

Document # 19-049-03

April 13, 2019

I received a letter from Century Link saying they had made a change to their plans about the collection process they had started. For this reason I will withdraw my formal complaint.

Harry L. Lucas

HARRY L. LUCAS

This letter from Century Link is not worded the way I think it should have been, but it does say there is no balance that I owe.

Becky DeMartini – Allen
Customer Advocacy Group
CenturyLink Executive Offices

Telephone: (602) 665-4764
Toll Free 1 877 521-4764
Fax (602) 265-8044

Email address: becky.demartini-allen@CenturyLink.com



March 25, 2019

Mr. Harry Lucas
PO Box 2434
Beaver, UT 84713

Dear Mr. Lucas:

Thank you for taking the time to speak with me today regarding your previous CenturyLink account of 435 438-2166 796F.

CenturyLink received a request from the Utah Department of Public Utilities where you had requested a formal hearing on the balance of \$ 82.54. Per our agreement today, CenturyLink has credited the account 435 438-2166 796F, in the amount of \$82.54 leaving a zero balance.

During our discussion you indicated you would contact the Utah Department of Public Utilities advising them we have reached an agreement and would drop the Formal Complaint.

Should you have any questions and/or concerns, please don't hesitate to reach me at 1 877 521-4764.

Regards,

Becky DeMartini-Allen

Becky DeMartini-Allen
CenturyLink Executive Office
Customer Advocacy Manager