

**Exh. SB-23  
Docket UT-240029  
Witness: Sean Bennett**

**BEFORE THE WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION**

**In the Matter of the Petition of the**

**DOCKET UT-240029**

**QWEST CORPORATION;  
CENTURYTEL OF WASHINGTON;  
CENTURYTEL OF INTERISLAND;  
CENTURYTEL OF COWICHE; AND  
UNITED TELEPHONE COMPANY OF  
THE NORTHWEST**

**to be Competitively Classified Pursuant  
to RCW 80.36.320**

**EXHIBIT TO TESTIMONY OF**

**SEAN BENNETT**

**STAFF OF  
WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION**

*Consumer Complaints over Five Years (Table)*

**April 3, 2024**

	2019	2020	2021	2022	2023
CenturyTel of Inter Island, Inc.	-	2	4	5	1
CenturyTel of Washington	19	15	62	87	60
Qwest Corporation	76	51	166	373	500
United Telephone Company of The Northwest	7	4	1	19	22
CenturyTel of Cowiche	0	0	0	0	0
<b>Frontier (and Ziplly Fiber) Northwest (ILEC)</b>	<b>41</b>	<b>22</b>	<b>29</b>	<b>16</b>	<b>20</b>
All other companies combined	9	5	8	19	10
<b>Grand Total</b>	<b>152</b>	<b>99</b>	<b>270</b>	<b>519</b>	<b>613</b>