

Informal Complaint Report

Index Number: 5746 **Company Name:** CenturyLink

CUSTOMER INFORMATION

Customer Name: Leatherbury, Pam **Account Number:**
Other Contact Info: **Phone Number:** (801) 486-6225
Customer Address: **Other Phone:**
Customer Address: 2200 E Marie Avenue **Email Address:** pleatherbury@hotmail.com
City: Salt Lake City **State:** UT **Zip Code:** 84109

COMPLAINT INFORMATION

Type of Call: Complaint **Complaint Type:** Billing Problems
Date Received: 8/11/2015 **Date Resolved:** 10/2/2015
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:

Pam states that she retired from Qwest after 30 years of service which enabled her to receive two free landlines. She ordered to have internet installed and was quoted that her internet will be discounted as well as waived installation fee of \$50. When she received her statement, the total amount is way more than what she was quoted for plus she was charged for the installation.

Pam called CenturyLink yesterday to try and resolve her billing issues. She was on the phone for 1.40 hours and was transferred to 8 different people. She explained that she should not have been charged on her two phone lines. She was told by the representatives that she cannot get two free phone lines and discounted internet. Pam adds that she was never told when she ordered the internet that her concessions would be taken away.

Pam would like CenturyLink to resolve this complaint by refunding her the 3 months' worth of phone service on her two lines that should have been free. She also want CenturyLink to honor the amount that was quoted to her when she ordered for the internet as well as the installation fee that was supposed to be waived. She feels that she was misled.

Complaint Response:

8-19-2015
Marialie,

I spoke with the customer and explained the concession program. She has decided to remove the internet from her CenturyLink account and go back to what she originally had. She requested that I wait until 08/24 to issue the order, so I will follow up with her on that date to go over everything and issue the order. I also agreed to issue a credit for her services down to the \$3.xx that she paid pre-internet due to the confusion revolving around the concession program and what it covers and doesn't.

I will update you on 08/24 with the results of that conversation.

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 Norris
CenturyLink Customer Advocacy

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Consumer/Small Business Sales and Care
930 15th St.
Denver, CO 80202
Phone: 844.233.5584
Email: Tressa.Norris@CenturyLink.com

8-20-2015

Thanks Tressa. I will keep this complaint open until I receive your update on the final resolution.

Thanks,
Maria

8-24-2015

Maria,

I left a voicemail for Pam today and am waiting to hear back. I'll update you as soon as I do.

Thanks!

Tressa

From: Marialie Wright [mailto:marmartinez@utah.gov]
Sent: Thursday, August 27, 2015 3:39 PM
To: Norris, Tressa
Subject: Fwd: UT - Pam Leatherbury Informal Complaint - 8-11-2015

Hi Tressa, do you have any update on this complaint? Has it been resolved?

Thanks,
Maria

Norris, Tressa <Tressa.Norris@centurylink.com>
5:50 PM (16 hours ago)

to me
Hi Maria,

Pam originally left me a message asking me to wait on disconnecting her services to make sure everything was hooked up through the other company. She has since left me another voicemail advising that Comcast is working now and that I can disconnect the service. I will process the order tomorrow morning and make sure the contract is waived. I will update you with the information tomorrow.

Thanks,

Tressa

8/28/2015

Norris, Tressa <Tressa.Norris@centurylink.com>
Aug 28 (3 days ago)

to me
Hi Maria,

We ran into a little problem – but fear not, I will fix it. J

Pam had an old, grandfathered plan on her account. When I went into the system to change everything back to the way it was, it wouldn't allow me to add that old plan back on.

Luckily, a peer of mine can add those on manually. However, he was out of the office today. He's back in on Monday, the 31st, and I'm sure he will help me out. Obviously, all the charges will be back-dated, so she won't be billed for this delay.

I will update you on Monday afternoon and let you know all of the information, including order numbers. I'm sorry for the delay; I don't see packages like this very often, so I incorrectly assumed it was all good to go.

Tressa

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Norris, Tressa <Tressa.Norris@centurylink.com>
3:51 PM (17 hours ago)

to me
Hi Maria,

My peer that manually writes orders is out again today- he's sick. I spoke with him earlier and he said he should be in tomorrow. I'll email you with more info tomorrow.

Tressa

9-28-2015

Hi Tressa, this complaint is still open. Have you had any more update on this? Ms. Leatherbury just left me a voicemail message regarding this complaint. I haven't called her back yet. I want to find out first what the status is on this so I can close this and suggest she files a Formal Complaint if it's not resolved.

Thanks,
Maria

9-29-2015

Hi Tressa,

I just spoke with Pam and she said that she cancelled her internet last August but on September 22nd there was a \$71.74 withdrawal on her card from CenturyLink. She added that she also never got the box that you were supposed to send her so she can mail back the modem.

Also, on the same day there was another charge on her card from CenturyLink for \$22 plus dollars. She said this should have been a \$2-\$3 per month charge with the concession.

She also mentioned that you told her she will have about \$200 plus credit. She said she does not want the credit on her account. She wants CenturyLink to credit it back on her card or send her a check.

Will you send me a last update on this account please so I can close it. I did mention to her that she has an option to file a Formal Complaint with the Commission if this Informal is not resolved or if she's not satisfied.

Thanks,
Maria

9-29-2015

Hi Maria,

I was under the impression that this was resolved. I sent out a couple of emails this morning, as soon as I got this from you. I will update you with more this afternoon. I'll also give Pam a call.

Thanks,

Tressa

9-29-2015 @ 6:20pm

Maria,

I spoke with Pam and there seems to be a bit of confusion regarding what we discussed. We do not send out boxes for the modem return, we send out UPS return labels. She states she never received the label I mailed her, so I placed another one in the mail for her today. I dropped this in the mailbox myself.

In regards to charges, yes, she was billed for internet again due to the delay in the ordering. We had to add a really old, grandfathered package onto her account and that took time due to overrides. The account is correct, but it did take some time to get there. I did explain to her previously that those orders take time to go through.

Her account currently has a credit on it of \$350. I have sent another email to Accounting to see if a refund check can be mailed. There isn't a way to refund it back to her bank account and she doesn't want it to sit on her account. Hopefully, we can issue a refund check on a live account. I will update both of you tomorrow.

Thanks,

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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

9-30-2015

Hi Tressa, thanks for the update. I don't think this complaint will ever be resolved unless she receives her money back. \$350 dollars is not a small amount, especially to someone who is retired and is on budget. I hope CenturyLink will send her money back.

Thanks,
Maria

9-30-2015

Hi Maria,

Oh yes, I totally understand. If it's possible, it will happen. I can promise you that.

Tressa

9-30-2015

Maria,

I'm still waiting to back on this. I left a voicemail for the customer advising of this. I'll update you asap.

Thanks,

Tressa

10-2-2015

Hi Maria,

We were able to issue a refund check to the customer. She will receive it in 10-14 business days.

Thanks,

Tressa

10-5-2015

Sounds good. Thanks for the update. This complaint is now closed.

Thanks,
Maria

11-17-2015

Today, I received a call from Pam again. I read her the email correspondences between CenturyLink and I. She states that she did receive the refund check but CenturyLink never gave her back her phone line concession. I advised Pam to file a Formal Complaint and emailed her the form.

Maria

Additional Information:

12-16-2015

Pam Leatherbury
1:34 PM (42 minutes ago)

to me

I ordered internet in aug from centurylink they quoted me a price of 24.95 a month. When I got my 1st bill it was for a lot more. I called and was transferred 7 times and then disconnected. I found out they had taken away my employee discount on my phone lines no one ever said this would happen. I called the number in the phone book for help with utilities. I was referred to Evoynt at 8014637774. She told me that because I was miss quoted she

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would credit the installation charge which the rep told me they would credit back the internet charges because I had gone to Comcast and put my concession back on. She waited a month to disconnect the internet and I have never seen where they put my concession back on. If she would have done what she said I would have had a bill for 3 or 4 dollars. Instead I got a bill of \$171, \$74, \$74 I went to the bank and stopped all payments to century link. The next day I got a refund check of 350. I now owe \$411 and they are going to disconnect my service. They have taken away my concession and I had to disconnect 1 telephone line and all the services on my 8014866225. If she did what she said so would my bill should have been \$3 or \$4 instead because I stopped payment they have taken away my concession. I have a bill for \$175.71 for internet I never had. I talked to a rep in billing today and got disconnected. Anything you can do to help would be appreciated. You can contact me on 801 259-0972 or my email is pleatherbury@hotmail.com.
THANK YOU PAM LEATHERBURY

12-16-2015

Ms. Leatherbury,

You already filed an Informal Complaint in our office regarding this issue last 8/11/2015. Your Informal Complaint was closed 10/2/2015. See the attached report for your review.

I have a record of speaking with you in 11/17/2015. I advised you to file a Formal Complaint with the Public Service Commission since you're not satisfied with the result of the Informal investigation and emailed you the form.

For your convenience, I am attaching the Formal Complaint form below again with instructions. Please review the form and file your Formal Complaint with the Public Service Commission accordingly.

Thanks,

Marialie Wright
Manager, Customer Service
Division of Public Utilities
marmartinez@utah.gov