



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

## RE: Docket No. 26-049-01, Formal Complaint of Shanna MacKay v. CTL [ ref:!00D4102HUz0.!500VW0eXfAE:ref ]

1 message

Customer Advocacy (PUC) - Lumen &lt;uswpuc@lumen.com&gt;

Wed, Jan 7, 2026 at 2:39 PM

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

Cc: "katie.wagner@lumen.com" &lt;katie.wagner@lumen.com&gt;, "timothy.kunkleman@lumen.com" &lt;timothy.kunkleman@lumen.com&gt;, "sarah.hardy@lumen.com" &lt;sarah.hardy@lumen.com&gt;, "channing.williams@lumen.com" &lt;channing.williams@lumen.com&gt;

Good afternoon,

I am in receipt of the formal complaint filed by Shanna Mackay regarding no landline phone. I appreciate the opportunity to respond.

12/11/25 There was a repair that completed on 12/4/25. The customer still does not have phone service. There is an open outage due to a cable failure. The estimated time for restoration is 12/11/25.

12/12/25 The outage is ongoing. The estimated time for restoration is 12/15/25.

12/16/25 The outage is ongoing. The estimated time for restoration is 12/18/25.

12/19/25 The outage is ongoing. The estimated time for restoration is 12/22/25.

12/29/25 The outage is ongoing. The estimated time for restoration is 12/29/25.

12/30/25 The outage is ongoing. The estimated time for restoration is 1/1/26.

1/2/26 The outage is ongoing. The estimated time for restoration is 1/5/26.

1/6/26 The outage is ongoing. The estimated time for restoration is 1/8/26. I sent an email to the area supervisor for more information regarding this outage and when we can expect restoration. Per the area supervisor, "Most of the cable issues have been resolved in this area. But this one sadly could have fallen through the cracks. The ticket associated with this specific customer never changed to a cable repair ticket strangely. I'm sending out a technician to see what we need to do for this customer. Once he has a better idea, I'll reach out to the customer and let them know."

1/7/26 The customer has been restored, per the area supervisor. The technician on site actually spoke with the customer. I issued a credit to the account from 12/3-1/6 in the amount of \$65.85.

Nyesha F.  
Analyst II  
CenturyLink/Lumen

----- Original Message -----

**From:** Customer Advocacy (PUC) - Lumen [uswpuc@lumen.com]

**Sent:** 1/6/2026, 1:11 PM

**To:** psc@utah.gov

**Cc:** katie.wagner@lumen.com; timothy.kunkleman@lumen.com; sarah.hardy@lumen.com; channing.williams@lumen.com; nyesha.farmer@lumen.com

**Subject:** RE: Docket No. 26-049-01, Formal Complaint of Shanna MacKay v. CTL [ ref:!00D4102HUz0.!500VW0eXfAE:ref ]

Correction : Nyesha Farmer will be the Case Manager assigned.

Thank you!

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Description automatically generated

*AshleyKay Wardle*  
Senior Analyst  
Executive Office  
Customer Advocacy Group

Boise, ID 83709  
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Description automatically generated

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----- Original Message -----

**From:** Customer Advocacy (PUC) - Lumen [[uswpuc@lumen.com](mailto:uswpuc@lumen.com)]  
**Sent:** 1/6/2026, 9:45 AM  
**To:** [psc@utah.gov](mailto:psc@utah.gov)  
**Cc:** [jonathan.lambson@lumen.com](mailto:jonathan.lambson@lumen.com); [katie.wagner@lumen.com](mailto:katie.wagner@lumen.com); [timothy.kunkleman@lumen.com](mailto:timothy.kunkleman@lumen.com); [sarah.hardy@lumen.com](mailto:sarah.hardy@lumen.com); [channing.williams@lumen.com](mailto:channing.williams@lumen.com)  
**Subject:** RE: Docket No. 26-049-01, Formal Complaint of Shanna MacKay v. CTL [ ref:!00D4102HUz0.!500VW0eXfAE:ref ]

Good morning,

Jonathan Lambson will be the Case Manager assigned to this complaint for research and resolution.

Thank you!

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*Ashley Kay Wardle*  
Senior Analyst  
Executive Office  
Customer Advocacy Group  
Boise, ID 83709  
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----- Original Message -----

**From:** PublicService Commission [[psc@utah.gov](mailto:psc@utah.gov)]  
**Sent:** 1/6/2026, 9:39 AM  
**To:** [jonathan.lambson@lumen.com](mailto:jonathan.lambson@lumen.com); [josie.addington@lumen.com](mailto:josie.addington@lumen.com); [nyesha.farmer@lumen.com](mailto:nyesha.farmer@lumen.com); [katie.wagner@lumen.com](mailto:katie.wagner@lumen.com); [timothy.kunkleman@lumen.com](mailto:timothy.kunkleman@lumen.com); [uswpuc@lumen.com](mailto:uswpuc@lumen.com); [sarah.hardy@lumen.com](mailto:sarah.hardy@lumen.com); [jamie.a.carr@lumen.com](mailto:jamie.a.carr@lumen.com); [ashley.wardle@lumen.com](mailto:ashley.wardle@lumen.com); [jj.gallardo@lumen.com](mailto:jj.gallardo@lumen.com)  
**Subject:** Docket No. 26-049-01, Formal Complaint of Shanna MacKay v. CTL

**Please acknowledge receipt of this email.  
Thank you.**

Filed Today:  
1/5/2026  
26-049-01  
FORMAL COMPLAINT Formal Complaint of Shanna MacKay against CenturyLink [CONTAINS CONFIDENTIAL ATTACHMENT]

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Public Service Commission of Utah  
[160 E 300 S, 4th Floor](#)

[Salt Lake City, UT 84111](#)

801-530-6716

[psc@utah.gov](mailto:psc@utah.gov)

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