



February 4, 2016

Ms. Sharon Bowers
Federal Communications Commission
Consumer Inquiries and Complaints Division
445 12th Street, SW CY-B523
Washington, DC 20554

Re: Hill, Delmus IC 761166
Notice of Informal Complaint Service Date 1/22/2016

Dear Ms. Bowers:

Please be advised CenturyLink has completed a review of the complaint filed by Mr. Delmus Hall. In the complaint, Mr. Hall states that they have services on their phone that they don't want or use, like call forwarding and call waiting. Their bill is due 22 days after the bill date, and they want the 911 surcharge removed. Also, their service was out for a week, and CenturyLink only credited \$11.

CenturyLink records show that Mr. Hall has a phone and Internet package at a discounted rate. Calling features such as call forwarding, etc., are automatically included in the package. If Mr. Hall wants these features removed from his line, we can do that, but there would not be a price difference if he kept the package. If Mr. Hall wishes to remove the package, he'll lose the bundle discount, and his rates may be higher for fewer options. If Mr. Hall wishes to make changes on his account, he can contact us at 800 244-1111.

The State and Local 911 charge is an excise tax on telephone lines. Funds are collected on behalf of City, County or State agencies, who use this money to fund their emergency services communications systems (E911 or 911). CenturyLink collects the charge each month for the county, city or state.

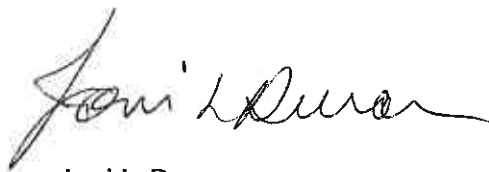
930 15th St, 11th Flr
Denver, CO 80202
844 840-3532
www.centurylink.com

CenturyLink repair records show that Mr. Hall called in "no dial tone" report on December 17, 2015 at 9:49 am, and on December 18, 2015 at 4:30 pm, we repaired a cable cut to restore his service.

On December 21, 2015 at 4:57 pm, Mr. Hall called in another no dial tone report, and we cleared it the same day at 5:33 pm, remotely verifying with him that it was working.

Out of service credits are calculated from the time an outage is reported, until it is repaired, provided that it's more than an 8 hour period. Therefore, Mr. Hall was issued a two day service credit for his outage on December 17 and 18, 2015.

Sincerely,

A handwritten signature in black ink that reads "Joni L. Duran". The signature is written in a cursive style with a long, sweeping underline.

Joni L. Duran

cc: Delmus Hall