



State of Utah
Department of Commerce
Division of Public Utilities

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MEMORANDUM

DATE: November 15, 2016

TO: Public Service Commission

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

RE: Barbara T. Lewis v. CenturyLink
Docket No. 16-049-17

Recommendation: Dismiss Complaint

Complaint Analysis:

On September 27, 2016, Ms. Barbara T. Lewis (Complainant) contacted the Division of Public Utilities (Division) to file a complaint against Qwest Corporation, d/b/a/ CenturyLink QC (Company) regarding an unresolved billing dispute and a Caller ID discrepancy.

Complainant states that in May 2016 she signed up for local and long distance telephone service with the Company. Upon receiving her first telecommunications bill, Complainant identified that she was being billed additional charges that were not disclosed to her upon initiation of service. Complainant claims that she spent numerous hours on the phone with the Company trying to resolve the billing inconsistency, but that the Company was unable to give her an explanation or to answer the dispute. Ms. Lewis disputes any late fees she has incurred during this review of her unresolved issues.

Complainant also states that when she makes outgoing telephone calls, the name that appears on the receivers' Caller ID is not her name.

Company Response:

Tressa Carter, CenturyLink's Customer Advocacy Agent, responded to Complainant's informal complaint on October 7th, 2016. Ms. Carter stated that she explained the bill to Complainant, and that the additional charges were taxes, fees, and surcharges. Ms. Carter advised Complainant that the rate she was quoted is correct and in compliance with Company's price list on file with the Public Service Commission (Commission). Ms. Carter offered to downgrade her services to lower her monthly amount, but Complainant declined the offer.

Ms. Carter also confirmed to Complainant that the Caller ID reflects her information, but that other phone service providers may not update their Caller ID records, which the Company has no control over.

Jim Farr, CenturyLink's Director of Idaho and Utah Regulatory Affairs, contacted the Division on November 8th, 2016, with an offer to settle the dispute with Complainant. The Company's settlement offer is a one-time credit of \$100 that will absorb her late fees and leave a credit on her account. The offer is conditional that it will expire if not accepted within one week from the offer date, and must be agreed upon by Complainant that her acceptance settles all of her issues with the Company.

DPU Comments & Recommendation:

The Division recommends that since the complaint is regarding a question of pricing and of Caller ID issues, the complaint should be dismissed based on a lack of subject matter jurisdiction.

On November 9th, 2016, the Division contacted Complainant to discuss and relay the Company's settlement offer but Complainant strongly declined stating that she wants to continue with the formal complaint process because it is a matter of principle.

The Division notes that the Company has provided remedies to Complainant's issues. In addition, Complainant is not under a termination liability agreement that if so chooses, may terminate her service at any time if not satisfied with the Company.