

Complaint Report

Complaint Number: C25-0263

Customer Information

Customer Name: Quast, James

Account Number:

Phone Number:

Email Address: starquast8@gmail.com

Service Address: 3479 Evergreen Park Dr.
Huntsville, UT 84317

Mailing Address: 3479 Evergreen Park Dr.
Huntsville, UT 84317

Complaint Information

Company Name: CenturyLink

Date Received: 9/12/2025

Type of Call: Complaint

Complaint Received By: Kami Kennington

Gone Formal: NO

Date Resolved: 9/12/2025

Complaint Type: Outage

Utility Company Analyst: JJ Gallardo

Complaint Description:

Received via mail:

James Quast

3479 Evergreen Park Dr.

Huntsville, UT 84317

Email: starquast8@gmail.com

September 9, 2025

Utah Public Service Commission

160 E. 300 S., 4th floor

Salt Lake City, Utah 84114

Subject: Formal complaint against CenturyLink for chronic failure to provide reliable telephone service

Dear Commissioners:

My wife and I are senior citizens in our 80's living in rural Utah. We have been customers of CenturyLink for most of the time we have lived in Utah, which is now about 20 years. CenturyLink is the only provider available and there is no cell phone service. Unfortunately, CenturyLink service has been consistently unreliable, and in recent years has deteriorated to a point of being practically unstable.

Since June 20 of this year we have had almost no working telephone service. We returned from a driving trip to Alaska in late June and discovered our phone was not working. After paying our bill and spending hours navigating CenturyLink's automated system, I was told the problem was in the line and CenturyLink was working on it. Service was not restored until August, 5 nearly 7 weeks later.

Sometime between August 10 and August 19, the service failed again. As of today, September 9 we are still without a working telephone line. This means that for nearly 3 months we have been unable to depend on our phone as seniors with no cell phone service and limited options. This situation is not just inconvenient. It is a safety hazard. Adding insult to injury CenturyLink sent me a bill for \$196 for this period of non-service. After much effort I persuaded them to reduce the bill to \$30. While I appreciate the bill adjustment the larger issue still remains. CenturyLink is failing to maintain it's infrastructure

and provide basic telephone service in rural Utah. That is what we are paying for it's essential to our health and safety.

CenturyLink's AI repeatedly insists that the problem is in our line and insist on sending a technician. Over the years we have had many technicians come up check the pole at the end of our driveway and tell us that the service problem is somewhere up the line. I had one technician tell me that there's a switching place where the relays are so corroded it causes the system to shut down. I try not to get technicians to come up here anymore because it is only a waste of my time and theirs.

We are not the only customers who have problems. Last winter, the situation was so bad that I called KSL Get Gephardt. After the problem was on TV I received calls from other people as we rely on telephone service for emergencies, medical appointments and basic

communication with family. The lack of dependable service places us at risk and CenturyLink's neglect demonstrates a clear disregard for its obligations as a public utility provider in Utah.

I am therefore requesting that the Utah Public Service Commission take immediate action to investigate this matter and compel CenturyLink to provide reliable service. This is not just a matter of customer satisfaction. It is a matter of public safety.

Thank you for your time and attention to this matter. I trust the Commission will hold CenturyLink accountable to the standards of service utility providers are obligated to provide.

James Quast

Complaint Response:

From: Customer Advocacy (PUC) - Lumen

Date: Fri, Sep 12, 2025 at 4:32 PM

Subject: RE: UT-Quast, James-CenturyLink [ref:!00D4102HUz0.!500VW0XA800:ref]

To: kkennington@utah.gov

Good afternoon, Kami,

I am in receipt of the complaint filed by James Quast regarding the service quality and reliability concerns . I appreciate the opportunity to respond.

Our records indicate that the customer has not reported any service issues in recent months, contrary to the claims specified in the complaint. However, it has been verified that the customer was affected by a documented outage in the area, which was resolved on September 10, 2025.

I discussed the concerns regarding service issues with the customer today, 09/12 and explained the importance of formally reporting any troubles to ensure repairs are accurately documented and resolved promptly. I informed the customer about the recent outage resolution and, as a gesture of goodwill, agreed to a credit of \$213.20 for 60 days, despite being unable to verify that the issue had been officially reported. The customer indicated that their reason for not reporting was due to difficulties encountered with our automated system.

Please let me know if you have any other questions.

Thank you,

JJ Gallardo

Regulatory Case Manager

Customer Advocacy Group

720 387-3242

jj.gallardo@lumen.com