

FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 45585 144558
Salt Lake City, Utah 84114

Complaints are public documents and are maintained on the Public Service Commission website.
Further information on formal complaints is available at: <https://psc.utah.gov/complaint-process/>

1. Name of Complainant: Allan and Elaine O'Connell
Address: 7204 E Ophir Canyon Road Stockton UT 84071
Telephone No.: 435-843-0192
Email Address: Thunderbckt@aol.com
Preferred method of contact: _____ Email or ☒ U.S. Mail
If represented by counsel, list:
Name: _____
Address: _____
Telephone No.: _____ Email Address: _____
2. The utility being complained against is: Centurylink
3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?
Include exact dates, times, locations and persons involved, as closely as you can.
Unable to provide clear, uninterrupted phone services per the monthly contract
billed for. See attached detail
4. Why do you (the Complainant) think these activities are illegal, unjust or improper?
CenturyLink is currently billing for uninterrupted phone service but is unable to supply
5. What relief does the Complainant request? Repair phone line back to performing and refund
charges for when phone service wasn't functionally correctly.
6. Signature of Complainant Elaine O'Connell
Date: 8/14/26

NOTE: Submit complaint by email or U.S. mail. (<https://psc.utah.gov/psc-filing-requirements/>)

Phone issues

Tickets:

April 25th

No dial tone

Opened Ticket # 0167017

April 30

Ticket closed – completed

Issues continue

Open new ticket 0714984

May 11

Ticket Closed – completed

Issues continue

Open New ticket # 0184930

May 28

Ticket Closed

Issues continue

Open New Ticket # 0200311

June 8

Ticket Cancelled by Century Link

Issues continue

Open New ticket # 0204713

June 11

Ticket closed – completed

Issues Continue

Open New Ticket # 0206573

July 2

Ticket Closed – Completed

Issues Continue

July 6

Contacted State of Utah Division of Public Utilities

Filed informal complaint

Scheduled new appointment for July 8

CenturyLink no show

Message received, rescheduled for July 20

CenturyLink changed to July 23

CenturyLink no show

Message received, new appointment for August 8

Aug 8

CenturyLink tech arrived

Moved cards around - to resolve issue / didn't work.

Issues:

Started Tracking issues starting 6/10

6/10

5:45 am dropped call

12:00 pm – 12:30 pm dropped 5 calls

6/17

5:45 am dropped call

10:48am – 11:15 am dropped 4 calls

6/19

9:30 am – no dial tone – nothing but static

6/22

6:19 am, 10:28 am & 12:13 pm dropped calls

12:13 pm lost dial tone

6/24

5:30 am no dial tone

4:25 pm dropped call

4:33 pm dropped call & lost dial tone

6/26

10:00am – 10:15 am dropped 6 calls

6:30 pm dropped call

7/1

12:15 pm dropped call

7/4

7:30 am dropped call

7/6

10:00am – 10:45 am dropped 6 calls

7/10

5:45 am & 12:30 pm dropped call

7/11

9:00 am - 9:15 am dropped 2 calls

7/13

5:45 am, 9:30 am & 4:55 pm dropped calls

7/15

5:45a m dopped call

7/20

5:55 am, 6:25 am, 12:14 pm, 12:32 pm, & 12:30 dropped calls

7/22

5:44 am, 6:19am, & 9:02 am dropped calls

7/27

8:43 am, 9:00 am, & 9:07 am dopped calls

7/29

4:19 pm, 4:23 pm & 4:25 dropped calls

7/31

12:40 pm dropped call

8/2

No dial tone

8/7

10:00 am – 10:15 am dropped 2 calls

8/8

6:00 pm dropped call

8/10

5:30 am no dial tone

8/12

5:40 am no dial tone

8:40 am dropped call

8/13

8:45 am no dial tone

8/14

5:45 am dropped call

5:45 lost dial tone