

Complaint Report

Complaint Number: C19-0054

Customer Information

Customer Name: Lucas, Harry

Account Number:

Phone Number: 435-421-1736

Email Address:

Service: PO Box 2434

Address: Beaver, UT 84713

Complaint Information

Company Name: CenturyLink

Date Received: 2/28/2019

Type of Call: Inquiry

Complaint Received By: Cynthia Dumas

Gone Formal: NO

Date Resolved: 3/1/2019

Complaint Type: Billing Problems

Utility Company Analyst: Becky DeMartini

Complaint Description:

The Division received a call from Mr. Lucas because a collection noticed he received from CenturyLink. He concerned because he has been a customer of CenturyLink for a long time and he receive this notice yesterday today, He explained a while ago he did have CenturyLink, but then gotta to a cellphone. He cancelled services there was two times where he kept gettin a bill from Centurylink when he shouldn't have, he call and had it resolved. His resolution would be to NO send him to collections since he's NOT a customer of CenturyLink and hasn't been for a long long time now. And to stop activating his account. Please contact him.

Complaint Response:

From: Customer Advocacy (PUC)
Date: Thu, Feb 28, 2019 at 2:21 PM
Subject: UT - Lucas, Harry Informal Inquiry
To: Cynthia Dumas

Good Afternoon Cynthia -

There is a final account for Mr. Harry Lucas, with an account number of 435 438-2166, and a balance of \$ 82.54. I will send a letter to the customer today along with a Summary of Account breakdown. Once this has been written, I will forward a copy to you. The Summary of Account has been attached to this email.

In 2016, CenturyLink had another Utilities Complaint from Mr. Lucas where the issue had been addressed by Tressa.

Once I have the letter drafted I will provide you a copy. The charges are valid.

Becky Demartini-Allen
Case Manager
Customer Advocacy Group
CenturyLink
Voice: 602 665 4764

From: Customer Advocacy (PUC)
Date: Thu, Feb 28, 2019 at 3:55 PM
Subject: UT - Lucas, Harry Informal Inquiry
To: Cynthia Dumas

Hi Cynthia -

I left a message for Mr. Lucas on his voice mail along with my contact information. Also explained that I have sent him a letter along with a account summary for the charges that are due.

Please let me know if you have any questions.

Thank you,
Becky Demartini-Allen
Case Manager
Customer Advocacy Group
CenturyLink
Voice: 602 665 4764

Additional Info:

3/1/2019 - I thanked Becky for her response and marked the complaint as resolved. Mr. Lucas called this morning unsatisfied with response received by CenturyLink. I will be mailing the formal complaint instructions to him.
-Cynthia