

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: Ann Sealey
Address: 2187 S. 1350 W. WX Utah 84087
Telephone No.: 801-292-8268

If represented by counsel, list:

Name: _____

Address: _____

Telephone No.: _____

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.

AT&T charged about \$25⁰⁰/mo for land line & caller ID
When Century Link came on as the utility company my cost
kept going up to \$40⁰⁰ a month I dropped my caller ID. →

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?

I must be paying for high speed internet & not using a
computer in my home. I go to the library to use it.

5. What relief does the Complainant request?

Lower the cost & block the solivitation calls.
What is the (do not call list) about. Gov. should
regulate the company

6. Signature of Complainant Ann Sealey

Date: 1/24/2018

representation. If you fail to attend a hearing, and have not alerted the Commission, your complaint will be dismissed.

Formal complaints are the last resort in the complaint process. The Commission will not permit a customer to file a formal complaint unless it seems unlikely that a settlement can be reached through the informal process.

The State Legislature has granted the Commission limited authority over utilities regarding customer complaints. The Commission may order a utility to: a) correct service problems; and b) refund incorrect billings.

The Commission has no authority to correct property damage from maintenance operations or sales of defective telephone equipment, nor rudeness on the part of the utility representative to name three examples.

Your rights and responsibilities are contained in Utah Law (Title 54 Chapter 1) and PSC rules and regulations.

Mail or bring, your written formal complaint to: Public Service Commission, 160 East 300 South, Fourth Floor, P.O. Box 45585, Salt Lake City, Utah 84145-0585. Questions should be directed to GARY WIDERBURG at the Public Service Commission telephone 801-530-6716

(Please note: Complaints elevated to formal complaints and filed with the Commission are public documents and will be published on the Commission's website.)

I have put myself on the gov. do not call list about
of 2 months but still get about 7 solicitations a day.
Many times they call, I pick up the phone, silence
So I hang up only to get more calls later in the
day. Sometimes silence, then a beep they want you to
say hello (again) to start their solicitation. I ask
them to stop calling they say no! I tell them
I am on the do not call list. Any phone
company when told about this say you can pay for
another service to block the calls. Why should I
keep pay more & more to Century Link? I feel
they are abusing the customer in price & wanting us to
buy more services from them.