

# Complaint Report

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**Complaint Number:** C25-0161

## Customer Information

**Customer Name:** Cross, Parker

**Account Number:**

**Phone Number:** 801.368.3740

**Email Address:** parkercross3@gmail.com

**Service Address:** 10368 S Serpentine Cir  
Sandy, UT 84047

## Complaint Information

**Company Name:** CenturyLink

**Date Received:** 7/7/2025

**Type of Call:** Inquiry

**Complaint Received By:** Stefanie Liebert

**Gone Formal:** NO

**Date Resolved:** 7/16/2025

**Complaint Type:** Inquiry

**Utility Company Analyst:** Jamie Carr

## Complaint Description:

Parker Cross contacted the Division of Public Utilities regarding an ongoing issue with CenturyLink. Mr. Cross has been attempting to resolve this matter directly with CenturyLink but has been unsuccessful.

Approximately a year and a half ago, Rocky Mountain Power replaced power poles and lines on Mr. Cross's property. Since then, he has made multiple requests to CenturyLink to have their lines relocated to the new poles. The old CenturyLink lines are currently diagonally across his property and are only nine feet off the ground.

Mr. Cross is requesting that the CenturyLink lines be relocated to the new poles as soon as possible.

**Complaint Response:**

From: Customer Advocacy (PUC) - Lumen  
Date: Tue, Jul 8, 2025 at 9:20 AM  
Subject: RE: UT - Cross, Parker [ ref:!00D4102HUz0.!500VW0TlWvA:ref ]  
To: sliebert@utah.gov  
Cc: uswpuc@centurylink.com

Stefanie,

I have a technician scheduled to go out on 7/15/25. As soon as this is completed, I will update you. Please let me know if you have any questions.

Thank you,

Jamie Carr  
ANALYST II  
Customer Advocacy Group  
Lumen  
Voice: (318) 450-4032

**Additional Info:**

From: Customer Advocacy (PUC) - Lumen  
Date: Wed, Jul 16, 2025 at 10:29 AM  
Subject: Re: UT - Cross, Parker [ ref:!00D4102HUz0.!500VW0TlWvA:ref ]  
To: sliebert@utah.gov

Stefanie,

Our technician completed repairs yesterday. I attempted to call Mr. Cross today and verify that all was good but did not get a response. Do you have an email for him or is the TN of 8013683740 his only contact? Please let me know if you have any questions.

Thank you,

Jamie Carr  
ANALYST II  
Customer Advocacy Group  
Lumen  
Voice: (318) 450-4032

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The information in this response, as well as any attachments or Exhibits, contains confidential CenturyLink and customer information, perhaps including Customer Proprietary Network Information (CPNI), and should be treated accordingly with respect to its use and storage.

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From: Stefanie Liebert  
Date: Wed, Jul 16, 2025 at 10:35 AM  
Subject: Re: UT - Cross, Parker [ ref:!00D4102HUz0.!500VW0TlWvA:ref ]  
To: Customer Advocacy (PUC) - Lumen

Hi Jamie,

Thank you for the update.

I don't have an email for Mr. Cross.

I have updated and closed the complaint with this information.

Thanks again,

Stefanie Liebert | Customer Service

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From: Stefanie Liebert

Date: Mon, Aug 25, 2025 at 2:18 PM

Subject: Fwd: UT - Cross, Parker [ ref:!00D4102HUz0.!500VW0TlWvA:ref ]

To: Customer Advocacy (PUC) - Lumen

Good afternoon Jamie,

I received a call from Mr. Cross this afternoon. He stated that a technician visited his home over a month ago to take pictures, but the necessary work has not yet been started or completed.

Regarding your previous request for Mr. Cross's email address, please note that I have now updated the complaint with his email.

Please provide an update on how CenturyLink plans to proceed with this complaint, which was initiated on July 7, 2025.

Thank you,

Stefanie Liebert | Customer Service

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From: Stefanie Liebert

Date: Wed, Sep 24, 2025 at 2:32 PM

Subject: Fwd: UT - Cross, Parker [ ref:!00D4102HUz0.!500VW0TlWvA:ref ]

To: Customer Advocacy (PUC) - Lumen

Good afternoon Jamie,

I received a follow-up call from Mr. Cross this afternoon. He informed me that he has not yet received any correspondence from CenturyLink, and as he mentioned on August 25, 2025, the work has still not been started or completed.

Please provide an update on CenturyLink's plan to proceed with this complaint, which was

initiated on July 7, 2025.

Thank you,

Stefanie Liebert | Customer Service

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From: Stefanie Liebert

Date: Mon, Oct 6, 2025 at 10:20 AM

Subject: \*3rd request - please respond Fwd: UT - Cross, Parker

To: Customer Advocacy (PUC) - Lumen

Good morning,

I received another follow up phone call from Mr. Cross. Please provide a response on how CenturyLink plans to proceed.

Thank you,

Stefanie Liebert | Customer Service