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State of Utah
Department of Commerce
Division of Public Utilities

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Executive Director

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Deputy Director

CHRIS PARKER
Director, Division of Public Utilities

MEMORANDUM

DATE: February 29, 2016

TO: Public Service Commission

FROM: Division of Public Utilities
Chris Parker, Division Director
Marialie Wright, Customer Service Manager
Erika Tedder, Office Specialist

RE: Delmus Hall v. CenturyLink
Docket No. 16-049-02

Recommendation: Dismiss Complaint

Complaint Analysis:

On February 5, 2014, Mr. Delmus Hall (Complainant) called the Division of Public Utilities (Division) to submit an inquiry into CenturyLink's (Company) services pricing.

Complainant claims that he is being denied the lowest telephone prices offered by the Company unless he signs up for a bundled service account. Complainant states that he has told the Company that he does not want any additional features added to his telephone service, including three-way calling and call waiting.

Complainant also states that the Company is unable to give him an itemization of what he is being charged, but claims that they told him the rates are high due to government charges.

Company Response:

Julie Layne, CenturyLink's Customer Advocacy Agent, responded to Mr. Delmus Hall's informal complaint on February 12th, 2014. Ms. Layne stated that the Complainant's service is being billed at a five-year price lock of \$64.95 on a bundled service account which includes internet and telephone charges. Ms. Layne stated she explained to the

Complainant that the Company offers the same rates for all customers, that he is on the best rate possible, and that there are no discounts for senior citizens.

DPU Comments & Recommendation:

The Division recommends that since the complaint is regarding a question of pricing and bundled account pricing including internet, the complaint should be dismissed based on lack of subject matter jurisdiction.