

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

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Formal Complaint of Roger G. Terry against CenturyLink	<u>DOCKET NO. 22-049-63</u>
	<u>NOTICE</u>

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ISSUED: February 21, 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.<sup>1</sup>

After reviewing the Complaint, CenturyLink’s response, and Mr. Terry’s reply, it was unclear whether the specific subject of Mr. Terry’s Complaint had been completely resolved. Accordingly, on February 9, 2023, the PSC issued a Notice of Request for Status Update, requesting CenturyLink and Mr. Terry to submit additional written responses by February 23, 2023. Specifically, the PSC requested the parties to clarify whether the subject matter of the Complaint had been resolved; if it was not, both parties were requested to identify the specific issue that they believed remained unresolved, and Mr. Terry was requested to identify the remedy or relief Mr. Terry hoped to obtain from the PSC. Both CenturyLink and Mr. Terry provided their written responses on February 15, 2023.

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<sup>1</sup> On January 30, 2023, in response to an Action Request issued by the PSC, the Division of Public Utilities filed a “no recommendation” letter indicating it did not have a recommendation in the docket.

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According to CenturyLink, it has discussed “this issue [with Mr. Terry] and both parties agree that the issue is resolved.” CenturyLink further represents that “[f]or any future maintenance or repair needs[,] Mr. Terry has direct lines of communication to CenturyLink’s Customer Advocacy team to escalate any concerns or issues.” Finally, CenturyLink states it “is committed to providing Mr. Terry with the best customer experience possible and will work quickly to resolve any future concerns or issues.”

According to Mr. Terry, as of “[t]oday [Tuesday,] February 14, 2023, my phone and internet are working, and as long as they are working, I am SATISFIED.”

Based on the foregoing, the issue raised in the Complaint has been resolved. Therefore, the PSC will take no further action on the Complaint.

DATED at Salt Lake City, Utah, February 21, 2023.

/s/ John Delaney  
Presiding Officer

Attest:

/s/ Gary L. Widerburg  
PSC Secretary  
DW#327049

CERTIFICATE OF SERVICE

I CERTIFY that on February 21, 2023, a true and correct copy of the foregoing was served upon the following as indicated below:

By USPS and Email:

Roger G. Terry  
8816 South 1595 East  
Sandy, UT 84093  
[terrybears@q.com](mailto:terrybears@q.com)

By Email:

Max Backlund ([max.backlund@lumen.com](mailto:max.backlund@lumen.com))  
Tressa Carter ([tressa.carter@lumen.com](mailto:tressa.carter@lumen.com))  
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CenturyLink

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Office of Consumer Services

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Administrative Assistant