



PublicService Commission <psc@utah.gov>

Complaint regarding CenturyLink

1 message

Judith Maack <judymaack@icloud.com>
To: psc@utah.gov

Thu, Jul 27, 2017 at 4:31 PM

To: The Public Service Commission of Utah

Re: CenturyLink Account #801-278-8467 559R

Gentlemen:

I am submitting this complaint directly to the Public Service Commission and bypassing your request that it be filed first with the Public Utilities Department, primarily due to the fact that I have been working on a resolution with Century Link since April 2017; It is now the end of July 2017 and, in spite of many promises to get the problem resolved, it continues to get worse.

When I signed up for Wi-fi Service only from Century Link, it was done online and the monthly fee was to be around \$30.00 per month. As time went on, the bill continued to increase so I made a call to find out why. Apparently there is some hidden factor that after a certain period of time, any original special pricing becomes null and void. In any event, I spoke with a very helpful employee by the name of Misty in the Idaho Falls office. She went over the account with me and the adjusted billing amount was to be \$36.94 per month; there was also an adjustment made to the due date as I am on Social Security and my monthly income arrived much later than CenturyLink's due date at that time. I believe she requested a "preferred payment" date to accommodate my situation. I believe there were some late charges added and she agreed to adjust them as well.

As I recall, the next month's billing was again wrong and, in fact, now indicated arrears. I called CenturyLink and spoke with someone named Fatama, who was rude beyond belief and told me that payments had not been made for two or three months! I pay my bills via online banking with Key Bank and have never had those kind of problems before. I looked at my account and verified that the payments had been made and deducted from my checking account. Fatama then said I needed to talk to the "Payment Investigation Department" for CenturyLink. I did contact them and spoke with someone named Ron who gave me an identification # for each payment that they claim they had not received and told me I had to contact Key Bank and have them investigate the payments and to fax all 'proof of payments' to them at (800) 393-4318. I did that and Key Bank assured me that the payments had indeed been made as shown in my checking account. On June 5, 2017, I received letters from Key Bank with a statement that those payments had been made to CenturyLink.

Upon receiving my most recent bill from CenturyLink, dated 6/19/17, the amount charged was again wrong as was the due date; In spite of the promise to adjust that date, it had not been done. I again attempted to contact the billing department, but found it nearly impossible to reach a live person. I got the automated line with numerous time consuming and ineffective prompts. Unsuccessful at reaching a live person, I tried the "Chat - online" method. This started on July 14, 2017 at 18:11 with a response from Sailyn R asking what she could do for me today. I typed in my complaint and the additional charges for "Restoring Broadband Service" which had never been discontinued, along with a \$25.00 charge for doing so. Sailyn R continued to thank me for waiting and saying she would be with me in a moment, over and over again for a total of 48 minutes. I finally said I would contact the Public Service Commission and hung up. I printed out that whole chat line conversation, if you can call it that, should you want to read it.

I made a payment for \$50.00 on 7/19/17 as a good faith effort hoping someone would at least respond to my chat line "conversation" but, of course no one did. I was out of town and, on or about July 25, 2017, I received an email from CenturyLink saying they had not received my payment (which was made on 7/19/17) and I needed to contact them. Well, I tried again today and started talking to someone and got cut off, hung up on or something, but the line disconnected.

I am beyond frustrated. If there was another carrier for wi-fi only I would happily terminate the service but, because I do not have TV, land line phone service, etc., via satellite dish or cable, I only need wi-fi for my computer and iPhone and to my knowledge, there is not another carrier in Salt Lake City, therefore, at this point in time I need someone to get involved. This issue should not be that hard to correct.

I would greatly appreciate if you could look into this matter and get something resolved. I cannot be the only customer who this has happened to. I pay my bills and resent being treated the way CenturyLink and their employees have

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handled me and my account. Their attitude has always been (with the exception of Misty in Idaho Falls, who was exceptionally courteous and helpful, but at the same time unable to straighten out the problem), that CenturyLink is right and the customer is always wrong.

Respectfully submitted,

Judith (Judy) Maack
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P.S. Should you need supporting documentation I have kept notes of the five "W's."