

Informal Complaint Report

Index Number: 125740366 **Company Name:** CenturyLink

CUSTOMER INFORMATION

Customer Name: Seely, Ann **Account Number:**
Other Contact Info: **Phone Number:** CONFIDENTIAL
Customer Address: CONFIDENTIAL **Other Phone:**
Customer Address: **Email Address:**
City: Wood Cross **State:** UT **Zip Code:** 84087

COMPLAINT INFORMATION

Type of Call: Complaint **Complaint Type:** Billing Problems
Date Received: 1/11/2018 **Date Resolved:** 1/19/2018
Complaint Received By: Cynthia Dumas **DPU Analyst Assigned:** 0
Utility Company Analyst: Becky D.-Allen
Company at Fault: **Actual Slamming Case:** **Actual Cramming Case:**

Complaint Description:

The Division received a call from Mrs. Sealy regarding her bill with CenturyLink. Throughout time she has noticed charges here and there which are causing her bill to go up. She's upset the CenturyLink is adding extra cost to her account without her permission. She would like for CenturyLink to remove all the extra cost, to refund for those charges paid, and to stop messing with her account. Also, she stated that she called CenturyLink regarding a scam call to see if they could block the number, but she was told that she would have to pay an additional fee for that to happen. She feels she shouldn't have to pay a fee and would like for CenturyLink to block the number. Please give the customer a call.

Complaint Response:

From: Becky DeMartini <becky.demartini-allen@centurylink.com>
Date: Thu, Jan 18, 2018 at 1:13 PM
Subject: UT - Sealy, Ann [ref:_00D412HUz0._50041LriP3:ref]
To: "cdumas@utah.gov" <cdumas@utah.gov>

Hi Cynthia -

I spoke briefly with Ms. Seeley today and she indicated she is getting unwanted calls. Her bill has increased as she is utilizing the Last Call return which is a pay per use feature. The monthly statement reflects:

Pay Per Use
This portion of your bill reflects calls served by Qwest Corporation DBA CenturyLink QC.
Last Call Return (*69) is FREE after 8 activations per line
801-292-82688 Activations at \$0.75 each 6.00

Date	Time	Date	Time	Date	Time
Nov 22	10:07 A	Nov 22	10:47 A	Nov 22	12:22 P
Nov 22	12:22 P	Nov 27	01:25 P	Nov 27	04:33 P
Nov 28	09:35 A	Dec 04	11:38 A		

Usage Charges Total \$6.00

Ms. Seeley stated she felt it was CenturyLink's issue that we should be able to block callers. I explained CenturyLink cannot control who is calling and again she stated we can block the calls. I advised Ms. Seeley, CenturyLink has a feature that she could utilize and she chuckled then hung up on me.

Please let me know if there are any questions or concerns you may have.

Informal Complaint Report

Becky DeMartini-Allen
Case Manager
Customer Advocacy Group
CenturyLink
20 E. Thomas Rd. 10th Floor
Phoenix, Arizona 85012
Phone 602 665-4764 / Fax 602 265-8044

Additional Information:

1/19/2018 - I thanked Becky for her response and for calling to the customer. Marked the complaint as resolved. - Cynthia

1/19/2018 1:10 p.m. - I received a call from Mrs. Seely stating that she had spoken with Becky D. Allen from CenturyLink regarding her complaint. She felt that Becky was telling her the same information the customer service representative had told her. She hung up the phone with Becky and called me to get instructions on how to file a formal complaint with the PSC. I mailed those instructions to her.

I received a voicemail from Mrs. Seely stating that she received a call from Becky with CenturyLink. She was upset about her call since Becky told her the same thing the customer representatives told her. She would like to file a Formal Complaint with the PSC. I failed to get in contact with her so I left a voicemail instructing her that she could ask for CenturyLink to entertain mediation or she could file the Formal Complaint with the PSC.