

**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**

PUBLIC SERVICE COMMISSION  
2021 SEP 17 10:33

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: John W. Holt and Karen Holt Bennion

Address: 2795 St. Mary's Way, Salt Lake City, UT 84108

Telephone No.: 801-652-1586

Email Address: dbkb1982@msn.com

Preferred method of contact:  Email or  U.S. Mail

*If represented by counsel, list:*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No.: \_\_\_\_\_ Email Address: \_\_\_\_\_

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.

The telephone service by CenturyLink at 2795 St. Marys Way, Salt Lake City, UT is absolutely horrendous and unacceptable. Beginning June 2020 the noise and static on my landline prevent use of the telephone service. At 93 years old I depend on this service for me and my spouse for medical, emergency and staying in contact with my children. When using the online troubleshooter by CenturyLink the message identifies a problem and schedules a technician. The first technician arrived August 2020 only to have trouble finding the telephone NID entrance box to my home. When my home was built in 1957 the local telephone company did not require a NID box. Regardless, CenturyLink said the telephone cable was bad from the service box to my home. CenturyLink required me to install a NID box near the electric meter on the north side of my home. In September 2020 I had a new coaxial cable installed from my utility room in the basement to the north side of my home. CenturyLink returned to install a temporary cable from their junction box to my new entrance NID location. CenturyLink returned later to bury this cable. Once this work was completed use of our telephone was good again but only for a short time. Beginning spring 2021 the noise and static returned. Every time we use the Century Link on-line technical support service the remote test says we have a line problem and they schedule a technician to come to the house. Nothing seems to get corrected. In August 2021 an informal complaint was filed. As of this writing CenturyLink has failed to contact me via email or telephone to discuss planned repairs or resolution. Our current active repair order number with CenturyLink is 0316205. The latest technician arrived on Monday, August 30 only to confirm service in the area is

bad and he could not fix the issue. He needed to call in a larger more technical crew to find and fix the problem. He could not give us a date, time or name of a person that could keep us updated. This issue has been going on way to long and we are tired of the lip service by the field technicians with no action.

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

CenturyLink has had more than 14 months to resolve the unacceptable service that includes humming and static on the telephone line that makes this service unusable.

5. What relief does the Complainant request?

A detailed correction plan of what CenturyLink has found in this area. Their schedule to perform work. Their plan to monitor the work after upgrades and/or repairs have been completed. A personal contact in Salt Lake that is responsible for operations that can keep us informed of progress. A refund of our monthly telephone fees for the time our telephone line has been unusable.

6. Signature of Complainant

K c H. B

Date:

9/14/2021

**NOTE: Submit complaint by email or U.S. mail. (<https://psc.utah.gov/psc-filing-requirements/>)**