

Complaint Report

Complaint Number: C24-0097

Customer Information

Customer Name: Moore, Ronald

Account Number:

Phone Number: 385-371-8844

Email Address:

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

Complaint Information

Company Name: CenturyLink

Date Received: 4/15/2024

Type of Call: Complaint

Complaint Received By: Maria Martinez

Gone Formal: NO

Date Resolved: 4/30/2024

Complaint Type: Billing Problems

Utility Company Analyst: Jonathan Lambson

Complaint Description:

Mr. Moore states that he received a bill from CenturyLink for \$907 when he closed his account on January 2, 2023. He explained that he had sent CenturyLink an email on CenturyLink's website to request that his account be closed since he has had numerous problems with the service and has always experienced outages.

He has stopped making payments ever since then. He had been without a phone and internet for over a year until he received a cell phone as a gift from a family member last December. Therefore, he had no way of calling CenturyLink to stop service. He had to go to the library to use the computer to send the email to CenturyLink to request the closure of his account. He feels it is wrong to charge him over \$900 dollars over a service that he did not use.

Complaint Response:

4-22-2024

Hello,

Good afternoon,

I am in receipt of the complaint filed by Ronald Moore regarding a billing dispute. I appreciate the opportunity to respond.

The customer's account has not contacts, calls, chats, correspondences, repair sessions or repair tickets reporting any trouble since December 2022. In December 2022, the customer had reported to the Utah Division of Public Utilities, that he was having service trouble. A case manager worked this issue in December 2022 and a tech was dispatched. The last correspondence with the PUC on 12/30/22 indicated the tech was out, did gain access to the yard and completed any repairs but no one was home and there was no answer on the contact number provided. The tech connected at the network interface on the customer's premise and did a test call and could hear the phone ringing on the inside. Since then, there have been no calls or requests to disconnect service. No correspondences received to disconnect. The final bill information is correctly billed for service provided without request to disconnect. The charges are sustained.

Please let me know if you have any other questions.

Thank you,

Jonathan Lambson
Case Manager
Customer Advocacy Group
CenturyLink
Voice: 208 207 2192

4-26-2024

Hi Jonathan,

Has Mr. Moore been contacted regarding his account and what he needed to do? Is the account still open and continue to accrue charges monthly?

Maria

4-30-2024

Hello,

The account was deactivated for non payment and is not accruing new charges. I left a

message on the contact number provided on this complaint with this result.

Thank you,

Jonathan Lambson
Case Manager
Customer Advocacy Group
CenturyLink
Voice: 208 207 2192

5-16-2024

Mr. Moore left the Division a message of his wish to file a complaint against CenturyLink. I called Mr. Moore back and the complaint is over the same issue over the charges he was disputing on this complaint filed back in April 15th of 2024. I explained that I cannot file another informal complaint over the same issue that has already been investigated. I advised Mr. Moore to file a formal complaint with the Public Service Commission. I let him know that I will send him a copy of his informal complaint report as well as the Formal Complaint form and instructions via mail. -Maria-