

2016 MAR 10 P 3:27

RECEIVED

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

1. Name of Complainant: SHAHID JANJUA / Oasis Car Wash  
Address: 3253 BOUNTIFUL BLVD BOUNTIFUL UT 84010  
Telephone No.: 801-298-3659 (business), 801-706-8170 (cell personal)

If represented by counsel, list:

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone No.: \_\_\_\_\_

2. The utility being complained against is: CENTURY LINK

3. 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.


- (1) CL OFFERED A PLAN WITH LOWER MONTHLY COST, BUT IT WAS A LIE.
- (2) SENT TWO LETTERS TO CEO WITH TRACKING NUMBERS, NO RESPOND.
- (3) CL MISREPRESENTYED FACTS WHEN INQUIRED BY DEPT OF COMMERCE

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

- (1) MISREPRESENTATION OF FACTS IS ILLEGAL BY A UTILITY FIRM.
- (2) MY MONTHLY BILL HAS GONE HIGHER RATHER THAN LOWER

5. What relief does the Complainant request? (1) COMPENSATION FOR MY LOST TIME \$1800.

(2) GIVING ME MY OLD PLAN AND MONTHLY BILLING OF \$172 PER MONTH,

6. Signature of Complainant 

Date: MARCH 6, 2016

BOUNTIFUL  
20 S MAIN ST  
BOUNTIFUL, UT 84010-9998

02/21/2016 09:28:06 AM

Sales Receipt			
Product	Sale	Unit	Final
Description	Qty	Price	Price

MONROE, LA 71203			\$7.05
Zone-6			
Priority Mail 2-Day™ with up to			
\$50.00 Insurance and USPS			
Tracking™ included			
% USPS Tracking #:			
9505 5000 2349 6052 0000 27			
0 lb. 1.00 oz.			
* Expected Delivery Day Wednesday,			
February 24.			

Issue Postage: \$7.05

Total: \$7.05

Paid by: AMEX \$7.05

Account #: XXXXXXXXXXXX1007  
 Approval #: 549556  
 Transaction #: 668  
 23-902450089-99 5430517680

SSK Transaction #: 4  
USPS® #: 490850-9550

% Text your tracking number to 28777 (2USPS) to get the latest status. Standard Message and Data rates may apply. You may also visit USPS.com USPS Tracking or call 1-800-222-1811, or use this self-service kiosk (or any self-service kiosk at other Postal locations).

Save this receipt as evidence of insurance. For information on filing an insurance claim go to <https://www.usps.com/help/claims.htm>.

Thanks.  
It's a pleasure to serve you.

ALL SALES FINAL ON STAMPS AND POSTAGE.  
REFUNDS FOR GUARANTEED SERVICES ONLY.

BOUNTIFUL  
20 S MAIN ST  
BOUNTIFUL, UT 84010-9998

12/21/2015 02:41:01 PM

Sales Receipt			
Product	Sale	Unit	Final
Description	Qty	Price	Price

MONROE, LA 71203			\$5.75
Zone-6			
Priority Mail 2-Day™			
FR Env with up to \$50.00			
Insurance and USPS Tracking™			
included			
% USPS Tracking #:			
9505 5000 2349 5355 0010 69			
* Expected Delivery Day Thursday,			
December 24.			

Issue Postage: \$5.75

Total: \$5.75

Paid by: AMEX \$5.75

Account #: XXXXXXXXXXXX1008  
 Approval #: 526441  
 Transaction #: 904  
 23-902450089-99 5430517680

SSK Transaction #: 153  
USPS® #: 490850-9550

% Text your tracking number to 28777 (2USPS) to get the latest status. Standard Message and Data rates may apply. You may also visit USPS.com USPS Tracking or call 1-800-222-1811, or use this self-service kiosk (or any self-service kiosk at other Postal locations).

Save this receipt as evidence of insurance. For information on filing an insurance claim go to <https://www.usps.com/help/claims.htm>.

Thanks.  
It's a pleasure to serve you.

ALL SALES FINAL ON STAMPS AND POSTAGE.  
REFUNDS FOR GUARANTEED SERVICES ONLY.

\*\*\*\*\*  
 \* Note: Priority Mail Express™ \*  
 \* refund restrictions in effect for \*  
 \* mailing dates Dec. 22-25. \*  
 \* \*\*\* \*  
 \*\*\*\*\*

# Informal Complaint Report

I don't think I received any response or status on this complaint yet. Yesterday was the 5th business day. Do you need an extension?

Thanks,  
Maria

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Hi Maria,

I was advised that anything received after 3p MST is considered the next day's business. Is that not correct?

In regards to this complaint, our help desk spoke with the customer and got the package put back to what it was. Executive Office manager Josh Christensen made contact with the customer today and the confirmation letter is attached. Josh is to be the point of contact for the customer as he has been working on this.

If you have any questions, please let me know.

The information in this response, as well as any attachments or Exhibits, contains confidential CenturyLink and customer information, perhaps including Customer Proprietary Network Information (CPNI), and should be treated accordingly with respect to its use and storage.

Tressa Norris  
CenturyLink Customer Advocacy  
Consumer/Small Business Sales and Care  
930 15th St.  
Denver, CO 80202  
Phone: 844.233.5584  
Email: Tressa.Norris@CenturyLink.com

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Josh Christensen  
999 W Main St.  
Boise, ID 83702

February 10, 2016

*Misrepresentation*  
*THIS LETTER WAS never sent to me by CL.*

Hello Shaw

Thank you for writing Mr. Glen Post regarding your recent experience. Your letter was referred to me for a response on behalf of CenturyLink. I regret any inconvenience you have experienced

I appreciate you giving me the opportunity to further review our handling of your account. I would like to apologize for the less than exemplary service that you feel you recently received from CenturyLink representatives. At CenturyLink, we strive to provide outstanding customer service. Your comments are appreciated and, to improve customer service, will be investigated. Our representatives need to know the negative impact we have on customers when we fail to do our jobs well.

Please feel free to contact me at the information below if I can still be of assistance with this issue. CenturyLink values your business, and we appreciate every opportunity to demonstrate loyalty to our customers

Sincerely,

Josh Christensen  
CenturyLink Customer Advocacy  
999 W Main St.  
Boise, ID 83702  
1-877-284-1239 ext 212-926-0146  
Joshua.Christensen@Centurylink.com

C.C. Glen Post

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2-10-2016  
Hi Tressa,

# Informal Complaint Report

That must be a CenturyLink process. The rule does not state a specific cut off time. But the rule does give the utility up to 30 calendar days to resolve the dispute, which is why I was asking if you need an extension.

I will go ahead and close this complaint.

Thanks,  
Maria

Here is what the rule states:

R746-200-8. Informal Review

A. A person who is unable to resolve a dispute with the utility concerning a matter subject to Public Service Commission jurisdiction may obtain informal review of the dispute by a designated employee within the Division of Public Utilities. This employee shall investigate the dispute, try to resolve it, and inform both the utility and the consumer of his findings within five business days from receipt of the informal review request. Upon receipt of a request for informal review, the Division employee shall, within one business day, notify the utility that an informal complaint has been filed. Absent unusual circumstances, the utility shall attempt to resolve the complaint within five business days. In no circumstances shall the utility fail to respond to the informal complaint within five business days. The response shall advise the complainant and the Division employee regarding the results of the utility's investigation and a proposed solution to the dispute or provide a timetable to complete any investigation and propose a solution. The utility shall make reasonable efforts to complete any investigation and resolve the dispute within 30 calendar days. A proposed solution may be that the utility request that the informal complaint be dismissed if, in good faith, it believes the complaint is without merit. The utility shall inform the Division employee of the utility's response to the complaint, the proposed solution and the complainant's acceptance or rejection of the proposed solution and shall keep the Division employee informed as to the progress made with respect to the resolution and final disposition of the informal complaint. If, after 30 calendar days from the receipt of a request for informal review, the Division employee has received no information that the complainant has accepted a proposed solution or otherwise completely resolved the complaint with the utility, the complaint shall be presumed to be unresolved.

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## Additional Information:

# Informal Complaint Report

Index Number: 5895 Company Name: CenturyLink

## CUSTOMER INFORMATION

Customer Name: Oasis Car Wash Account Number:  
Other Contact Info: Shaw Janjua Phone Number: (801) 298-3659  
Customer Address: Other Phone:  
Customer Address: 295 S 500 W Email Address: Janjua1@msn.com  
City: Bountiful State: UT Zip Code: 84010

## COMPLAINT INFORMATION

Type of Call: Complaint Complaint Type: Billing Problems  
Date Received: 2/1/2016 Date Resolved: 2/10/2016  
Complaint Received By: Maria Martinez DPU Analyst Assigned: 0  
Utility Company Analyst: Tressa Norris  
Company at Fault:  Actual Slamming Case:  Actual Cramming Case:

### Complaint Description:

Note: Customer came in person to file the complaint and very upset.

Mr. Janjua states that his CenturyLink bill has been \$172 per month. He has not changed his service or have any desire to change. Last year, he received a statement that was about \$3 more than what he normally pays. On November 25, 2015, he called CenturyLink and spoke with a representative named Kathy. When he asked Kathy why his bill went up, he was told that his account was prorated. He was told that if he signs a 2 year contract, CenturyLink would upgrade his internet service to 20 meg. Mr. Janjua told Kathy that he does not need it. He was told that it is part of the package. Mr. Janjua adds that Kathy promised his bill would be about \$113 + tax, which was \$128 per month with a 2 year contract. He received his bill the following month and it was \$175. Mr. Janjua also asked Kathy to cancel his long distance service as well as his extended service call and was promised that it will be removed his plan, but yet again was never done.

Mr. Janjua called CenturyLink several times, approximately 15-20 times total, for long periods of time each calls to try and resolve his billing issues but has been frustratingly unsuccessful. Most times his calls gets transferred, and transferred, and then disconnected. He spent and wasted hours and hours with CenturyLink's supposed "Customer Service" help line that was not very helpful. When he asked for the fax number for the headquarters so he can communicate with the upper management, he was told that they can't provide him the number.

In January of 2016, he called CenturyLink again and spoke with the Supervisor in the name of Lachanpae, the last person he spoke with. He explained to her what happened as well as recorded the call. The supervisor admitted to him that Kathy misspoke the price package quoted him. Mr. Janjua then requested to just put him back to his previous plan. He was promised that his plan would be switched back to the way it was. The supervisor also told him to just go ahead and pay the \$234 bill and told him that his next bill the following month would be \$115.98. Mr. Janjua did what he was told and paid the \$234. The following statement arrived and his bill was not \$115.98 like he was promised. Also, his plan was never switched back to the way it was, like he was told that it would be reverted back to his old plan.

Mr. Janjua states that CenturyLink has repeatedly lied to him over and over. He has wasted so much time trying to get his billing issues resolved, but unsuccessful. Frustrated, he decided to write to CenturyLink CEO, Glen F. Post (see attachments), sent the letter certified in December of 2015. Again, he never once received any response.

Mr. Janjua requests that CenturyLink honor what was promised to him. If the monthly rate quoted him cannot be honored with the upgrade, then he requests that he be put back to his old plan.

### Complaint Response:

2-9-2016  
Hi Tressa,

Wednesday, February 10, 2016

LETTER #1

**Oasis Car Wash**

295 S 500 W  
Bountiful, Utah 84010  
801-298-3659

To,

**Glen F. Post, III C.E.O**

**CenturyLink, Inc.**  
100 CenturyLink Drive  
P.O. Box 4065  
Monroe, LA 71203  
(318) 388-9000

Sub: Misrepresentation by your employee "Kathy"

Mailed 12-21-2015  
USPS TRACKING #0060-69

Dear Mr. Glen F. Post III,

I hope you and your family are looking forward to a wonderful holiday season. Sir, I would like to bring a situation to your attention. I called to the business helpline on November 25, 2015 at 5:40 pm. I spoke with "Kathy." She told me that if I sign a two year contract, she can offer me discount on my bill. A 20 MBS connection, a new modem free of charge and total bill of \$113 plus tax. Which I discussed with her to be \$15 or less. She reached to \$113 from \$123 by deleting the extended calling service charge of \$5 each line (\$10 for two lines.) She had me give her a credit card number and told me that this offer requires auto billing.

When I looked at my next bill dated November 28, 2015, I noticed that my actual bill has gone up to \$175. It should have been \$128 or less. I called and spoke with Patricia in your escalation department. She could not find my account she said.

I called and spoke with Adam in your Investor Relation Department, he provided me with the e-mail to the executive branch. No one could provide me a fax number to your office.

I would like to know, that a fortune 500 company CTL, which is a publically traded entity, could misrepresent to its customers and expects to succeed in today's highly competitive business environment.

Please, adjust my monthly billing to \$113 plus tax as we had agreed on November 25, 2015.

I would like you to know, that I would be happy to share my story with the media unless I am fairly treated.

Oasis Car Wash

Shaw

Monroe 2-21-16

LETTER #2

**Oasis Car Wash**

295 S 500 W  
Bountiful, Utah 84010  
801-298-3659

Mailed 2-21-16  
USPS TRACKING # 9500 27

To,

February 20, 2016

Glen F. Post, III C.E.O

**CenturyLink, Inc.**  
100 CenturyLink Drive  
P.O. Box 4065  
Monroe, LA 71203  
(318) 388-9000

Sub: Misrepresentation by your employee "Kathy"

**SECOND NOTICE:-**

Dear Mr. Glen F. Post III,

The elections are quite a distraction from a day to day job. This is my second attempt to resolve my issue with Century Link.

I must tell you that you are the very first CEO of a large company, who does not have enough resources to attend to a complaint sent directly to his office. My first letter was sent via USPS and was delivered to your office via tracking in December of 2015.

After waiting for about a month with a no reply from your office, I contacted and filed a complaint with the STATE OF UTAH DEPARTMENT OF COMMERCE, DIVISION OF PUBLIC UTILITIES. The manager also met a similar situation, she received a late reply from Tressa Norris, Denver CO. You should be alarmed, Tressa Norris did not portray the true actions taken by Century Link. No one has contacted me as of today from Century Link, whereas Tressa has documented that Josh Christensen contacted me on February 10, 2016 and also that my account has been adjusted to what it was prior to the change. Both of these claims are wrong.

- 1- I have not been contacted by anyone
- 2- My most recent bill shows an amount of \$213.
- 3- My ability to look at my payment history has been tempered with by your company, When I try to look at my payment history it gives me an error message

**Payment History**

You do not have required privileges to process this request

I have been a customer with Century Link (Qwest) for over 30 years. Please read my original complaint to refresh your memory for what is the issue on hand.

I have been advised by the Department of Commerce to file a formal complaint with the department. I want to take this last opportunity to provide you with one more chance to resolve this issue.

I will give you another ten days after the receipt of this letter to contact me and resolve this issue. I have spent over 16 hours of my time in research for century Link, drafting 2 complaint letters to CEO, meeting with Department of Commerce, online wait and online conversation with your employees.

In case I don't hear a satisfactory reply, I will not only file a formal complaint with the department of commerce but I will notify all the news media and provide them with all the details of how I have been treated by Century Link. This is not a threat but a promise for public good.

Please note that today I have paid \$115, this brings my balance to zero, for the prior three months, had my account not been messed with by your employees.

I demand that \$1600 be credited towards my account, as a courtesy refund for my lost time and mental fatigue caused by your company.

**Enclosed:**

- 1- Copy of email from Department of Commerce
- 2- Copy of my current bill

Oasis Car Wash

Shaw Janjua

801-706-8170





**BILL SUMMARY**

OASIS CAR WASH  
 3253 BOUNTIFUL BLVD  
 BOUNTIFUL UT 84010 4453

Account 801-298-3659 222  
 Billing Date Oct 28, 2015

**Previous Balance**

Charges	173.21
Payment OCT 11	-173.21

**Balance Forward**

<b>New Charges</b>	<b>For questions, call:</b>	
CenturyLink	1 800 603-6000	175.97
<b>New Charges</b>		<b>\$175.97</b>
<b>Total Amount Due by Nov 21, 2015</b>		<b>\$175.97</b>

**YOU ARE RECEIVING A \$5.00 BUNDLE SAVINGS THIS MONTH!**

Business needs change regularly. As a valued business customer, we want to work with you to provide a complete and cost effective solution for your business. Call (888) 544-4495 today for a free account consultation with a dedicated business sales consultant. For billing or technical questions, please call (877) 453-9407.

**New Charges**

**Local and Other Services**

Description	Amount
Discount Summary	-5.00
Monthly Charges	166.18

**Taxes, Fees and Surcharges**

City Sales at 1.1%	0.79
County Sales at .3%	0.22
Emergency Service Telephone Charge	0.12
Federal Excise at 3%	2.41
Federal Universal Serv Fund at 16.7%	1.68
Federal Universal Serv Fund at 20.0439%	1.28
Local 911 at \$.61 per access line	1.22
Recovery of Municipal Telecommunications Tax	2.43
Special District Sales at .5%	0.37
State 911 at \$.09 per access line	0.18
State Sales at 4.7%	3.36
Telecommunications Relay Service Fund at \$.02 per access line	0.04



**BILL SUMMARY**

OASIS CAR WASH  
3253 BOUNTIFUL BLVD  
BOUNTIFUL UT 84010 4453

Account 801-298-3659 222  
Billing Date Nov 28, 2015

**Previous Balance**

Charges	175.97
Adjustment\ CenturyLink	-3.35
Payment Thank you for your payment	-172.97
<b>Balance Forward</b>	<b>-\$0.35</b>

**New Charges**

**For questions, call:**

CenturyLink	1 800 603-6000	175.95
<b>New Charges</b>		<b>\$175.95</b>

**Total Amount Due Charged to Your Credit Card** **\$175.60**

**YOU ARE RECEIVING A \$5.00 BUNDLE SAVINGS THIS MONTH!**

Thank you for using the automatic payment system. Your payment will be charged to your credit card approximately 18 days after your bill date.

Business needs change regularly. As a valued business customer, we want to work with you to provide a complete and cost effective solution for your business. Call (888) 544-4495 today for a free account consultation with a dedicated business sales consultant. For billing or technical questions, please call (877) 453-9407.

**New Charges**

**Local and Other Services**

<b>Description</b>	<b>Amount</b>
Discount Summary	-5.00
Monthly Charges	166.18

**Taxes, Fees and Surcharges**

City Sales at 1.1%	0.79
County Sales at .3%	0.23
Emergency Service Telephone Charge	0.12
Federal Excise at 3%	2.40
Federal Universal Serv Fund at 16.7%	1.68
Federal Universal Serv Fund at 20.0439%	1.28
Local 911 at \$.61 per access line	1.22
Recovery of Municipal Telecommunications Tax	2.43
Special District Sales at .5%	0.36



**BILL SUMMARY**

OASIS CAR WASH  
 3253 BOUNTIFUL BLVD  
 BOUNTIFUL UT 84010 4453

Account 801-298-3659 222  
 Billing Date Dec 28, 2015

**Previous Balance**

Charges		175.60
Payment ,		-175.60
	Dec-128.00	
	21	
	Dec-47.60	
	21	

Thank you for your payments.

**Balance Forward**

<b>New Charges</b>	<b>For questions, call:</b>	
CenturyLink	1 800 603-6000	244.03
Long Distance Service	1 800 603-6000	-9.70
<b>New Charges</b>		<b>\$234.33</b>
<b>Total Amount Due by Jan 24, 2016</b>		<b>\$234.33</b>

The company you have chosen for interLATA calls (long distance calls outside your local toll calling area) is CenturyLink Communications, LLC.

The company you have chosen for intraLATA calls (long distance calls inside your local toll calling area) is CenturyLink Communications, LLC.

If this company has not been authorized call 1 800 922-1879.

Business needs change regularly. As a valued business customer, we want to work with you to provide a complete and cost effective solution for your business. Call (888) 544-4495 today for a free account consultation with a dedicated business sales consultant. For billing or technical questions, please call (877) 453-9407.

**New Charges**

**Local and Other Services**

Description	Amount
Discount Summary	-60.68
Monthly Charges	225.37
Service Additions and Changes	56.79

**Taxes, Fees and Surcharges**

City Sales at 1.1%	1.37
County Sales at .3%	0.40



**BILL SUMMARY**

OASIS CAR WASH  
 3253 BOUNTIFUL BLVD  
 BOUNTIFUL UT 84010 4453

Account 801-298-3659 222  
 Billing Date Jan 28, 2016

**Previous Balance**

Charges 234.33  
 Payment JAN 18 -234.33

**Balance Forward**

**New Charges** **For questions, call:**  
 CenturyLink 1 800 603-6000 215.25  
 Long Distance Service 1 800 603-6000 -2.08

**New Charges** **\$213.17**  
**Total Amount Due by Feb 21, 2016** **\$213.17**

A balance over \$25.00 left unpaid 30 days after bill date is subject to a 4.0% or \$7.00 late payment charge, whichever is greater, except Internet charges.

Any amount of Internet and related Internet charges left unpaid 30 days after bill date is subject to a \$7.00 late payment charge.

Business needs change regularly. As a valued business customer, we want to work with you to provide a complete and cost effective solution for your business. Call (888) 544-4495 today for a free account consultation with a dedicated business sales consultant. For billing or technical questions, please call (877) 453-9407.

**New Charges**

**Local and Other Services**

Description	Amount
Monthly Charges	166.18
Service Additions and Changes	27.86

**Taxes, Fees and Surcharges**

City Sales at 1.1%	1.25
County Sales at .3%	0.37
Emergency Service Telephone Charge	0.12
Federal Excise at 3%	3.63
Federal Universal Serv Fund at 18.2%	2.32
Federal Universal Serv Fund at 20.0439%	1.28
Local 911 at \$.61 per access line	1.22
Recovery of Municipal Telecommunications Tax	3.83
Special District Sales at .5%	0.56