

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

Formal Complaint of Roger G. Terry against CenturyLink	<u>DOCKET NO. 22-049-63</u> <u>NOTICE OF REQUEST FOR STATUS UPDATE</u>
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ISSUED: February 9, 2023

On December 29, 2022, complainant Roger G. Terry (“Mr. Terry”) initiated a formal complaint against Qwest Corporation d/b/a CenturyLink (“CenturyLink”). Mr. Terry’s complaint specifically requests that CenturyLink “fix the land phone so it is not plagued with static problems and works properly.” (“Complaint”)

On December 30, 2022, the Public Service Commission (PSC) issued a Notice of Filing and Comment Period, advising of the Complaint, allowing CenturyLink until January 30, 2023 to submit a written response, and allowing Mr. Terry until February 14, 2023 to submit a written reply. CenturyLink responded on January 27, 2023, and Mr. Terry replied on February 2, 2023.

Having reviewed the Complaint, CenturyLink’s response, and Mr. Terry’s reply, it is unclear whether the specific subject of Mr. Terry’s Complaint has been completely resolved. CenturyLink’s response does not clearly state that it believes the Complaint has been completely resolved. Similarly, it is unclear from Mr. Terry’s reply whether the subject of his Complaint has been fully resolved.

Accordingly, the PSC requests the parties to submit additional written responses providing a status update on Mr. Terry’s complaint by **Thursday, February 23, 2023**.

Specifically:

- (1) If CenturyLink or Mr. Terry believes the complaint has been resolved, please provide a written response affirming the same;

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(2) If CenturyLink believes the complaint has not been resolved, please provide a written response identifying the specific issues that remain unresolved; and

(3) If Mr. Terry believes the complaint has not been resolved, please provide a written response identifying:

- a. the specific issues that remain unresolved, and
- b. the remedy or relief Mr. Terry hopes to obtain from the PSC.

If the PSC does not receive the above-requested written submissions on this matter by **Thursday, February 23, 2023**, the PSC will take no further action on the Complaint.

DATED at Salt Lake City, Utah, February 9, 2023.

/s/ John Delaney
Presiding Officer

Attest:

/s/ Gary L. Widerburg
PSC Secretary
DW#326957

CERTIFICATE OF SERVICE

I CERTIFY that on February 9, 2023, a true and correct copy of the foregoing was served upon the following as indicated below:

By USPS:

Roger G. Terry
8816 South 1595 East
Sandy, UT 84093

By Email:

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