

STATE CORPORATION COMMISSION
KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION
FEB 25 2025
FORMAL COMPLAINT

PUBLIC AFFAIRS

Note: Formal Complaints filed with the KCC become a public record and may be posted on the KCC's website. Any information you provide in the complaint or other documents related to this complaint including, but not limited to, your name, address, city, state, zip code, telephone number, email address, and the facts of your case may be available online for public viewing.

**BEFORE THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS**

IN THE MATTER OF THE COMPLAINT AGAINST

Everfact Fiber Networks

(Respondent, name of utility company)

by

Jerry & Joan Gilson

(Complainant, your name)

Acct. [REDACTED]

For Commission
use only

DOCKET NO.

25-EFNT-330-COM

Please provide complainant (your) contact information:

Full Name(s): Jerry & Joan Gilson

Address: [REDACTED]

Daytime Phone: [REDACTED]

E-mail Address (optional): [REDACTED]

FORMAL COMPLAINT

Jerry & Joan Gilson

(Your name)

states that the above-named respondent is a public utility providing service in Kansas and is subject to the jurisdiction of the State Corporation Commission.

The facts and circumstances surrounding the complaint are set out in detail below:

(Be specific and as brief as possible. If necessary, attach additional sheets.)

We have had no line (phone/landline)
since Feb. 7, 2025, more than 2 wks. This
outage affects all 500 of the residents
of our retirement community, Lakeview
Village, 9100 Park, and our own apartment

(Continued on the other side)

Formal Complaint *continued*

Complainant requests that the respondent utility be required to provide an answer to the complaint and requests the following action be ordered by the Commission. *(State action or result desired.)*

We want our Landline Phone Service
restored.

and for such further order or orders as the Commission may deem necessary.

VERIFICATION: I do solemnly, sincerely, and truly declare and affirm that the statements made in this complaint form are true and accurate to the best of my knowledge, and I do this under the pains and penalties of perjury.

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Joan Gilson
Complainant's (your) signature

02/22/2025
Date signed

FILING INSTRUCTIONS

This form may be filed in person at the Kansas Corporation Commission's Office or by mail. All formal complaints, whether filed by mail or delivered in person, must be directed to:

Secretary to the Commission
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604

For more information about the formal complaint process please refer to the instructions provided with this form or visit the KCC website: <http://kcc.ks.gov/>, Consumer Assistance, Filing a Complaint. You may also contact our Consumer Assistance staff toll-free at 1-800-662-0027 or by e-mail at public.affairs@kcc.ks.gov.