

FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 45585
Salt Lake City, Utah 84114

Complaints are public documents and are maintained on the Public Service Commission website.
Further information on formal complaints is available at: <https://psc.utah.gov/complaint-process/>

1. Name of Complainant: Kathy Funk
Address: 1127 West 400 North, S.L.C., UT 84116
Telephone No.: 801-521-8176
Email Address: fshg777billy@gmail.com
Preferred method of contact: Email or U.S. Mail

If represented by counsel, list:

Name: _____

Address: _____

Telephone No.: _____ Email Address: _____

2. The utility being complained against is: Century Link

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?
Include exact dates, times, locations and persons involved, as closely as you can.

Informal complaints filed Aug. 11, 2020, Feb. 9, 2021, Jan. 19, 2023, Nov. 20, 2023, Aug 16, 2024. My concern/worry is that my phone is not secure. Everything from my neighbor using my →

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?
Because it's every customer's right to have a secure telephone.

5. What relief does the Complainant request?
a secure telephone, caller I.D. that works, and a way to pay my bill over the phone without grief.

6. Signature of Complainant Kathy Funk
Date: 12.6.2024

NOTE: Submit complaint by email or U.S. mail. (<https://psc.utah.gov/psc-filing-requirements/>)

#3 cont'd.

phone without my knowledge, to losing service over & over, to clicking & loud electrical noises on my line.

For at least 3 years when I get a call, the music immediately stops. This isn't my music but can be heard with my windows & doors closed. About 3 years ago, around midnight, I heard drilling by my bedroom window. I got up & saw no one. About 4 in the morning, the drilling started again. I was too dead tired to get up. Ever since then, music started. On Monday, Dec. 2, 2024, I was on a call & heard 3 or 4 loud clicks. After I hung up, the phone rang & it was heavy breathing. I hung up & would have known with caller ID who it was, since I have that service, but no caller I.D. for about 3 months even though I used 2 different phones to check it.

Nov. 29
2024 Trouble paying my bill over the phone. Have done this for years & not trouble. Now they want me to text or go on-line, or something about a "limiting agent". Just when robot asked me to say yes to verify the withdrawal from my CKg A/C, I said yes, & then phone went silent. Then robot repeated the request & I kept saying yes but it took 3 or 4 tries before it took the payment. These ^{security} problems have gone on way too long - years. I have to use courtesy phone for 5 minutes if I →

have to make or return a call
about personal information. This is a
real problem. I pay my bills & deserve
like everyone else to have a safe phone
to use.

Thank you.

Kathy Durbin

Complaint Report

Complaint Number: C24-0251

Customer Information

Customer Name: Funk, Kathy

Account Number:

Phone Number: 8015218176

Email Address:

Service Address: 1127 West 400 North
Salt Lake City, UT 84116

Complaint Information

Company Name: CenturyLink

Date Received: 8/16/2024

Type of Call: Complaint

Complaint Received By: Gwen Flores

Gone Formal: NO

Date Resolved: 9/13/2024

Complaint Type: Repair

Utility Company Analyst: Jonathan Lambson

Complaint Description:

Kathy Funk came to our office today regarding her landline needing repair. According to Ms. Funk she can not contact CenturyLink to get it repaired because it is the only phone she has and it's not working. Ms. Funk said she has issues with the landline not working often. Ms. Funk is also concerned that one of her neighbors is hooking up to her line somehow and stealing services.

1. Aug 17th, 2020
2. Feb 9th, 2021
3. Jan 19, 2023
4. Nov 20, 2023
5. Aug 16, 2024