

Response Summary:

1. Utility Customer (The name on your bill of account)

Customer Name	Elaine O'Connell
If Business, Contact Person	N/A
Primary Phone	435-843-0192
Other Phone	N/A
Email Address	thunderbckt@aol.com

2.1. Address

Street	7204 E Ophir Canyon Rd
City	Stockton
State	Utah
ZIP	84071

2.2. Is this the same as your mailing address?

- Yes

3. Utility company to file complaint with

(Please note: if you cannot find your utility company, it is not regulated by the Public Service Commission. Please call our office at 801-530-7266 for more information)

- Lumen (formerly CenturyLink)

4. Account Number

Account Number:	N/A
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5. Complaint Type

- Outage

6. Please describe the nature of your complaint:

Customer called complaint into the division. She said her phone calls are dropping. CenturyLink has been out 6 or 7 times and they close the tickets out without a resolution. Since June she has had about 50 phone calls out. She says CenturyLink won't fix the problem but they continue to charge her. She has had to reschedule repairs. She was given a credit for that. She says the repair crew aren't doing anything when they come out. She would like an eta for repair on the phone service.

1. Optional: Attachment (upload any relevant information regarding your complaint)

N/A

2. Optional: Attachment (upload any additional relevant information regarding your complaint)

N/A

Embedded Data:

N/A



Kami Kennington <kkennington@utah.gov>

RE: UT-O'Connell [ref:!00D4102HUz0.!500VW0petTS:ref]

4 messages

Customer Advocacy (PUC) - Lumen <uswpuc@lumen.com>
To: "kkennington@utah.gov" <kkennington@utah.gov>

Mon, Jul 6, 2026 at 2:58 PM

Good Afternoon,

This case has been assigned to Corey Tidwell for research and resolution.

Thank you!



Channing Williams
Supervisor Operations
Customer Advocacy Group
Remote WFH Colorado

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

From: Kami Kennington [kkennington@utah.gov]
Sent: 7/6/2026, 11:07 AM
To: uswpuc@lumen.com
Subject: UT-O'Connell

Please note this complaint was called into the division and sent as received.

Kami Kennington | Office Specialist II



O: 801.530.6678 | kkennington@utah.gov

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ref:!00D4102HUz0.!500VW0petTS:ref

Customer Advocacy (PUC) - Lumen <uswpuc@lumen.com>
To: "kkennington@utah.gov" <kkennington@utah.gov>

Mon, Jul 13, 2026 at 2:31 PM

Hi Kami,

I reviewed this customer's account history and confirmed they have an open repair ticket, **#0234008**, which is currently scheduled for **07/20/2026**.

I will continue to monitor this dispatch ticket and provide updates until the repair has been completed and the issue has been resolved.

Regards,

Corey Tidwell
Case Manager
Customer Advocacy Group
Office : 208-207-2236
Corey.Tidwell@Lumen.com
[Quoted text hidden]

Kami Kennington <kkennington@utah.gov>
To: "Customer Advocacy (PUC) - Lumen" <uswpuc@lumen.com>

Mon, Jul 13, 2026 at 3:01 PM

Hello Corey,

Thank you for the update on the scheduled repair date. I have noted this in the complaint.

Best,

Kami Kennington | Office Specialist II



O: 801.530.6678 | kkennington@utah.gov

[Quoted text hidden]

Customer Advocacy (PUC) - Lumen <uswpuc@lumen.com>
To: "kkennington@utah.gov" <kkennington@utah.gov>

Fri, Aug 7, 2026 at 10:41 AM

Hi Kami,

Our repair technician found and repaired deteriorated equipment restoring the service on 08/06/2026. Here are the charges and credits for the service downtime:

04/26/2026 - 08/06/2026 Monthly \$121.59/30 days= \$4.05 per day x 103 days= \$417.45 credit due

Credits issued:

06/12/2026 \$30.21
06/12/2026 \$32.64
06/12/2026 \$51.94
08/07/2026 \$302.66

Regards,

Corey Tidwell
Case Manager
Customer Advocacy Group
Corey.Tidwell@Lumen.com

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

From: Kami Kennington [kkennington@utah.gov]
Sent: 7/13/2026, 3:01 PM
To: uswpuc@lumen.com
Subject: Re: UT-O'Connell [ref:!00D4102HUz0.!500VW0petTS:ref]

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Best,

Kami Kennington | Office Specialist II



O: 801.530.6678 | kkennington@utah.gov

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Regards,

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Case Manager
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Sent: 7/6/2026, 11:07 AM

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