

Informal Complaint Report

Index Number: -312164447 **Company Name:** CenturyLink

CUSTOMER INFORMATION

Customer Name: Arroyo de Plata, LLC **Account Number:** 4356497788
Other Contact Info: Mei **Phone Number:** (435) 649-7788
Customer Address: 750 Kearns Blvd **Other Phone:**
Customer Address: **Email Address:** javelar00@yahoo.com
City: Park City **State:** UT **Zip Code:** 84060

COMPLAINT INFORMATION

Type of Call: Complaint **Complaint Type:** Slamming In-State
Date Received: 8/20/2018 **Date Resolved:**
Complaint Received By: Cynthia Dumas **DPU Analyst Assigned:** 0
Utility Company Analyst: Tressa Carter
Company at Fault: **Actual Slamming Case:** **Actual Cramming Case:**

Complaint Description:

The following complaint was received via e-mail and has been copied and sent exactly as received.

From: DPU Web Server <utilcomp@utah.gov>
Date: Sun, Aug 19, 2018 at 11:44 PM
Subject: Online Complaint Submission
To: utilcomp@utah.gov

DPU ONLINE COMPLAINT

UTILITY CUSTOMER
FROM: Arroyo de Plata LLC
PHONE: 435-649-7788
EMAIL: javelar00@yahoo.com
SERVICE ADDRESS:
750 Kearns Blvd Park City, UT 84060
MAILING ADDRESS:
POBox 684168 Park City, UT 84068

INCIDENT DETAILS
UTILITY: Century Link
ACCOUNT NUMBER: 4356497788
COMPLAINT TYPE: Slamming

COMPLAINT:

Century Link switched our MAIN BUSINESS phone number 435-649-7788 to Comcast on 7/7/2018 without our authorization. We could not receive any calls for 4+ days starting 7/7 morning. We only got the number back on 7/11. We lost majority of business during this period, since phone call is the main way our customer placed order. After that, I only received one call from Century Link saying they had to release my number because there was an order from Comcast, I made numerous calls trying to reach Century Link and there is no response. How can they release our phone number without proper verification? What kind of process Century Link have in place to protect against slamming?

SUGGESTED RESOLUTION: proper explanation of how this happened, process in place to protect customer against slamming, compensation of lost business

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Complaint Response:

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Date: Wed, Aug 29, 2018 at 11:18 AM
Subject: UT - Arroyo De Plata, LLC Complaint
To: Cynthia Dumas

Hello Cynthia,

This issue has been resolved. Tressa on our team actually received the same complaint in July from Stefanie Liebert. Below is the response Tressa sent on 7-18 to Stefanie:

Issue: The customer's account was ported to Comcast without authorization, per Ms. Xiao. Research: Found porting order and reviewed. Resolution: I spoke with Ms. Xiao regarding this. I explained that when we receive a port-out request, we must release the number requested so long as the billing names match. The billing names matched. It should be noted that the number was brought back to CenturyLink with no issue. Please let me know if you have any questions.

Thank you,

Tressa Carter
Case Manager
Customer Advocacy Group
CenturyLink
Voice: 720 578 8391

From: Tressa Carter
Date: Tue, Sep 18, 2018 at 2:23 PM
Subject: CenturyLink Issue
To: israel avelar
Cc: Cynthia Dumas

Good afternoon,

The Wholesale department is required to verify all of the porting information rules. Regarding proof of the verification, that is simply something I do not have. All I have to go off of is the Wholesale group processing the order as they are required to do.

No calls are made when a port request is made. We legally are not permitted to call a customer porting away from us as that gets into competition clauses, etc.

Thank you,
Tressa Carter
Case Manager
CenturyLink Customer Advocacy Group
Denver, Colorado
720 578-8391

Additional Information:

8/29/2018 - I thanked Tressa for her explanation and marked the complaint as resolved. - Cynthia D.

From: israel avelar <iavelar00@yahoo.com>
Date: Wed, Aug 29, 2018 at 12:25 PM
Subject: Online Complaint Submission
To: Utility Complaints <utilcomp@utah.gov>

Hi, we have not received any contact from CenturyLink, is there anyway to follow up with them? Thanks!

*** DPU Response to Complainant ****

On Wednesday, August 29, 2018, 12:41:38 PM MDT, Utility Complaints <utilcomp@utah.gov> wrote:

Good Afternoon,

I hope all is well. Below is the response I received from CenturyLink today. Please contact Tressa Carter or Greg Norman if you have any questions regarding your response.

Tressa Carter: 720 578 8391 & Greg Norman: 307 633-2708

Informal Complaint Report

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
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Thank you,
Tressa Carter
Case Manager
Customer Advocacy Group
CenturyLink
Voice: 720 578 8391

Also I did not receive the complaint until 8-20. Sorry for any delay in my response..

Greg

*** Complainant reply to DPU ****

From: israel avelar <iavelar00@yahoo.com>
Date: Wed, Aug 29, 2018 at 12:51 PM
Subject: Re: Online Complaint Submission
To: Utility Complaints <utilcomp@utah.gov>

Thanks for the prompt response, the problem is the billing name could not be a match.

From what I understand from Comcast, it was caused by a typing error, wrong phone number (digit) was entered, the person who request the number port is an individual customer, he has no way of knowing our business name or our mailing address. And it did not match the requestor's record on Comcast side, that's why they put the order on hold after receive the phone number and was able to give it back to CenturyLink in a few days after we discover the mistake.

There is no way the the porting order CenturyLink received match our billing name or address. All the calls I placed to reach Tressa has never been returned except the first time. No, the issue is NOT resolved.

Thanks
Mei

*** DPU's Reply to Mei ***

From: Cynthia Dumas
Date: Wed, Aug 29, 2018 at 1:57 PM
Subject: Online Complaint Submission
To: Tressa Carter, Greg Norman, <iavelar00@yahoo.com>

Hi Tresa and Greg,

I hope all is well. I first want to say, the reason this complaint was taken is because the complaint sent by Stefanie Liebert is under the name Xiao, Mei, which was taken via phone. When I took the complaint it came in through our complaint email, when I looked up the customer name Arroyo de Plata, LLC in our data base nothing came up so I took the complaint.

With that being said, below are Ms. Xiao additional concerns regarding her complaint. If you could please contact the customer and listen to her concerns, I'd appreciate it.

Thank you,
Cynthia Dumas
Office Specialist II
Division of Public Utilities
Office (801) 530-7622

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Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

From: Tressa Carter
Date: Fri, Aug 31, 2018 at 1:21 PM
Subject: CenturyLink Issue
To: iavelar00@yahoo.com <iavelar00@yahoo.com>
Cc: Cynthia Dumas

Good afternoon,

The UT PUC forwarded your email to me for review. What other questions did you have in regard to your complaint?

Thanks,
Tressa Carter
Case Manager
CenturyLink Customer Advocacy Group
Denver, Colorado
720 578-8391

From: israel avelar <iavelar00@yahoo.com>
Sent: Tuesday, September 04, 2018 9:20 AM
To: Tressa Carter
Subject: Re: CenturyLink Issue

Thanks, I would like to request a copy of the order placed by Comcast with the requestor's name and requestor's address.

Thanks
May

*** Tressa's Response to May ***
From: Tressa Carter
Date: Tue, Sep 4, 2018 at 9:29 AM
Subject: CenturyLink Issue
To: israel avelar <iavelar00@yahoo.com>
Cc: Cynthia Dumas

Hello,

We do not have a copy of the order. We have an order number that the carrier provided us, but that is it. The carrier will have the order copy.

Thanks,
Tressa Carter
Case Manager
CenturyLink Customer Advocacy Group
Denver, Colorado
720 578-8391

*** May's Reply to Tressa Carter ***
From: israel avelar <iavelar00@yahoo.com>
Sent: Tuesday, September 04, 2018 9:49 AM
To: Tressa Carter
Subject: Re: RE: CenturyLink Issue

If you don't have the order detail, then from where do you draw the conclusion that it matched our business name and business address, based on that conclusion, that CenturyLink approved to port our number to Comcast?

*** Tressa's Response ***
From: Tressa Carter
Date: Tue, Sep 4, 2018 at 10:30 AM
Subject: RE: RE: CenturyLink Issue
To: israel avelar <iavelar00@yahoo.com>
Cc: Cynthia Dumas

Hello,

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The Wholesale department within the two companies has access to the order information. They are in charge of verifying that the information is valid. As they are the liaison between the two carriers, they are not permitted to provide any customer information outside of their department. Their role is to determine if the information provided matches and to process the porting request. The verification follows the rules outlined in the Telecommunications Act of 1996.

Thank you,
Tressa Carter
Case Manager
CenturyLink Customer Advocacy Group
Denver, Colorado
720 578-8391

*** Mei's Reply to Tressa Carter ***
From: israel avelar <iavelar00@yahoo.com>
Date: Tue, Sep 4, 2018 at 12:55 PM
Subject: Re: RE: RE: CenturyLink Issue
To: Tressa Carter
Cc: Cynthia Dumas

Thanks for the info.

Well, during the only phone call I have received from Tressa, she said that business name on the port order was our business name, now that information is within Wholesale department and could not be disclosed. Which one is correct?

If we were the requestor of the original porting order, then we are entitled to review an order placed by us. If we are not, then the order is not authorized and the number should not be ported.

From the information I received from Comcast, this was a typo in the phone number on the order. The person who requested was an individual person, who had of no way of knowing our business name (we use a DBA name) or our mailing address(which is a POBOX). Comcast detected the mismatch after they received the number from Centurylink. My question is, what verification was done on Centurylink side before release our phone number? Do they have a proof that our business name and address actually match what's on the order? Did CenturyLink actually called the only contact name listed on the account authorized to make any change? We have 7 numbers total with CenturyLink, did it not raised suspicion that only the main number was asked to move but not other 6?

We got our number back after five days of ordeal and loss most of business, so far no one is taking responsibility for this mistake. Yes Comcast sent the wrong phone number over, but I don't believe CenturyLink perform due diligence to verify the information. FCC rules require telephone companies to obtain clear permission to port a phone number, and we did not give any permission, explicitly or implicitly, ever!

We reserve our rights for further action, before that I would like to request from CenturyLink:

- 1) proof of verification they performed before sent our phone number over to Comcast
- 2) refund of service charge for the 5 days (7/7-7/11)we lost phone service.
- 3) process/measure in place to ensure this will not happen again in the future

Thanks,
Mei

From: Cynthia Dumas
Date: Tue, Sep 11, 2018 at 11:23 AM
Subject: CenturyLink Issue
To: Mei May
Cc: Tressa Carter

Good Morning Tressa,

I hope you're having a good start to your day so far. I received a call from Mrs. Mei regarding the last email sent to her, could you please respond to her? If she receives your response and is unsatisfied with it I informed the next step would be to file a formal complaint with the Public Service Commission.

Thank you,
Cynthia Dumas

Mei's Response to Tressa's email on 9/18/18

From: israel avelar <iavelar00@yahoo.com>
Date: Fri, Sep 21, 2018 at 11:14 AM

Informal Complaint Report

Subject: CenturyLink Issue
To: Tressa Carter
Cc: Cynthia Dumas

Here is the request I sent:

- 1) proof of verification they performed before sent our phone number over to Comcast
- 2) refund of service charge for the 5 days (7/7-7/11)we lost phone service.
- 3) process/measure in place to ensure this will not happen again in the future

Here is my understanding of CenturyLink's response based on Tressa's email, please correct me if I understand it wrong:

The wholesale department is required to verify all the porting information rules by law. So they must did what they are required to do, without making any mistake. CenturyLink customer advocacy group have no knowledge of what information wholesale department required to verify , what they did verify, and customer advocacy group have no way of find out these facts. However the customer advocacy group can guarantee the wholesale department did nothing wrong. As for the customer whose phone number got slammed, it's not CenturyLink's fault. CenturyLink has no responsibility in this case, there is nothing they can do.

Is this the official response from CenturyLink for this matter?

Thanks
Mei

From: israel avelar
Date: Sat, Sep 29, 2018 at 4:31 PM
Subject:CenturyLink Issue
To: Tressa Carter
Cc: Cynthia Dumas

Cynthia, I will call on Monday to file a formal complaint since there is no response from CenturyLink.

Thanks
Mei

*** CenturyLink's Response to Mei ***

From: Tressa .Carter
Date: Mon, Oct 1, 2018 at 7:47 AM
Subject:CenturyLink Issue
To: israel avelar
Cc: Cynthia Dumas

Mei,

There is nothing else I have to provide to you on this. The information I provided is all of the information that we have the ability to give.

I apologize for the frustration.

Thanks,
Tressa Carter
Case Manager
CenturyLink Customer Advocacy Group
Denver, Colorado
720 578-8391

From: israel avelar <iavelar00@yahoo.com>
Date: Sun, Oct 7, 2018 at 6:59 PM
Subject: Re: CenturyLink Issue-
To: Cynthia Dumas

Hi, Cynthia, attached please find out filled out complain form.

Please let me know if I need to mail in the form.

Thanks
Mei

Informal Complaint Report

*** Reply To Mei ***

From: Cynthia Dumas

Date: Tue, Oct 9, 2018 at 7:56 AM

Subject: Re: CenturyLink Issue-

To: <iavelar00@yahoo.com>

Good Morning Mei,

I hope you had a good weekend. The Public Service Commission (Commission) is who handles the Formal complaint. You need to send your Formal complaint to them, if you have any questions regarding the Formal complaint instructions please contact them at 801-530-6716. Use the link for filing requirements for a Formal complaint, <https://psc.utah.gov/psc-filing-requirements/>

Thank you,

Cynthia Dumas