



PublicService Commission &lt;psc@utah.gov&gt;

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## CenturyLink Formal complaint

1 message

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**Shanna MacKay** <shanna.mackay21@gmail.com>

Mon, Jan 5, 2026 at 4:57 PM

To: "psc@utah.gov" &lt;psc@utah.gov&gt;

Attn: Fred

Per our recent conversation, I would like to have a formal complaint issued against Century Link. I have been without phone service since December 3rd 2025. I have called them many many many times and all I get are "we're working on it". I called in and set up an informal complaint around 12/9 with, I believe, Tammy. I spoke with you also that day about a formal complaint. This is it! You can't even each a live person on any CenturyLink customer service line (1-800-244-1111).

We have had this number for 64 years and never have had any problems until now. This is a "A Really Big One".

All I want is my phone service back. My husband and I are in our 80's and he just had heart surgery.

They did send us a bill for this period of time for \$20+ more than we were paying. I sent them back what I thought of it. I have not heard anything back.

They did say they put in a new cable. The story we kept getting as they were fixing the damaged cable. Lies Lies Lies!!!

Please help us get our phone service back. It has been almost 6 weeks.

Thank you for your help.

Shanna MacKay  
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