



PublicService Commission <psc@utah.gov>

RE: Docket No. 25-049-01, Notice of Filing and Comment Period [ref:!00D4102HUz0.!500VW0PIbhA:ref]

1 message

Customer Advocacy (PUC) - Lumen <uswpuc@lumen.com>
To: "psc@utah.gov" <psc@utah.gov>

Tue, Apr 15, 2025 at 11:37 AM

Hello,

Good afternoon,

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

A new ticket was opened when the formal complaint was received. The ticket completed on 4/05 and I contacted the customer to confirm working service. Total credit issued between the previous complaint and this formal one was 101.75 related to out of service time and missed commitments on tickets. The customer has not reported any additional service trouble and has my contact number if further help 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

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

From: Customer Advocacy (PUC) - Lumen [uswpuc@lumen.com]**Sent:** 4/4/2025, 2:28 PM**To:** psc@utah.gov**Cc:** jonathan.lambson@lumen.com**Subject:** RE: Docket No. 25-049-01, Notice of Filing and Comment Period [ref:!00D4102HUz0.!500VW0PIbhA:ref]

Good afternoon,


Jonathan Lambson will be the Case Manager assigned to this complaint for research and resolution.

Thank you!

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AshleyKay Wardle

Senior Analyst
Executive Office
Customer Advocacy Group
Boise, ID 83709

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Description automatically generated

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

From: PublicService Commission [psc@utah.gov]

Sent: 4/4/2025, 2:00 PM

To: eorton@utah.gov; garysmith@utah.gov; trevorjones@utah.gov; jeffinfeldt@utah.gov; radavis@utah.gov; dwheelwright@utah.gov; chriskparker@utah.gov; ashley.wardle@lumen.com; mgalt@utah.gov; jpeterson@utahcooperatives.org; xli@utah.gov; pgregu@agutah.gov; rcox@centracom.com; sfmecham@gmail.com; sbenvegn@utah.gov; jeremyhirschi@utah.gov; drexclark@utah.gov; ericmartinson@utah.gov; fnass@utah.gov; tnelson@hollandhart.com; tf2748@att.com; pschmid@agutah.gov; akanderson@utah.gov; yhogle@utah.gov; gburningham@sltrib.com; jenny.prescott@allwest.com; jonathan.lambson@lumen.com; josie.addington@lumen.com; jdfenn@utah.gov; tariiffpolicy@pacificorp.com; joelle.steward@pacificorp.com; jgudmundsen@utah.gov; aabdulle@utah.gov; tdayley1@utah.gov; teri.ohta@t-mobile.com; bvastag@utah.gov; natalieg@gtelco.net; hmorris@lakecap.com; jblessing@att.com; ecox@cut.net; stacey.davis@pacificorp.com; michaelhammer@utah.gov; bretta@blackburn-stoll.com; aswenson@utah.gov; ce6043@ftr.com; jhmartin@stoel.com; timothy.kunkleman@lumen.com; jonathanlee@utah.gov; kfrancone@energystat.com; bburnett@kmclaw.com; mbeck@utah.gov; mpernichele@utah.gov; julie.woodward@ceretax.com; mkrahenbuhl@utah.gov; aorton1@utah.gov; jwoody@union-tel.com; akemp@inteserra.com; jj.gallardo@lumen.com; ocs@utah.gov; dwoolsey@emerytelcom.com; aware@utah.gov; bhancock@stratanetworks.com; drirvine@aol.com; bjohansen@emerytelcom.com; ccoleman@utah.gov; tonyhall2004@hotmail.com; gflores@utah.gov; bradw@centracom.com; alanakaed@aol.com; ccjd64@gmail.com; katie.wagner@lumen.com; rslusher@utah.gov; jdelaney@utah.gov; cvdumas@utah.gov; joebigler@outlook.com; rdaigle@utah.gov; kiram@blackburn-stoll.com; abender@warren-news.com; mпасchal@utah.gov; isford@utah.gov; mpf@stateside.com; pam.pittenger@ftr.com; gsackett@parsonsbehle.com; mlegge@usmagnesium.com; jwoody@union-tel.com; news@deseretnews.com; michael.orton@dominionenergy.com; mplows@centracom.com; dcwilli@utah.gov; sophie.hayes@westernresources.org; sliebert@utah.gov; jsharvey@utah.gov; crabtree@deseretgt.com; dpudatarequest@utah.gov; jennifer_somers@comcast.com; gsmith@utah.gov; jparrott@sltrib.com; psolomon@deseretpower.com; jmatyjasik@utah.gov; datareq@pacificorp.com; gwiderburg@utah.gov; nyesha.farmer@lumen.com; leslie.zink@ftr.com; rmoore@agutah.gov; cameron.francis@beehive.net; larry.mason@beehive.net; jamie.a.carr@lumen.com; davidfields@utah.gov; dryan@stratanetworks.com; bsalter@utah.gov; jack.phillips@ftr.com; btodd@stratanetworks.com; uswpuc@lumen.com; jmckee@stratanetworks.com

Subject: Docket No. 25-049-01, Notice of Filing and Comment Period

Formal Complaint of Cathie Chansamone Costanzo against CenturyLink

To view the Notice, please click on the link below, or see the attached:

<https://pscdocs.utah.gov/telecom/25docs/2504901/3391092504901nofacp4-4-2025.pdf>

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Public Service Commission of Utah
160 E 300 S, 4th Floor
Salt Lake City, UT 84111
801-530-6716
psc@utah.gov

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