

Complaint Report

Complaint Number: C26-0031

Customer Information

Customer Name: Feulner, Shirley

Account Number:

Other Contact Info: David Feulner

Phone Number: 801-277-4713

Email Address: sslgreatwesterntruck@gmail.com

Cell Number: 801-944-5161

Service 4630 Sycamore Dr

Address: Holladay, UT 84117

Complaint Information

Company Name: CenturyLink

Date Received: 1/23/2026

Date Resolved:

Type of Call: Complaint

Complaint Type: Repair

Complaint Received By: Kami Kennington

Utility Company Analyst:

Gone Formal: NO

Complaint Description:

This complaint was called into the division.

For 6 months Shirley's been having phone trouble due to a cable being out. They have scheduled and cancelled appointments to come out and work on / fix the lines. Shirley's son is calling in to help her report it. He said she needs a phone and the phone line has a very loud buzz. He says it's due to a wet line. They have gotten appointments set up but CenturyLink doesn't show up which is an inconvenience to them and they are frustrated they have taken time to wait for technicians to show up but they don't show up. David would like to get the phone fixed for his mother. She is 97 and he feels that she needs the land line at her home to call for assistance if she needs to.



Kami Kennington <kkennington@utah.gov>

RE: UT-Feulner [ref:!00D4102HUz0.!500VW0fj68l:ref]

7 messages

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

Fri, Jan 23, 2026 at 10:49 AM

Good morning Kami,

Nyesha Farmer will be the Case Manager assigned to this complaint for research and resolution.

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

This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

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

From: Kami Kennington [kkennington@utah.gov]
Sent: 1/23/2026, 10:27 AM
To: uswpuc@lumen.com
Subject: UT-Feulner

Please note this correction for the spelling of the last name for this complaint. The correct spelling is Feulner.

Thank you,

Kami Kennington | Office Specialist II



O: 801.530.6678 | kkennington@utah.gov

This communication is the property of Lumen Technologies and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

ref:!00D4102HUz0.!500VW0fj68l:ref

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

Thu, Jan 29, 2026 at 7:31 AM

Hi Kami,
I have a repair created but it is now scheduled for 2/2/26. Can you please extend my response time to 2/6/26?

Nyesha F.
Analyst II
CenturyLink/Lumen
[Quoted text hidden]

ref:!00D4102HUz0.!500VW0fj68l:ref

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

Thu, Jan 29, 2026 at 8:18 AM

Hello Nyesha,

2/6/26 is fine for an extension. I look forward to hearing from you then.

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, Feb 6, 2026 at 8:01 AM

Good morning,

There is a cable failure outage for this customer. I have reached out to the team in the field to inquire about the next steps. Please extend my response time to 2/16/26.

Nyesha F.
Analyst II
CenturyLink/Lumen

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

From: Kami Kennington [kkennington@utah.gov]
Sent: 1/29/2026, 9:18 AM
To: uswpuc@lumen.com
Subject: Re: UT-Feulner [ref:!00D4102HUz0.!500VW0fj68l:ref]

Hello Nyesha,

2/6/26 is fine for an extension. I look forward to hearing from you then.

Best,

Kami Kennington | Office Specialist II



O: 801.530.6678 | kkennington@utah.gov

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Kami Kennington <kkennington@utah.gov>

Fri, Feb 6, 2026 at 8:21 AM

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

Good Morning Nyeshia,

Extending to 2/16/26 is fine. I will plan on hearing from you then.

Best,

Kami Kennington | Office Specialist II

O: 801.530.6678 | kkennington@utah.gov

[Quoted text hidden]

Customer Advocacy (PUC) - Lumen <uswpuc@lumen.com>

Fri, Feb 6, 2026 at 10:05 AM

To: "kkennington@utah.gov" <kkennington@utah.gov>

Good morning, Kami,

I am in receipt of the complaint filed by Shirley Feulner regarding noise on the line. I appreciate the opportunity to respond.

1/23/26 There is already a repair ticket for this customer. It is unscheduled. I have it rescheduled for 1/24/26.

1/26/26 The repair ticket did not get completed. I rescheduled the ticket for 1/28/26.

1/29/26 The repair ticket did not get completed. It is scheduled for 2/2/26. I issued a \$25 missed commitment credit for the missed appointment.

2/3/26 The repair ticket did not get completed. It is noted as a return by the technician. I sent an email to the area supervisor.

2/6/26 There is a cable failure outage noted for this customer's location. I sent an email to the area supervisor to inquire about the cable failure outage. Per the area supervisor, the customer's phone issue has been fixed as of 2/3/26 but the cable failure ticket needs to stay open for now. I contacted the customer and spoke with Shirley who says the line is a lot better and she had the trouble for about 3 days. I advised I would issue her credits for that time. The credit is \$4.95 and will appear on the next month's billing.

Please let me know if you have any other questions.

Nyeshia F.
Analyst II
CenturyLink/Lumen

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

From: Kami Kennington [kkennington@utah.gov]

Sent: 2/6/2026, 9:21 AM

To: uswpuc@lumen.com

Subject: Re: UT-Feulner [ref:!00D4102HUz0.!500VW0fj68l:ref]

Good Morning Nyeshia,

Extending to 2/16/26 is fine. I will plan on hearing from you then.

Best,

Kami Kennington | Office Specialist II



O: 801.530.6678 | kkennington@utah.gov

[Quoted text hidden]

[Quoted text hidden]

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

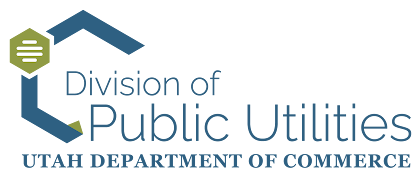
Fri, Feb 6, 2026 at 10:20 AM

Hello Nyesha,

Thank you for the update. I have updated the complaint with your response and marked it as resolved.

Best,

Kami Kennington | Office Specialist II



O: 801.530.6678 | kkennington@utah.gov

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