

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

Formal Complaint of Ann Seeley against Qwest Corporation, d/b/a CenturyLink QC	<u>DOCKET NO. 18-049-02</u> <u>ORDER DISMISSING COMPLAINT</u>
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ISSUED: April 6, 2018

On January 30, 2018, Ann Seeley (“Complainant”) filed a formal complaint (“Complaint”) with the Public Service Commission (“PSC”) against Qwest Corporation, dba CenturyLink (“CenturyLink”). The Complaint is handwritten and, as best the PSC can discern, expresses the following concerns with respect to CenturyLink’s utility service: (i) Complainant’s prior utility charged less and included caller identification service; (ii) Complainant implies she is being charged for high speed internet service that she does not use; and (iii) Complainant believes CenturyLink should be screening her calls for unsolicited sales calls. Complainant expresses interest in using a different utility at a lower cost.

On February 27, 2018, CenturyLink filed a Response and Motion to Dismiss (“MTD”). CenturyLink represents that Complainant subscribes to basic residential service. CenturyLink represents it has communicated with Complainant and advised her that it does not have the capability to block all solicitation calls but it does offer services for an additional fee, such as “No Solicitation Service” and/or “Caller ID,” which may assist in preventing unwanted sales calls. CenturyLink further represents Complainant does not subscribe to high speed internet service and has not been billed for it. CenturyLink asserts it is billing Complainant in a manner consistent with its price list and has violated no provision of statute, rule, or its price list on file with the PSC.

DOCKET NO. 18-049-02

- 2 -

On February 28, 2018, the Division of Public Utilities filed a short memorandum stating it “has no recommendation regarding this docket.” Complainant has not filed a response or otherwise opposed the MTD.

The PSC finds Complainant has failed to allege facts showing CenturyLink violated any governing statute, rule, or its price list. Instead, Complainant appears to be simply dissatisfied with the cost and qualities of her service. The circumstances Complainant alleges do not constitute grounds upon which the PSC may grant her relief. Accordingly, the MTD is granted and the Complaint is dismissed.

DATED at Salt Lake City, Utah, April 6, 2018.

/s/ Michael J. Hammer
Presiding Officer

Approved and Confirmed April 6, 2018, 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
PSC Secretary
DW#301134

DOCKET NO. 18-049-02

- 3 -

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 written order by filing a request for review or rehearing with the PSC 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 PSC 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 PSC'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.

CERTIFICATE OF SERVICE

I CERTIFY that on April 6, 2018, a true and correct copy of the foregoing was served upon the following as indicated below:

By U.S. Mail:

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