

September 27, 2026

Gary Widerburg

Commission Administrator

Utah Public Service Commission

Herber M Wells Building 4th Floor

160 East 300 South

Salt Lake City Utah 84111

Docket No. 26-049-05

Re: Complainant's reply to CenturyLink's Answer and Affirmative Defenses to Formal Complaint

1. Complaint acknowledges receipt of credit in the amount of \$502.57.
2. Complaint also acknowledges repairs, described by Lumen Technician as the "Tooele workaround" at the time of this response appears to have mitigated the issues that were reported on formal complaint filed 08/19/2026.
3. Complaint believes that given the physical reconstruction of equipment deemed necessary and performed by CenturyLink technicians, engineers and staff, the nature of said repairs or as termed by Lumen Technician as the "Tooele workaround" may not be permanent.
4. Complaint acknowledges that prior to escalation by CenturyLink upon receipt of formal complaint, numerous requests were made for repairs, that may or may not have had any measure or attempt to resolve the issue(s) performed.
5. Complaint acknowledges numerous attempts appear to have been made
6. Compliant therefore believes that were it not for the filing of this formal complaint, the issues described may not have been corrected.

7. Complaint therefore believes that Complaint of Allan and Elaine O'Connell by wholly dismissed without prejudice.

A handwritten signature in black ink, appearing to read 'Allan O'Connell', with a stylized, cursive script.

Allan O'Connell

A handwritten signature in black ink, appearing to read 'Elaine O'Connell', with a stylized, cursive script.

Elaine O'Connell

