a request for agency review or rehearing must be filed within 15 days of the filing of the request for review or rehearing. If the Commission fails to grant a request for review or rehearing within 20 days after the filing of a request for review or rehearing, it is deemed denied. Judicial review of the Commission's final agency action may be obtained by filing a Petition for Review with the Utah Supreme Court within 30 days after final agency action. Any Petition for Review must comply with the requirements of Utah Code Ann. §§ 63G-4-401, 63G-4-403, and the Utah Rules of Appellate Procedure.

EXHIBIT A



Jennie Jonsson <jjonsson@utah.gov>

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## Docket 15-049-16 - Leatherbury complaint against QWEST

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Jennie Jonsson <jjonsson@utah.gov>

Tue, Jan 19, 2016 at 9:37 AM


To: Tressa.Norris@centurylink.com, torry.r.somers@centurylink.com, james.farr@centurylink.com, pleatherbury@hotmail.com

Cc: Patricia Schmid <pschmid@utah.gov>, Justin Jetter <jjetter@utah.gov>, Rex Olsen <rolsen@utah.gov>

On January 11, 2016, the Public Service Commission received the attached e-mail from Ms. Pam Leatherbury. Based on Ms. Leatherbury's representations, it appears that docket 15-049-16 may be dismissed, and I am prepared to draft an order vacating the comment deadlines and dismissing the complaint with prejudice. However, before I issue an order, I would like CenturyLink and the Division to confirm their understanding that the complaint has been fully resolved. To do so, please respond to this e-mail at your earliest convenience.

Thank you,  
Jennie T. Jonsson  
Administrative Law Judge  
Public Service Commission of Utah

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 **271284Email Correspondence from Pam Leatherbury 1-11-2016-1.pdf**  
30K



PublicService Commission <psc@utah.gov>

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**Re: docket no 15-049-16 DISMISSAL OF FORMER COMPLAINT FILED**

1 message

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**Pam Leatherbury** <pleatherbury@hotmail.com>

Sun, Jan 10, 2016 at 4:47 PM

To: Marialie Wright <marmartinez@utah.gov>, "psc@utah.gov" <psc@utah.gov>

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**From:** Pam Leatherbury <pleatherbury@hotmail.com>

**Sent:** Friday, January 8, 2016 3:06 PM

**To:** Marialie Wright; tressa.norris@centurylink.com

**Subject:** docket no 15-049-16

CENTURY LINK HAS REACHED AN AGREEMENT WITH ME THAT I AM SATISFIED WITH. I NEED TO CANCEL MY COMPLAINT CAN YOU TELL ME HOW TO DO THIS? THANKS PAM LEATHERBURY. EMAIL PLEATHERBURY@HOTMAIL.COM PHONE 801-486-6225 OR 8012590972



Jennie Jonsson <jjonsson@utah.gov>

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## Docket 15-049-16 - Leatherbury complaint against QWEST

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Farr, James <James.Farr@centurylink.com>

Tue, Jan 19, 2016 at 9:52 AM

To: "jjonsson@utah.gov" <jjonsson@utah.gov>

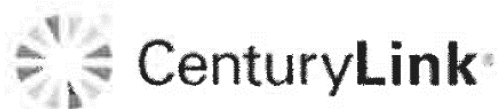
Cc: "Somers, Torry R" <Torry.R.Somers@centurylink.com>, "Norris, Tressa" <Tressa.Norris@centurylink.com>, "pleatherbury@hotmail.com" <pleatherbury@hotmail.com>, Justin Jetter <jjetter@utah.gov>, "pschmid@utah.gov" <pschmid@utah.gov>, Mariaie Wright <marmartinez@utah.gov>, "rolsen@utah.gov" <rolsen@utah.gov>

Judge Jonsson,

CenturyLink has resolved the complaint with Pam Leatherbury.

Thanks,

Jim Farr



James Farr

Regulatory Affairs Director – Idaho and Utah

Room 1601

250 Bell Plaza

Salt Lake City, Utah 84111

Office: 801-238-0240

Fax: 801-237-6542

james.farr@centurylink.com


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**From:** Jennie Jonsson [mailto:[jjonsson@utah.gov](mailto:jjonsson@utah.gov)]  
**Sent:** Tuesday, January 19, 2016 9:37 AM  
**To:** Norris, Tressa; Somers, Torry R; Farr, James; [pleatherbury@hotmail.com](mailto:pleatherbury@hotmail.com)  
**Cc:** Patricia Schmid; Justin Jetter; Rex Olsen  
**Subject:** Docket 15-049-16 - Leatherbury complaint against QWEST

[Quoted text hidden]

This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

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 **271284Email Correspondence from Pam Leatherbury 1-11-2016-1.pdf**  
30K





Jennie Jonsson <jjonsson@utah.gov>

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## Docket 15-049-16 - Leatherbury complaint against QWEST

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**Marialie Wright** <marmartinez@utah.gov>

Tue, Jan 19, 2016 at 10:04 AM

To: "Farr, James" <James.Farr@centurylink.com>

Cc: "jjonsson@utah.gov" <jjonsson@utah.gov>, "Somers, Torry R" <Torry.R.Somers@centurylink.com>, "Norris, Tressa" <Tressa.Norris@centurylink.com>, "pleatherbury@hotmail.com" <pleatherbury@hotmail.com>, Justin Jetter <jjetter@utah.gov>, "pschmid@utah.gov" <pschmid@utah.gov>, "rolsen@utah.gov" <rolsen@utah.gov>

Hi Jennie,

This is to confirm that Pam Leatherbury has communicated with the Division of her satisfactory acceptance of CenturyLink's proposed solution and requests that the Formal Complaint be dismissed.

Thanks,

**Marialie Wright**  
Manager, Customer Service  
Division of Public Utilities  
marmartinez@utah.gov

[Quoted text hidden]

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**Marialie Wright**  
Manager, Customer Service  
Division of Public Utilities  
marmartinez@utah.gov  
(801) 530-6604

CERTIFICATE OF SERVICE

I CERTIFY that on January 20, 2016, a true and correct copy of the foregoing was served upon the following as indicated below:

By U.S. Mail:

Pam Leatherbury  
2200 E Marie Avenue  
Salt Lake City, UT 84109

By E-Mail:

Pam Leatherbury ([pleatherbury@hotmail.com](mailto:pleatherbury@hotmail.com))

Tressa Norris ([Tressa.Norris@CenturyLink.com](mailto:Tressa.Norris@CenturyLink.com))  
Torry R. Somers ([torry.r.somers@centurylink.com](mailto:torry.r.somers@centurylink.com))  
Jim Farr ([james.farr@centurylink.com](mailto:james.farr@centurylink.com))  
CenturyLink

Brett N. Anderson ([bretta@blackburn-stoll.com](mailto:bretta@blackburn-stoll.com))

Vicki Baldwin ([vbaldwin@parsonsbehle.com](mailto:vbaldwin@parsonsbehle.com))

Sharon Bertelsen ([bertelsens@ballardspahr.com](mailto:bertelsens@ballardspahr.com))

Larry Bowman ([larry.bowman@charter.com](mailto:larry.bowman@charter.com))

Brian W. Burnett ([brianburnett@cnmlaw.com](mailto:brianburnett@cnmlaw.com))

([cflregulatory@chartercom.com](mailto:cflregulatory@chartercom.com))

Eddie L. Cox ([ecox@cut.net](mailto:ecox@cut.net))

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Sharon Mullin ([slmullin@att.com](mailto:slmullin@att.com))

Thorvald Nelson ([tnelson@hollandhart.com](mailto:tnelson@hollandhart.com))

Janice Ono ([Janice.ono@att.com](mailto:Janice.ono@att.com))

Sheila Page ([spage@utah.gov](mailto:spage@utah.gov))

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Pam Pittenger ([pam.pittenger@ftr.com](mailto:pam.pittenger@ftr.com))

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Rex Olsen ([rolsen@utah.gov](mailto:rolsen@utah.gov))

Utah Assistant Attorneys General

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Salt Lake City, Utah 84114

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Administrative Assistant