

Informal Complaint Report

Index Number: 6097 **Company Name:** CenturyLink

CUSTOMER INFORMATION

Customer Name: Lewis, Barbara T. **Account Number:** 801-272-0120-104
Other Contact Info: **Phone Number:** (801) 272-0120
Customer Address: **Other Phone:**
Customer Address: 3801 Highland Cove Lane #T-105 **Email Address:**
City: Salt Lake City **State:** UT **Zip Code:** 84106

COMPLAINT INFORMATION

Type of Call: Complaint **Complaint Type:** Billing Problems
Date Received: 9 /27/2016 **Date Resolved:** 10/7 /2016
Complaint Received By: Maria Wright **DPU Analyst Assigned:** 0
Utility Company Analyst: Tressa Carter

Company at Fault: **Actual Slamming Case:** **Actual Cramming Case:**

Complaint Description:

Ms. Lewis state that she has had an ongoing billing issue that she has tried to resolve with CenturyLink over and over since she signed up for service in May of 2016. She is getting billed for items that should not be. She has called the customer service line many times and would spend hours and hours on the phone but no one seems to know what they are doing or knows how to resolve her problem. She was able to talk to a supervisor at one time and was close to getting the issues resolved but she was put on hold, she waited for a while and the call eventually got disconnected. The supervisor never called her back. She is extremely frustrated with CenturyLink.

Ms. Lewis adds that when she calls out, her family and friends say that another name (Courtney) shows up in their caller ID rather than her name. She also receives "wrong number" calls often, or callers leaving messages on her answering machine that is not for her, rather for a doctor's clinic. She has had this issue ever since she signed up for service with CenturyLink.

Complaint Response:

10-4-2016
Hi Maria,

I left a voicemail with my contact number for Ms. Lewis. I'll let you know when I hear back.

Thanks!

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 Carter
CenturyLink Customer Advocacy
Consumer/Small Business Sales and Care
930 15th St.
Denver, CO 80202
Phone: 720 578-8391

Email: Tressa.Carter@CenturyLink.com

Informal Complaint Report

10-4-2016

Hi Tressa,

She called me this morning asking if I heard from CenturyLink regarding her complaint. She said she has not heard from anyone yet. I did tell her to call me tomorrow.

I will keep this complaint open until I receive your final response with resolution.

Thanks,
Maria

10-6-2016

Hi Tressa,

I just talked to Ms. Lewis. She said she has been calling you everyday and leaving a message but never receives a call back. She would like you to return her call or set a time for a phone call so that she can make sure she is home to answer.

This complaint is still open until I receive a final response from you with a resolution.

Thank you,
Maria

10-6-2016

Hi Maria,

Yes, I've had the wonderful pairing of conference calls and meetings. My schedule is fairly open this afternoon and I'll give her a call for sure.

Tressa

10-6-2016

Hi Maria,

I just called and she didn't answer. I left a voicemail with my info again. I did tell her that I have a doctor's appointment this afternoon and will be leaving shortly, but I'll be back all day tomorrow.

Thanks,

Tressa

10-6-2016

I called Ms. Lewis to let her know that Tressa from CenturyLink just called her but no answer either. I also left a message letting her know that CenturyLink just called her.

Maria

10-7-2016

Hi Maria,

I just got off the phone with Ms. Lewis. Here are the details:

Issue: Ms. Lewis thought her bill was \$51 after taxes, fees, and surcharges. Her caller-id is showing the wrong name with certain people.

Research: Reviewed bill with Ms. Lewis.

Resolution: I explained that the bill is around \$51 before taxes, fees, and surcharges. I also told her that her bill each month is \$14 higher due to late payment charges. I offered to downgrade her services down to dial-tone only and she declined for now. In regards to the caller-id issue, I explained that our system shows correct (her name is Barbara Lewis on my caller-id as well). I advised that other companies may not update their caller-id records but once or twice a year, so it may be wrong on other telecom customer's caller-ids.

She is satisfied with all of this. If you have any questions, please let me know.

Thanks,

The information in this response, as well as any attachments or Exhibits, contains confidential CenturyLink and customer information, perhaps including

Informal Complaint Report

Customer Proprietary Network Information (CPNI), and should be treated accordingly with respect to its use and storage.

Tressa Carter
CenturyLink Customer Advocacy
Consumer/Small Business Sales and Care
930 15th St.
Denver, CO 80202
Phone: 720 578-8391

Email: Tressa.Carter@CenturyLink.com

10-7-2016

I thanked Tressa and closed the complaint. -Maria-

Additional Information:

10-20-2016

Hi Ms. Lewis,

As per our phone conversation, you stated that you are not satisfied with the result of the Informal Complaint. You stated that Ms. Carter's statement "She is satisfied with all of this" is untrue. You also added that you never received a revised statement with the correct monthly charge of what was initially quoted you when you signed up for service. You are also still receiving calls that are wrong numbers and are usually for a doctor's office. You added that you have spent hours numerous times calling CenturyLink just to try and get your billing issues resolved without much success.

As advised, you may file a Formal Complaint with the Public Service Commission now that your Informal Complaint is closed. Please review the attached Formal Complaint instructions and form and file your Formal Complaint accordingly. Thank you.

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

10-20-2016

Hi Maria,

I just got off the phone with Ms. Lewis. The bill is not incorrect. She was quoted correctly for charges before taxes, fees, and surcharges. Late payment charges have generated because the bill has not been paid in full each month.

In regards to calls that are wrong numbers, CenturyLink has no control on who dials your line.

CenturyLink's stance has not changed on this.

If you have any questions, please let me know.

Thanks,

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 Carter
CenturyLink Customer Advocacy
Consumer/Small Business Sales and Care
930 15th St.
Denver, CO 80202
Phone: 720 578-8391

Email: Tressa.Carter@CenturyLink.com