

Complaint Report

Complaint Number: C25 0372

Customer Information

Customer Name: MacKay, Shannon

Account Number: [REDACTED]

Phone Number: 801-255-7817

Email Address:

Cell Number: 385 282 9740

Service Address: 8658 Buena Vista Drive
Sandy, UT 84094

Complaint Information

Company Name: CenturyLink

Date Received: 12/9/2025

Date Resolved: 1/5/2026

Type of Call: Complaint

Complaint Type: Outage

Complaint Received By: Kami Kennington

Utility Company Analyst: Nyesha Farmer

Gone Formal: NO

Complaint Description:

This complaint was called into the division. Customer phone went out and on 12/3 she was given reference number 0061276. Centurylink came and checked and said the problem was wet line. The phone came back on but went out again shortly after and customer was told it was due to a fire. She would like to have a status update and know when service will be restored.

Complaint Response:

From: Customer Advocacy (PUC) - Lumen
Date: Tue, Dec 16, 2025 at 8:02 AM
Subject: RE: UT-MacKay [ref:!00D4102HUz0.!500VW0d8Dpf:ref]
To: kkennington@utah.gov

Hi Kami,

There is currently an open outage due to a cable failure affecting this customer. The estimated time for restoration is 12/18/25 and can continue beyond this date. I will follow back up on it on 12/19/25; however, I am out of the office next week. Can you please extend my response time to 12/29/25?

Nyesha F.
Analyst II
CenturyLink/Lumen

From: Customer Advocacy (PUC) - Lumen
Date: Mon, Dec 29, 2025 at 7:46 AM
Subject: Re: UT-MacKay [ref:!00D4102HUz0.!500VW0d8Dpf:ref]
To: kkennington@utah.gov

Hi Kami,

The outage is still ongoing. The new estimated time for restoration is 12/29/25 at 11pm. Please extend my response time to 1/5/26.

Nyesha F.
Analyst II
CenturyLink/Lumen

From: Customer Advocacy (PUC) - Lumen
Date: Mon, Jan 5, 2026 at 9:01 AM
Subject: Re: UT-MacKay [ref:!00D4102HUz0.!500VW0d8Dpf:ref]
To: kkennington@utah.gov

Hi Kami,

Happy New Year!

I asked for the wrong date. The estimated time for restoration is today, but it's at 11pm. Please extend to 1/12/26 to allow time to follow up on this outage. Thank you.

Nyesha F.
Analyst II
CenturyLink/Lumen

