



PublicService Commission <psc@utah.gov>

Complaint CenturyLink service

1 message

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To: "psc@utah.gov" <psc@utah.gov>

I was going to come in today but I am sick. This is the second complaint I've made my service is with CenturyLink the phone worked for about a week and a half and it's now dead. So even if I switch phone companies right now until they fix the line which clearly to have it it's not going to work. So this is a formal complaint in writing to the public utilities commission public service commission and anyone else that governs utilities in the state because I don't want to repeat this again. I want my phone lying fixed they sent people out there the first time they sent it out it took a week to get them back in. They kept sending messages they sent a technician to Iowa I do not live in Iowa. I still have it on my phone. Then two other technicians came out and they said yeah there's a lot of static. It's a bad line we have to replace the cable but they don't think that they were going to replace it. Find another guy came out and it actually worked for a week and a half. Now the line is dead again. This is unacceptable

There was one family member that had been working from home and the service kept dropping. We keep a landline working in the house because one person has a disability and when the power goes out so is everything else except for the landline.

So we kept it for medical emergencies and originally kept it because we were working from home. And there was no Google fiber here until just recently. Despite them putting it in the wire is 5 years ago.