

**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: Arroyo de Plata LLC dba Domino's Pizza  
Address: 750 Kearns Blvd #140 Park City, Utah 84060  
  
Telephone No: 435-649-7788
2. The utility being complained against is: CenturyLink
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.

On 7/7/2018, CenturyLink disconnected our main business phone # 435-6497788, they transferred the phone number to Comcast without our knowledge and permission. When tried to reach CenturyLink, we were told there was nothing they can do. It took five days, numerous calls, several trips to salt lake city office of both companies before we had our number back, During the period customers could not reach us by phone, resulted in loss of sales. After the incident, when we tried to contact CenturyLink, calls to the corporate office were not returned. After we contacted Utah Division Public Utilities, we get email response from CenturyLink stating they could not get any information from their wholesale department about the order and there was nothing they can do, they refused to take any responsibility for the mistake.

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

Switching customer phone number without authorization (slamming) is illegal in United States

5. What relief does the Complainant request?

- proof of verification CenturyLink performed before sending our phone number over to Comcast
- refund of service charge for the period we lost phone service.
- proof of process CenturyLink have in place to ensure this will not happen again in the future
- compensation of sales loss

Signature of Complainant Arroyo de Plata LLC

Date: 10/12/2018