

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.

Complaint Response:

From: Customer Advocacy (PUC)

To: gflores@utah.gov

08/23/2024

Hello,

This customer has repair work still pending. I am following up next week again on the result. I tried to call her but she only provided the home phone # which she indicates is out of service. The line rings and goes to voice mail but she indicates no other contact number.

Thank you,

Jonathan Lambson

Case Manager

Customer Advocacy Group

CenturyLink

Voice: 208 207 2192

From: Gwen Flores

To: Customer Advocacy (PUC)

08/23/2024

Thank you. Ms. Funk only has the one landline phone. She does not have any other phone.

August 28, 2028

from: Customer Advocacy (PUC)

To: me

Hello,

A tech was out on 8/27 but no one was home and they don't have another contact number. I will follow up once the tech is able to complete work with the customer present.

Thank you,

Jonathan Lambson

Case Manager

Customer Advocacy Group

CenturyLink

Voice: 208 207 2192

September 13, 2024

From: Customer Advocacy (PUC)

To: me

Attachments

Hello,

Good afternoon,

I am in receipt of the complaint filed by Kathy Funk regarding phone repair. I appreciate the opportunity to respond.

There were no repair tickets opened and no contacts from the customer found. I opened a new ticket and dispatched a tech but the customer was not home and the ticket was cancelled. Testing shows the line active and test calls do ring through to voicemail. I left a message with my contact number if further assistance is needed.

Please let me know if you have any other questions.

Thank you,

Jonathan Lambson
Case Manager
Customer Advocacy Group
CenturyLink
Voice: 208 207 2192

Letter from Katherine Funk

Ms. Katherine Funk

9.16.24

Century Link -

Please deduct \$25,
from my Sept 1, 2024 bill.
I had nothing to do
with broadband being
lost, so why should I
pay to restore it?
I had no appt set
at any time for the
No dial tone on
Aug. 12 & 22. I have
one landline & no
cell phones & I couldn't
reach you to get it
fixed, so Gwen Flores
at Public Utils. helped
me contact you.

woundedwarriorproject.org

02-003-00013394

Also, I no longer
need Internet
service & haven't
used any since
Wed, Sept 13,

Please discontinue
Internet as of
Sept. 13.

Thank you,
Kathy Junk

A/C:

332189039.

1127 W. 400 N,

S.L.C. UTAH

cc: Gwen Flores. ✓

SALT LAKE CITY

17 SEP 2024



Gwen Flores
Public Utilities Commission
160 E 300 So. # 4
S.L.C. UT 84111

8411192305 0013

