

Utah Public Service Commission
Salt Lake City Utah

Ref: Docket No: 18-049-12

I would like to petition Utah Public Service Commission to keep the case open (Docket No 18-049-12).

I have filed an informal complain against Comcast. I have not yet received any official response, other than an informal phone call from Comcast Executive Customer Relations office on 11/6. In the conversation, Tina R from Comcast stated the CenturyLink should not release the phone number, it's CenturyLink at fault.

FCC require verification before switch, be it by executing carrier or submitting carrier or third party. At this time, neither Comcast or CenturyLink is taking responsibility for the illegal switch. And I am not sure whose statement is true, I would like to wait for response from Comcast.

In terms of refund from CenturyLink for the period without service, I have not received said credit on my bills yet. As for compensation of lost sales I am seeking, the price list CentruyLink filed with the Commission stated that it is exempt from claim only in absence of gross negligence. In this case, it is negligence of CenturyLink that caused our loss of phone number and loss of business. It take them three days to diagnose the problem why our phone was not working. After that, they refused to reach out to Comcast to get our phone number back, and stated there was nothing they can do.

Sincerely
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