

16-049-17

dm#

FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 45585
Salt Lake City, UT 84114

RECEIVED
 PUBLIC SERVICE COMMISSION
 2016 NOV -1 A 10:56

1. Name of Complainant: Barbara Lewis

Address: 3801 South Highland Cove Lane #T-105 SLC, UT 84106

Telephone No.: 801-272-0120

If represented by council, list:

Name: _____

Address: _____

TelephoneNo.: _____

2. The utility being complained against is: Century Link

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper? Include exact dates, times, locations and persons involved, as closely as you can.

I think it is unjust for the company to quote me one amount and then charge me more than originally quoted. However, my real complaint is that they tack on a late fee for an unpaid bill during the time I'm trying to figure out with them the details of what all the charges are for. I've disputed the bill from the first day I got it which was over 3 months ago.

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?

5. What relief does the Complainant request? I am asking for a reversal of "late fees"

6. Signature of Complainant: Barbara J. Lewis

Date: 10-27-16

*enclosure: email from M. Wright
 Division of Public Utilities*

From: Marialie Wright <marmartinez@utah.gov>

To: btlewis24 <btlewis24@aol.com>

Cc: Carter, Tressa <Tressa.Carter@centurylink.com>

Subject: RE: Formal Complaint Form

Date: Thu, Oct 20, 2016 11:52 am

Attachments: Formal Complaint Form and Instructions (Revised).pdf (2455K)

Hi Ms. Lewis,

As per our phone conversation, you stated that you are not satisfied with the result of the Informal Complaint. You stated that Ms. Carter's statement "She is satisfied with all of this" is untrue. You also added that you never received a revised statement with the correct monthly charge of what was initially quoted you when you signed up for service. You are also still receiving calls that are wrong numbers and are usually for a doctor's office. You added that you have spent hours numerous times calling CenturyLink just to try and get your billing issues resolved without much success.

As advised, you may file a Formal Complaint with the Public Service Commission now that your Informal Complaint is closed. Please review the attached Formal Complaint instructions and form and file your Formal Complaint accordingly. Thank you.

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Marialie Wright
Manager, Customer Service
Division of Public Utilities
marmartinez@utah.gov
(801) 530-6604