

Complaint Report

Complaint Number: C22-0194

Customer Information

Customer Name: Moore, Ronald

Account Number: [REDACTED]

Phone Number: 801 466 6539

Email Address: whiskey9er@msn.com

Service Address: 1587 S. Denver Street
Salt Lake City, UT 84115

Complaint Information

Company Name: CenturyLink

Date Received: 12/2/2022

Type of Call: Complaint

Complaint Received By: Maria Martinez

Gone Formal: NO

Date Resolved: 12/14/2022

Complaint Type: Shut Off or Notice

Utility Company Analyst: Margaret

Complaint Description:

Mr. Moore states that CenturyLink shut off his landline phone for no reason, besides stating that they are replacing existing copper line to fiber. He has had without telephone since October 3rd. He received a statement with a balance of \$176.72 when he has not had service since October 3rd.

Mr. Moore adds that he pays for his bill every single month. He is without a phone and must borrow someone else's phone just to be able to call and file a complaint.

He is on a fixed income, a disabled veteran with a chronic medical condition and cannot afford a cell phone. He is taking care of an elderly family as well and it's important that they have telephone in case of emergencies.

He has been at the same address for 30 years and the phone line has been unreliable and went out all the time.

He states that when he called, CenturyLink refused to reconnect his service or repair the line. He does not know what to do and asks that his phone gets reconnected and repaired.

Complaint Response:

12-9-2022

Good afternoon,

CenturyLink has received and is investigating the concern regarding account [REDACTED] for Ronald Moore. According to the complaint, the customer reports his landline phone has not worked since October 3, 2022.

This customer is in an area with a known outage due to the required fiber conversion. The complaint indicates he has been without service since October 3, 2022 but the November 10, 2022 statement reflects Directory Assistance calls from October 7 to November 1, 2022. This would indicate the customer did have service during this period of time. I am wondering if the customer meant November 3, 2022.

CenturyLink is going to send a technician out to temporary restore his copper dial tone. His service is being migrated to fiber. CenturyLink is requiring customers to move their service to fiber, at No Harm to the monthly bill. Mr. Moore needs to contact a Fiber Migration Representative as soon as possible at 888 791-8472 to discuss his Voice and Internet options.

I will update you, as I receive more information regarding the restoral of his service.

Margaret
Customer Advocacy

12-9-2022

Thanks Margaret. He said he will call me on Monday to follow-up. I will let him know as he is only borrowing somebody else's cell phone right now.

I will keep this complaint open until I receive the final resolution update from you.

Thanks,
Maria

12-14-2022

Good morning,

There is an open repair ticket to dispatch a technician today to restore the customer's copper service.

Margaret
Customer Advocacy

12-30-2022

Good morning,

We dispatched a technician on December 28, 2022. While no one was home, he was able to gain access to the yard and service was good to the Network Interface after fixing the issue. He made a test call and could hear the phone ringing inside the premise.

Margaret

Customer Advocacy

1-11-2023

Marialie Wright

Attachments

3:00 PM (0 minutes ago)

to whiskey9er@msn.com

Hi Mr. Moore,

I just wanted to touch base with you to let you know that I have received the voicemail messages you left me. I apologize for missing your phone call. I tried to call you back but there was an automated message that said I cannot leave a message.

I am sorry to hear that your landline only worked for nine days. I think that is because your landline was only temporarily restored based on the response I received from CenturyLink. Attached to this email is your Informal Complaint Report that you can review if you haven't received one from CenturyLink.

CenturyLink's response on December 9th in part states, "CenturyLink is going to send a technician out to temporarily restore his copper dial tone. His service is being migrated to fiber. CenturyLink is requiring customers to move their service to fiber, at No Harm to the monthly bill. Mr. Moore needs to contact a Fiber Migration Representative as soon as possible at 888-791-8472 to discuss his Voice and Internet options."

Since your area has been restructured from copper to fiber, you would need to contact them and make the transition. Please contact the number above to discuss your options.

At this point, your next step in the process is to file a Formal Complaint with the Public Service Commission (PSC) if you're not satisfied with the result of your Informal Complaint. Attached is the form that you need to fill-out and submit to the PSC.

Thanks,
Maria