

Complaint Report

Complaint Number: C21-0138

Customer Information

Customer Name: Holt , John W

Account Number: 8015827272

Other Contact Info: Karen Holt Bennion / Douglas Bennion

Phone Number: 8015827272

Email Address: dbkb1982@msn.com

Service: 2795 St Marys Way

Address: Salt Lake City, UT 84108

Complaint Information

Company Name: CenturyLink

Date Received: 9/2/2021

Type of Call: Complaint

Complaint Received By: Gwen Flores

Gone Formal: NO

Date Resolved:

Complaint Type: Repair

Utility Company Analyst: Margaret

Complaint Description:

DPU ONLINE COMPLAINT

UTILITY CUSTOMER

FROM: John W Holt

PHONE: 8015827272

OTHER PHONE: 8016521586

EMAIL: dbkb1982@msn.com

SERVICE ADDRESS:

2795 St Marys Way

Salt Lake City, UT 84108

MAILING ADDRESS:

2795 St Marys Way

Salt Lake City, UT 84108

INCIDENT DETAILS

UTILITY: CenturyLink

ACCOUNT NUMBER: 801582727224

COMPLAINT TYPE: Repair

COMPLAINT:

My current repair ticket is number 0316205. There are many before this one. Service to our home has been pathetic. We constantly have humming and static on the line that has been reported for the last 18 months. Each time a technician comes they just tell me to sign up with another service like Xfinity or Google because the backbone is bad in this area. Other than technicians who come to our house. Have you ever tried to talk to a live body locally who can keep me updated on repairs, etc. My line is so bad I can't hear my children when they call. I am elderly and need my phone to stay in contact.

SUGGESTED RESOLUTION: Replace the bad lines in the area immediately. Have a local person call me on my cell phone to give me progress on the work. I can be reached at 801.652.1586 (Karen).

9/1/2021

FROM:DOUGLAS BENNION

Stefanie or Gwen,

Your help is very much appreciated. We are having a horrible time with Century Link to fix the telephone line service at 2795 St Mary's Way, SLC, UT. My parents are 93 years old and cannot use their telephone because of all the humming and static noise on the line. This is a critical service my parents need. Every day one of three children call to see they are taking there medicine, have food, are doing ok, etc. My parents can't hear

us and we can't hear over the noise on the line. 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. The current active order number 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 for more than 18 months and we are now tired of the lip service with no action.

I have filed an on-line complaint using the Utah Public Service Commission complaint form. I found your names on the Division of Public Utilities contact list as a second method to raise our complaint.

The Century Link website is the worst of all the utilities we work with. You cannot reach a customer service agent via any means, or talk to a live person. Everything is electronic with zero feedback or ways to track our orders. This is no way to run a business.

As a minimum we request someone from Century Link in Utah, in the Salt Lake valley that is responsible for operations and service to the above address, to give me a call and discuss my current service. We want to know what work they have scheduled and when it will be done.

Your help is very much appreciated. You can call me directly at 801-652-1586.

Thank you,
Karen Holt Bennion

9/10/2021

FROM:DOUGLAS BENNION

Stefanie or Gwen,

It has now been 5 business days since we filed our complaint with the UPSC. As expected, we have not heard from any representative at CenturyLink. Our service is still bad and our local telephone line is unusable. Can you tell me next steps to get CenturyLink attention.

Any help is appreciated.

Thank you,

Karen Holt Bennion (801.652.1586)

Complaint Response:

FROM: Customer Advocacy (PUC)

9/8/2021

Good morning,

CenturyLink has received and is investigating the concern regarding account 801 582-7272 [REDACTED] for John Holt. According to the complaint, the customer states he constantly has a humming and static on the line.

CenturyLink is currently working to resolve Mr. Holt's concerns. The account has an open repair ticket, which our Network Group is working. I will update you, as I receive additional information.

Margaret

Manager Customer Advocacy