

# Informal Complaint Report

**Index Number:** 916534728      **Company Name:** South Central Utah Telephone Assn.

## CUSTOMER INFORMATION

**Customer Name:** Flinspach, Colleen      **Account Number:** 8325400 A000  
**Other Contact Info:**      **Phone Number:** (435) 439-5478  
**Customer Address:**      **Other Phone:** (435) 592-3571  
**Customer Address:** 8598 N Modena Canyon Rd.      **Email Address:**  
**City:** Beryl      **State:** UT      **Zip Code:** 84714

## COMPLAINT INFORMATION

**Type of Call:** Complaint      **Complaint Type:** Repair  
**Date Received:** 1/27/2017      **Date Resolved:** 2/9/2017  
**Complaint Received By:** Gwen Flores      **DPU Analyst Assigned:** 0  
**Utility Company Analyst:** Alan Torsen/Duncan Reed

**Company at Fault:**       **Actual Slamming Case:**       **Actual Cramming Case:**

### Complaint Description:

Colleen Flinspach called the Division of Public Utilities to get clarification on what her responsibilities are as a customer and what the company's responsibilities are.

Ms. Flinspach states that sometime about a month ago (approximately 12/24/2016) an Ice/Snow storm caused them start having trouble with their phone service. Two weeks after the storm she made contact South Central Utah Telephone and was told that South Central would send someone out to look at the line.

Three days ago (1/24/2017) Mrs. Flinspach and her husband made a visit to South Central Telephone Company, Ms. Flinspach states that to her knowledge no one from South Central has yet came out to look at the line.

The Flinspachs also mentioned the importance of having reliable telephone service, especially since it is their only source of telephone communication that is reliable in that area for them, as cell phone services do not provide a reliable connection.

The following is a letter written from Mr. Flinspach, Received Via fax 1/30/2017

~January 28, 2017  
Public Service Commission  
Office of Public Utilities  
160 south 300 East 4th Floor  
Salt Lake City, UT 84102  
Attn: Gwen Flores

This letter is a follow up to our verbal complaint made on January 27, 2017 concerning our non-service from South Central Communications.

P. 1  
on December 24, 2016 a storm of ice and snow broke our telephone line coming up the canyon from Modena. Several days after this we reported this to Duncan Reed when we saw him at the shop in Beryl. He said he would go in and put it on their maintenance schedule and they would come out and work on the line. We stopped in at the maintenance shed about two weeks later and talked with Weston Bishop and Roy Adams and they said that Duncan had not told them about our problem. I, (Richard) asked Duncan about this and he said, " Oh, I forgot to tell them. I am sorry".

When we had no response from them after that, I, (Richard) called Duncan on January 24, 2017 to see when they were coming to work on the line. He said he was headed to the shop at Beryl and he would send the men right out. We waited all day with no visit from the men. At about 4:00 p.m. Colleencalled and left a message on Duncan's cell phone asking for an explanation. There was no response.

On January 25, 2017 I, (Richard) went to Beryl to talk with Weston and Roy to ask why they hadn't come on the 24th and

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they said that they had to take care of something in Enterprise. I asked them to get Duncan on the telephone so I could talk with him. I lost my temper when he started making excuses again, as I felt he had been dishonest when making promises to fix the line. We have had no response from them since that time. On that same day, since I was worried about the line being damaged further by traffic coming up the canyon, my wife and I pulled on the line to try and ~ais~ it from an area that was sagging into the roadway. We have been without telephone service for 35 days and no help from south central Communications.

We feel that the Public Service Commission is our only resource to solve this problem.

JAN. 30. 2017 12:50PM DIXIE REA BERYL NO. 696 P. 2

In the late 1970s South central scrapped their telephone line from Beryl to Modena. They gave me the line. I took down all the arms and the hardware. I then constructed a telephone line from Modena to our ranch using the existing power poles of Dixie-Escalanta REA. South central Utah Telephone Association, Inc. Connected us to their system and sent us a Membership Certificate (No.1518) dated August 18th, 1977. We have been using the system and paying our monthly bills since that time. They did all of the maintenance on the line to our ranch for approximately twenty years. Then there was a man working for the telephone company who started to complain about having to work on the line. In those days there was only one truck and the expense couldn't have been much. I was a young man at that time and I started helping with the maintenance. They have never put one single piece of hardware on the line to this day. Then they started telling me that I was responsible for the maintenance of the line to the Ranch. I needed the line so I never questioned them. Now, I am almost 78 years and my wife is in her 80's and it is too hard for us to work on the line in 2016 my wife and I fixed the line three times with a great deal of difficulty,

We appreciate your consideration concerning this matter.

Richard Flinspach  
Colleen Flinspach

## **Complaint Response:**

On either 2/2 or 2/3/2017

Mrs. Flinspach called our office seeking a response.

I advised Mrs. Flinspach that we had not received any further correspondence from the company, however I would follow-up with South Central. I spoke with Alan Torenson and he confirmed that their office had received the informal complaint. Alan advised that Duncan would respond to the complaint however, Duncan was out of the office, and we could expect a response by Monday, February 6, 2017.

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2/9/2017

Mrs. Flinspach called requesting for additional updates, I advised Mrs. Flinspach that South Central has failed to respond to the informal complaint. At this time I sent Mrs. Flinspach the information that she would need file a formal complaint, as requested. I then advised Mrs. Flinspach to contact the Public Service Commission with any further information or questions regarding the formal complaint process. At this point I updated and closed the complaint.

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2/13/2017

Mrs. Flinspach contacted our office with additional questions regarding the formal complaint process. I advised Mrs. Flinspach to contact the Public Service Commission with any questions that she may have regarding the formal complaint process.

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Response to Informal Complaint 2/16/2017

Index #916534728

Hello Gwen,

Sorry for the delay. I was out of town when your e-mail came in. Here is our response. Please contact me if you have any questions.

In regards to the complaint made by Colleen Flinspach on 1/27/2017 about the responsibility of the maintenance of the line in question. Our technicians have checked the dial tone to our D-Mark successfully on two separate occasions. The line and service to the D-Mark is the responsibility of South Central Utah Telephone. The line extending from the D-Mark to the customer's premise is owned and will need to be maintained by the customer. This D-Mark is located at the beginning of the customer owned line that extends five miles from the D-Mark to their premise. Originally when The Flinspachs stopped by the office they had stated that they found where their line was broken and fixed it. Mr. Flinspach returned to say his line was hanging low and wanted to know if we could help him raise it. I told him when we had some spare time, out of consideration of his age and our kindness we could help him with it. Four days later Mr. Flinspach returned extremely upset because we had not been there to fix the line he owns. At this time, Mr. Flinspach made threats against the lives of a couple of our technicians and myself. We have notified our local Sheriff of the incident although no report was filed. Because of these threats and for the safety of our employees, we will not be working on or helping this customer with their personally owned line. If the customer does want to have their line repaired, they will need to look elsewhere for the repair. We will continue to service and maintain the connection up to the D-Mark.

Thank You  
Duncan Reed  
South Central Communications  
435-616-0310

## **Additional Information:**