

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

Formal Complaint of James Quast against CenturyLink	<u>DOCKET NO. 25-049-03</u> <u>ORDER DISMISSING COMPLAINT</u>
---	--

ISSUED: November 5, 2025

On September 26, 2025, complainant James Quast (“Mr. Quast”) filed a formal complaint (“Complaint”) against Qwest Corporation d/b/a CenturyLink (“CenturyLink”). The Complaint alleges, in essence, that Mr. Quast’s telephone service is unreliable.

On September 26, 2025, the Public Service Commission (PSC) issued a Notice of Filing and Comment Period. That notice provided CenturyLink until October 27, 2025, to submit a written response to the Complaint, and provided Mr. Quast until November 12, 2025, to submit a written reply.

On October 23, 2025, Mr. Quast submitted a letter with the PSC requesting withdrawal of the Complaint, stating he has “been assured by a CenturyLink representative that this long-term problem was caused by old[,] buried cables, which were recently replaced[,]”¹ and that the service reliability originally complained of appears to have been resolved (“Withdrawal Request”). It does not appear that Mr. Quast provided CenturyLink with a copy of the Withdrawal Request.

Consequently, CenturyLink filed its Answer and Affirmative Defenses to the Complaint (“Answer”) on October 27, 2025. The Answer largely denies the Complaint’s allegations, but acknowledges that “CenturyLink’s customer advocacy group spoke to

¹ Withdrawal of Complaint letter at 1.

[Mr. Quast] and confirmed that the service was restored and functioning[.]”² and that Mr. Quast “was given a total credit of \$256.91” by CenturyLink.³ Consistent with the Withdrawal Request, the Answer similarly asserts that the Complaint has been resolved.

Based on Mr. Quast’s representations in the Withdrawal Request and the consistent representations in CenturyLink’s Answer, we find that the Complaint has been resolved and it is therefore dismissed.

DATED at Salt Lake City, Utah, November 5, 2025.

/s/ John E. Delaney
Presiding Officer

Approved and confirmed November 5, 2025 as the Order of the Public Service Commission of Utah.

/s/ Jerry D. Fenn, Chair

/s/ David R. Clark, Commissioner

/s/ John S. Harvey, Ph.D., Commissioner

Attest:

/s/ Gary L. Widerburg
PSC Secretary
DW#342601

² Answer at 1.

³ *Id.* at 2.

Notice of Opportunity for Agency Review or Rehearing

Pursuant to Utah Code Ann. §§ 63G-4-301 and 54-7-15, a party may seek agency review or rehearing of this written order by filing a request for review or rehearing with the PSC within 30 days after the issuance of the order. Responses to a request for agency review or rehearing must be filed within 15 days of the filing of the request for review or rehearing. If the PSC fails to grant a request for review or rehearing within 30 days after the filing of a request for review or rehearing, it is deemed denied. Judicial review of the PSC's final agency action may be obtained by filing a Petition for Review with the Utah Supreme Court within 30 days after final agency action. Any Petition for Review must comply with the requirements of Utah Code Ann. §§ 63G-4-401, 63G-4-403, and the Utah Rules of Appellate Procedure.

CERTIFICATE OF SERVICE

I CERTIFY that on November 5, 2025, a true and correct copy of the foregoing was served upon the following as indicated below:

By Email:

James Quast (starquast2rv@gmail.com)

Josie Addington (josie.addington@lumen.com)

JJ Gallardo (jj.gallardo@lumen.com)

Timothy Kunkleman (timothy.kunkleman@lumen.com)

Jonathan Lambson (jonathan.lambson@lumen.com)

Katie Wagner (katie.wagner@lumen.com)

CenturyLink

Patricia Schmid (pschmid@agutah.gov)

Patrick Greco (pgreco@agutah.gov)

Robert Moore (rmoore@agutah.gov)

Utah Assistant Attorneys General

Madison Galt (mgalt@utah.gov)

Division of Public Utilities

Alyson Anderson (akanderson@utah.gov)

Cameron Irmias (cirmas@utah.gov)

Asami Kobayashi (akobayashi@utah.gov)

Jennifer Ntiamoah (jntiamoah@utah.gov)

Bela Vastag (bvastag@utah.gov)

Alex Ware (aware@utah.gov)

(ocs@utah.gov)

Office of Consumer Services

/s/ Melissa R. Paschal _____
Lead Paralegal