

James Quast
3479 Evergreen Pk Dr
Huntsville, UT 84317

Utah public service commission
Salt Lake City, Utah

RE: Continued failure of CenturyLink to provide reliable phone service.

Dear Commissioners:

On September 9, 2025, I wrote to your office regarding our longterm inability to obtain reliable telephone service from CenturyLink. Following my letter, I was contacted by a CenturyLink executive and my phone line was restored. Unfortunately the service only lasted for five days before failing again.

Since that time, we have not had a working telephone. When I was contacted by CenturyLink, I was told I needed to call each time my phone was out of order. I have tried to do this twice on 22 September and today on the 30th. Each time I attempted to report this issue I was forced to deal with an automated system that prevents me from reaching a live representative. As a result, I cannot confirm that CenturyLink is aware of these outages (although, this last time I called, the automated system told me that there was a line problem).

This this is not a matter of convenience. We are 80+ year old senior citizens, living in a rural area without cell phone coverage and my landline is my only reliable means of communication in an emergency. CenturyLinks inability or unwillingness to provide consistent service places us at a personal risk.

I respectfully request the public service commission to take further action to require CenturyLink to: 1) Provide immediately and consistent repairs to restore reliable telephone service. 2) Offer a direct and effective means of reporting outages to a human representative. 3) Demonstrate compliance with its obligation to provide basic functional telephone services in Utah.

Again, I appreciate your attention to this matter, and I trust the commission will hold CenturyLink accountable for delivering the essential services for which I am being billed.

Respectfully,

James Quast
Huntsville, Utah

tel 801-745 4223 (this is the line that does not work)
email starquast2rv@gmail.com

PUBLIC SERVICE COMMISS

'25SEP26 10:02

RECEIVED