

FORMAL COMPLAINT FORM PUBLIC SERVICE COMMISSION

Heber M. Wells State Office Building 160 East 300 South, Fourth Floor P.O. Box 45585 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/>

Name of Complainant: Mary Kay Bonica

Address: 9447 South 2100 West

Telephone No: 801-244-0347 (cell)

Email Address: auntkay@myctl.net or TekoBaku@gmail.com

Preferred method of contact: I would prefer my landline but it doesn't work. Please use the cell number or send me a response through the US Mail.

Email or _____ U.S. Mail If represented by counsel, list:

Name _____

Address: _____

Telephone No.: _____ Email Address: _____

The utility being complained against is: Century Link

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.

My Century Link landline stopped working on August 12, 2026. Each time I call them, I am told it is a broken cable and the line will be fixed in '5 days'. Each time the repair date comes and goes, without resolution. When I call back, they just say again it will be repaired in 5 days.

Why do you (the Complainant) think these activities are illegal, unjust or improper?

I am 74 years old. My security and health are in jeopardy because of this outage, as my in-home security system through ADT cannot alert fire or police, as it sends the emergency notification on the Century Link landline that is not working. ADT keeps contacting me via my cell phone to alert me to the fact that they have no way to respond to an emergency without the landline.

Century Link also committed to discount the bill for the days of loss service; but that did not happen either.

5. What relief does the Complainant request? **I just want the line repaired or at least to get an honest answer as to when the phone services will be reinstated.**

Signature of Complainant Date: _____

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