

Response Summary:

QID37. Privacy Notice: The personal information you provide on this form may be classified as Public or Protected Record per Utah Code § 63G-2-201 and 63G-2-305. Your personal information will only be used to support your Transitory Records. If you refuse to provide your personal information on this form, we cannot process your request. We may share your information with other government agencies or industry partners to facilitate your request. We will not sell your personal information. The personal information you provide will be included in Commerce Record Series 29708.

- I have read and agree to the Privacy Notice above.

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

Customer Name	Kay Bonica
If Business, Contact Person	N/A
Primary Phone	801-244-0347
Other Phone	N/A
Email Address	aunkay@myctl.net

2.1. Address

Street	9447 S 2100 W
City	South Jordan
State	Utah
ZIP	84095

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 into division with complaint. Since August 12 her phone has been out. She has been given various dates and times for restore which has been pushed back. She is told there is a broken cable in the area that is causing the problem but she says she sees no CenturyLink repair trucks or people in her area working. She relies on her land line and is frustrated that she can't get an accurate eta on when the phone will be working again. She says her home alarm doesn't work without phone service so she is concerned about not having an alarm during time the phone is out. She has been told the most recent restoration time is 9/3 and wants to check that that is correct since it's been promised before without phone being fixed. Please contact customer with eta for phone restoration.

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-Bonica [ref:!00D4102HUz0.!500VW0uXTRD:ref]

2 messages

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

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

Cc: "jj.gallardo@lumen.com" <jj.gallardo@lumen.com>

Wed, Sep 2, 2026 at 10:35 AM

Good morning Kami,

JJ Gallardo will be the Case Manager assigned to this complaint for research and resolution.

Thank you!



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Description automatically generated

Ashley Kay 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:** 9/2/2026, 10:18 AM**To:** uswpuc@lumen.com**Subject:** UT-Bonica

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



Department of Commerce Division of Public Utilities

Kami Kennington

Office Specialist II

801-530-6678 | kkennington@utah.gov

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ref:!00D4102HUz0.!500VW0uXTRD:ref

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

Tue, Sep 8, 2026 at 7:18 PM

Good evening, Kami,

I am in receipt of the complaint filed by Kay Bonica regarding the out of service concerns. I appreciate the opportunity to respond.

Our records show that the customer reported the service issue on August 12, 2026, as stated in the complaint. The repair was associated with a known outage on August 13, 2026, caused by a severe cable failure. The current estimated time of repair is August 11, 2026; however, this may be extended due to the severity of the cable damage. I will continue to monitor the issue and provide updates as they become available.

Please let me know if you have any questions.

Thank you,

JJ Gallardo
Regulatory Case Manager
Customer Advocacy Group
720 387-3242
jj.gallardo@lumen.com

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