

Complaint Report

Complaint Number: C25-0047

Customer Information

Customer Name: Chansamone, Catherine

Account Number:

Phone Number: 801.485.0474

Email Address:

Cell Number: 435.554.1185

Service Address: 2870 S Blair St Apt 8
South Salt Lake , UT 84115

Complaint Information

Company Name: CenturyLink

Date Received: 2/27/2025

Date Resolved: 3/11/2025

Type of Call: Complaint

Complaint Type: Repair

Complaint Received By: Stefanie Liebert

Utility Company Analyst: Jonathan Lambson

Gone Formal: NO

Complaint Description:

Catherine Chansamone called the Division of Public Utilities as she has been unable to resolve her concerns with CenturyLink. Ms. Chansamone states that she has been without telephone service for the last 2 weeks and CenturyLink has made appointments and cancelled appointments everyday this week. She asks to be credited for the time she has been without telephone service and she asks for her service to be restored as soon as possible.

Complaint Response:

From: Customer Advocacy (PUC) - Lumen
Date: Fri, Mar 7, 2025 at 11:15 AM
Subject: RE: UT - Chansamone, Catherine [ref:!00D4102HUz0.!500VW0NkyYd:ref]
To: sliebert@utah.gov

Hello,

I talked to the csutomer today. Service had been restored for a few days so her ticket was canceled but when she checked today it was out again. I am escalating this to our Field for a tech dispatch tomorrow.

Thank you,

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

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The information in this response, as well as any attachments or Exhibits, contains confidential CenturyLink and customer information, perhaps including Customer Proprietary Network Information (CPNI), and should be treated accordingly with respect to its use and storage.

----- Original Message -----

From: Customer Advocacy (PUC) - Lumen [uswpuc@lumen.com]
Sent: 3/6/2025, 5:39 PM
To: sliebert@utah.gov
Subject: RE: UT - Chansamone, Catherine [ref:!00D4102HUz0.!500VW0NkyYd:ref]

Hello,

I am still waiting to verify repair results. I am following up again tomorrow

Thank you,

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

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From: Customer Advocacy (PUC) - Lumen
Date: Tue, Mar 11, 2025 at 2:55 PM
Subject: Re: UT - Chansamone, Catherine [ref:!00D4102HUz0.!500VW0NkyYd:ref]
To: sliebert@utah.gov

Hello,

Good afternoon,

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

The customer reported trouble and opened a new ticket on 2/20. The ticket was canceled and when I contacted the customer she indicated service was back working for a few days and the tech advised of line damage due to rodents/squirrels. Service was back off though when I contacted her and a new ticket was set up. The tech was out on 3/08 and cleared the trouble on the cable by moving them to a new pair. Credit was issued for 16

out of service and the missed commitment for - 61.75 that will post to her next bill. I contacted her on 3/11 but her mailbox was full.

Please let me know if you have any other questions.

Thank you,

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

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Additional Info:

3/10 I thanked Jonathan and requested for future updates. S Liebert

3/11 I thanked Jonathan and closed the complaint. S Liebert