

16-049-02

Informal Complaint Report

Index Number: 5212 **Company Name:** CenturyLink

CUSTOMER INFORMATION

Customer Name: Hall, Delmus **Account Number:** 8017280481
Other Contact Info: **Phone Number:** (801) 728-0481
Customer Address: 1350 West 300 North, Mailbox 34 **Other Phone:**
Customer Address: **Email Address:**
City: Clearfield **State:** UT **Zip Code:** 84015

COMPLAINT INFORMATION

Type of Call: Inquiry **Complaint Type:** Non-Regulated
Date Received: 2/5/2014 **Date Resolved:** 2/5/2014
Complaint Received By: Erika Tedder **DPU Analyst Assigned:** 0
Utility Company Analyst:
Company at Fault: **Actual Slamming Case:** **Actual Cramming Case:**

Complaint Description:

Mr. Delmus Hall called to complain that he is being denied the lowest prices possible by CenturyLink, unless he signs up for bundle services. He also claims that the Company is charging him for three-way and call waiting, which he doesn't want. Mr. Hall would just like a home phone at the lowest rate possible, and would like to see if there are prices that seniors qualify for. He claims he does not qualify for Lifeline (UTAP). Mr. Hall also stated that when he contacted the Company, they were unable to tell him an itemization of his charges, and advised him that the rates were high due to government charges.

Complaint Response:

From: Layne, Julie <Julie.Layne@centurylink.com>
Date: Wed, Feb 12, 2014 at 5:00 PM
Subject: RE: UT - Delmus Hall
To: Erika Tedder <etedder@utah.gov>

Erika, I called Mr. Hall. I couldn't get him to tell me if he qualified for TAP or not. I tried to explain we don't have a senior citizens plan, we have the same rate for all customers. He is at a 5 year price lock which is \$64.95 plus taxes and fees. I removed the CenturyLink@ease which is optional for \$9.99 a month. He said he needs long distance Caller ID, the phone and the computer. If I took off the bundle he would pay full price for the DSL and long distance, so the \$64.95 is the best rate. Thank you

Julie Layne
CenturyLink Customer Advocacy
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Ogden, UT 84403
Office 801-626-5076
julie.layne@centurylink.com

Additional Information: