

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

Formal Complaint of Scott W. Campbell
against CenturyLink

DOCKET NO. 23-049-02

ORDER

ISSUED: September 29, 2023

On August 4, 2023, complainant Scott W. Campbell (“Mr. Campbell”) filed a formal complaint (“Complaint”) against Qwest Corporation d/b/a CenturyLink (“CenturyLink”).

On August 7, 2023, the Public Service Commission (PSC) issued a Notice of Filing and Comment Period. That notice provided CenturyLink until September 6, 2023, to submit a written response to the Complaint, and provided Mr. Campbell until September 21, 2023, to submit a written reply. CenturyLink responded on August 18, 2023 (“CenturyLink Response”). Mr. Campbell did not submit a reply.

The Complaint alleges that as of June 30, 2023, Mr. Campbell had no telephone service. Mr. Campbell asserts this is the second time in the last two months that his service has been down, alleging the prior outage was for six weeks. Mr. Campbell seeks his “service repaired.”¹

CenturyLink’s Response largely denies the allegations in the Complaint and moves for dismissal. CenturyLink asserts when a “technician was dispatched to make repairs to Mr. Campbell’s service” on August 8, 2023, Mr. Campbell declined to grant the necessary permission to make the repairs, so those repairs “could not be

¹ Complaint at 1.

completed.”² CenturyLink also asserts that Mr. Campbell voluntarily terminated his service with CenturyLink as of August 10, 2023.³ CenturyLink further asserts that on August 8, 2023, it issued a credit to Mr. Campbell “for two full months of charges totaling \$140.81 to compensate” him.⁴ CenturyLink concludes that “because [Mr. Campbell] no longer uses CenturyLink service, and has been compensated for reports of past outages, [his] Complaint is satisfied in whole, and no further action is needed.”⁵

Mr. Campbell did not reply to CenturyLink’s Response. The PSC finds that CenturyLink’s Response is undisputed and concludes that based on CenturyLink’s undisputed representations, Mr. Campbell’s Complaint has been resolved. The Complaint is dismissed.

DATED at Salt Lake City, Utah, September 29, 2023.

/s/ John E. Delaney
Presiding Officer

² CenturyLink Response at 2, ¶ 6.

³ *See id.* at 1, ¶ 3.

⁴ *Id.* at 2, ¶ 5. CenturyLink denies any liability to, or the truth of any claim made by, Mr. Campbell in this docket.

⁵ *Id.* at 2, ¶ 7.

Approved and confirmed September 29, 2023 as the Order of the Public Service
Commission of Utah.

/s/ Thad LeVar, Chair

/s/ David R. Clark, Commissioner

/s/ John S. Harvey, Ph.D., Commissioner

Attest:

/s/ Gary L. Widerburg
PSC Secretary
DW#330108

Notice of Opportunity for Agency Review or Rehearing

Pursuant to Utah Code Ann. §§ 63G-4-301 and 54-7-15, a party may seek agency review or rehearing of this order by filing a request for review or rehearing with the PSC within 30 days after the issuance of the order. Responses to a request for agency review or rehearing must be filed within 15 days of the filing of the request for review or rehearing. If the PSC fails to grant a request for review or rehearing within 30 days after the filing of a request for review or rehearing, it is deemed denied. Judicial review of the PSC's final agency action may be obtained by filing a Petition for Review with the Utah Supreme Court within 30 days after final agency action. Any Petition for Review must comply with the requirements of Utah Code Ann. §§ 63G-4-401, 63G-4-403, and the Utah Rules of Appellate Procedure.

CERTIFICATE OF SERVICE

I CERTIFY that on September 29, 2023, a true and correct copy of the foregoing was served upon the following as indicated below:

By USPS:

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By Email:

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