



PublicService Commission &lt;psc@utah.gov&gt;

**RE: Docket No. 21-049-09, Notice of Filing and Comment Period**

1 message

**DOUGLAS BENNION** <DBKB1982@msn.com>

Sun, Oct 3, 2021 at 5:52 PM

To: PublicService Commission <psc@utah.gov>, "cfl.regulatory@chartercom.com" <cfl.regulatory@chartercom.com>, "news@deseretnews.com" <news@deseretnews.com>, "news@krcl.org" <news@krcl.org>, "newsroom@sltrib.com" <newsroom@sltrib.com>, "teri.ohta@t-mobile.com" <teri.ohta@t-mobile.com>, "tonyhall2004@hotmail.com" <tonyhall2004@hotmail.com>, "Abdulle, Abdinasir" <aabdulle@utah.gov>, Alex Ware <aware@utah.gov>, Alyson Anderson <akanderson@utah.gov>, "Anderson, Brett" <bretta@blackburn-stoll.com>, "Baldwin, Vicki" <vbaldwin@parsonsbehle.com>, "Beck, Michele" <mbeck@utah.gov>, "Benvegna-springer, Shauna" <sbenvegn@utah.gov>, "Bertelsen, Sharon" <bertelsens@ballardspahr.com>, Bob Davis <radavis@utah.gov>, "Brian W. Burnett" <bburnett@kmclaw.com>, Cameron Francis <cameron.francis@beehive.net>, Carl Erhart <CE6043@ftr.com>, Carol Anderson <ca9593@att.com>, "Coleman, Casey" <ccoleman@utah.gov>, "Cox, Eddie L." <ecox@cut.net>, "Crabtree, David" <crabtree@deseretgt.com>, Data Request Response Center <datareq@pacificcorp.com>, DataRequest DPU <dputaterequest@utah.gov>, David Rex Clark <drexclark@utah.gov>, David Williams <dcwilli@utah.gov>, "Davis, Stacey" <stacey.davis@pacificcorp.com>, Diane Browning <diane.c.browning@sprint.com>, Donald Porter <don.porter@dominionenergy.com>, Eric Martinson <ericmartinson@utah.gov>, "Evans, William" <wevans@parsonsbehle.com>, "francone, kelly" <kfrancone@energystrat.com>, Fred Nass <fnass@utah.gov>, Gary Smith <garysmith@utah.gov>, "Gleave, Natalie" <natalieg@gtelco.net>, "Gross, Amy" <agross@tminc.com>, Gwen Flores <gflores@utah.gov>, "Harvey, John" <jsharvey@utah.gov>, Haynes Morris <hmmorris@lakecap.com>, "Hicken, Paul" <phicken@utah.gov>, "Irvine, David" <drivine@aol.com>, Jack Phillips <Jack.Phillips@ftr.com>, Janice Ono <janice.ono@att.com>, Jeff Einfeldt <jeffeinfeldt@utah.gov>, Jennifer Somers <Jennifer.Somers@centurylink.com>, Joanna Matyjasik <jmatyjasik@utah.gov>, Joelle Steward <joelle.steward@pacificcorp.com>, "Johansen, Brock" <bjohansen@emerytelcom.com>, Justin Christensen <justinchristensen@utah.gov>, Justin Jetter <jjetter@agutah.gov>, "Kubota, Dawn" <kubotad@ballardspahr.com>, Larry Mason <larry.mason@beehive.net>, "Legge, Mike" <mlegge@usmagnesium.com>, Leslie Zink <leslie.zink@ftr.com>, "Levar, Thad" <TLevar@utah.gov>, "Long, Mark" <mlong@utah.gov>, Lucas Downey <ldowney@utah.gov>, Madison Galt <mgalt@utah.gov>, "Martin, Jennifer E." <jhmartin@stoel.com>, "Martinez, Marialie" <marmartinez@utah.gov>, "Mecham, Stephen" <sfmecham@gmail.com>, Michael Hammer <michaelhammer@utah.gov>, Michael Healy <mlhealy@utah.gov>, Michael Orton <michael.orton@dominionenergy.com>, "Montin, Melissa" <mpf@stateside.com>, "Nelson, Thorvald" <tnelson@hollandhart.com>, ocs br <ocs@utah.gov>, "Orton, Eric" <eorton@utah.gov>, "Parker, Chris" <chrisparker@utah.gov>, "Paschal, Melissa Robyn" <mpaschal@utah.gov>, Patricia Elizabet Schmid <pschmid@agutah.gov>, "Peterson, Jeff" <jpeterson@utahcooperatives.org>, Phillip Solomon <psolomon@deseretpower.com>, "Pittenger, Pam" <pam.pittenger@ftr.com>, "Policy, Tariff" <tariffpolicy@pacificcorp.com>, "Powell, William" <wpowell@utah.gov>, "Prescott, Jenny" <jenny.prescott@allwest.com>, "Reeder, Bob" <bobreeder@parsonsbehle.com>, "Reeder, F" <freeseder@parsonsbehle.com>, "Richards, Mark" <markrichards@imwindandsolar.com>, "Rigby, Bruce" <bruce@summitcorp.net>, Robert Moore <rmoore@agutah.gov>, Ronald Allen <rcallen@utah.gov>, Ross Cox <rcox@centracom.com>, Russell Cazier <russellc@utah.gov>, "Sackett, Gary" <gsackett@joneswaldo.com>, "Saldana, Linda" <Linda.Saldana@ftr.com>, "Salter, Brenda" <bsalter@utah.gov>, Samuel Johnston <sjohnston@utah.gov>, "Slawson, Kira" <kslawson@blackburn-stoll.com>, "Slusher, Ronald" <rslusher@utah.gov>, "Smith, Alan" <alanakaed@aol.com>, Sophie Hayes <sophie.hayes@westernresources.org>, Stefanie Liebert <sliebert@utah.gov>, Taryn Hunt <tjhunt@utah.gov>, "Todd, Bruce H." <btodd@stratanetworks.com>, Trevor Jones <trevorjones@utah.gov>, Tyler McIntosh <tmcintosh@utah.gov>, Vana Venjimuri <bhavanavenjimuri@utah.gov>, "Vastag, Bela" <bvastag@utah.gov>, "Wheelwright, Douglas" <dwheelwright@utah.gov>, "Widerburg, Gary" <gwiderburg@utah.gov>, William E Hendricks <tre.hendricks@centurylink.com>, "Woody, James H." <jwoody@union-tel.com>, "Woody, John" <jwoody@union-tel.com>, Yvonne Hogle <yhogle@utah.gov>, "Zenger, Joni" <jzenger@utah.gov>, Becky DeMartini-Allen <becky.demartini-allen@centurylink.com>, Greg Norman <greg.norman@centurylink.com>, Tressa Carter <tressa.carter@centurylink.com>

I wanted to express to this group our current situation with CenturyLink. This may be out of step with the formal complaint process but I felt our experience needed to be shared at this time. On September 17, 2021, a Formal Complaint of John W. Holt and Karen Holt Bennion against CenturyLink was communicated by the Utah Public Service Commission. On Monday, September 20, 2021 we received a call from Mike Martinez. This is the first time a representative from CenturyLink has ever spoken to us about our situation. Thank you. Mike explained the situation with our service and that a known bad cable needed to be repaired in

our area. There is a challenge with the repair because it is back lot involving trees and large roots and requires permission with the landowner to do the work. That repair took place on Thursday, September 23, 2021. Soon after this repair the telephone line to [2795 St Mary's Way, Salt Lake City](#) was static and hum free. This was our intended outcome from the beginning with our formal complaint. We were very pleased with the initial contact and early results.

However, on Wednesday, September 29, 2021, we lost total telephone service. As of this writing we still have no service and no updates from CenturyLink. We left voice messages with Mike Martinez on September 29<sup>th</sup>, October 1<sup>st</sup> and 2<sup>nd</sup>. We also sent a text message to him on September 30<sup>th</sup>. CenturyLink has not returned any of our calls or text message regarding the current telephone line outage to our home. This is beyond unreasonable with our situation but just another example of the challenges to work with CenturyLink.

Maybe someone who cares from CenturyLink will call and give us a current status of the outage. Under no circumstance is a five day outage and counting acceptable for any customer served by any utility in the state of Utah under the direction of the Utah Public Service Commission.

An update by CenturyLink would be appreciated.

Karen Holt Bennion

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**From:** [mpaschal@utah.gov](mailto:mpaschal@utah.gov) <[mpaschal@utah.gov](mailto:mpaschal@utah.gov)> **On Behalf Of** PublicService Commission  
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**Subject:** Docket No. 21-049-09, Notice of Filing and Comment Period

*Formal Complaint of John W. Holt and Karen Holt Bennion against CenturyLink*

To view the Notice, please click on the link below, or see the attached:

<https://pscdocs.utah.gov/telecom/21docs/2104909/3203292104909nofacp9-17-2021.pdf>

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