

# 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,

# 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

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,

Thursday, March 10, 2016

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# 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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2-10-2016  
Maria,

I am so sorry; that is what Julie told me when I took over for Sharon. I'll be sure to have my stuff done in the five business days window.

Have a good day!

Tressa

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2-10-2016  
No problem at all. Just let us know if an extension is needed.

Thanks,  
Maria

## Additional Information:

2-10-2016  
Good morning Mr. Janjua,

CenturyLink has responded to your Informal Complaint and it is now closed in our office. (See the attached Informal Complaint Report for your review).

Should the resolution offered to you by the company is unacceptable, you have the right to move forward and file a Formal Complaint with the Public Service Commission. For your convenience, attached is the Formal Complaint instructions and the form.

Thank you,

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Marialie Wright  
Manager, Customer Service  
Division of Public Utilities  
marmartinez@utah.gov  
(801) 530-6604

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2-12-2016  
Hello Mrs. Wright,

Thank you so much for your help, but I would like to bring it to your attention, that no one from Century Link has contacted me. I have not received any letter or an e-mail from them as of today.

# Informal Complaint Report

Sincerely,  
Shahid Janjua  
OASIS CAR WASH  
295 S 500 W  
BOUNTIFUL, UT 84010

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2-13-2016

Dear Miss. Marialie Wright,

I hope your weekend was nice, since we had the sun comeout for a short time today.

Not only that Century Link has lied to you, by telling you that they have contacted me, and put the old plan back, but they have blocked my access to my on line payments. I wanted to see my payment history so I can figure out how much extra they made me pay for last two payments, by telling me lies that this was a prorated bill and that next bill would be \$114. I am posting the error message I receive when I click on payment history after I am logged in at Centry Link. com. My outstanding bill is still at the higher rate of \$213 where as according to previous billing it should have been \$172. Please check in to this as Century Link has not being truthful to you.

I wonder how many other account holders in Utah are suffering like I am, by this non-professional practices of Centry Link.

Shaw

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2-16-2016

Hello Mr. Janjua,

This is disappointing to hear indeed. My advise to you is to go ahead and file your Formal Complaint against CenturyLink with the Public Service Commission. I have attached the instructions and the form for your convenience in my last email.

Thank you,  
Marialie Wright

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