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17 October 2025

Utah public service commission
Hebrew M Wells Building
Salt Lake City, Utah

Subject: withdrawal of complaint – CenturyLink Doc # 25-049-03

Dear Commissioners

I am writing regarding the complaint I filed in September 2025 concerning the quality of landline telephone service provided by CenturyLink.

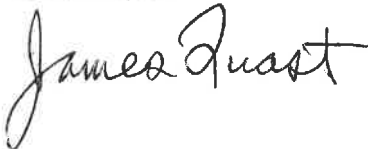
Since September 29, 2025, there have been no further service outages and the issue appears to have been resolved. Also, I have been assured by a CenturyLink representative that this long-term problem was caused by old buried cables, which were recently replaced. Because of this, I see no reason to proceed with the schedule hearing currently set for November 12, 2025.

I respectfully request that my complete be withdrawn or placed on hold subject to any future recurrence of the issue. Should problems arise again, I understand that I may refile or reopen the matter.

Thank you for your attention and support throughout this process. It seems clear to me that your intervention brought about this solution.

Sincerely,

James Quast



PUBLIC SERVICE COMMISSION

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