

Dear Sir/Ma'am:

This letter is a statement of facts pertaining to my phone number 801 466 6539 which I had from May 1993 to October 2022. The phone started having outages in 2006 on a fairly regular basis. In the summer of 2022 CenturyLink sent out a mailer informing customers that they would no longer be servicing copper wire phone lines and that we had to opt into a fiber optic line to continue service. I requested said optic line but was told the trees were in the way and they could not install a new line. The tree my phone line was tangled into when it was installed in 1993 is on my rear neighbors property, not mine. On 04 October 2022 again my phone went dead. I contacted CenturyLink via their help chat line on the internet from the Sprague Branch Public Library to request a repair and was given an approval for the service. I then contacted Maria M Utah State Division of Public Utilities Complaint office on 05 October 2022 to report my ongoing problems with my phone service. I paid my October and November phone bills while awaiting the repair. In December 2022 I received a bill for \$300 showing repeated directory assistance calls, none of which I made as my phone was still dead. I did not pay the bill as it was not legitimate. On 27 December 2022 CenturyLink finally came and repaired my phone line. I went dead again on 02 January 2023 a total of 7 days later. I again contacted Maria at the USDPU and made another notification of my dead phone. I once again went online from the library and requested CenturyLink repair my phone or cancel my service as I would not pay for a phone that did not work. I never heard back from them and they did not repair my dead phone. In May Of 2024 I found a letter in my junk mail on the library computer stating that CenturyLink had sent me to collection with Radius Global Solutions for \$907 phone service. I contacted Maria at the USDPU and was told I would need to file a formal complaint against CenturyLink though Stephanie L at USDPU to seek resolution. This billing is fraudulent and borderers on an extortion. I am requesting that CenturyLink remove the collection action against me that is a damage to my reputation and credit rating. I am a 67 year old 100% service connected veteran that is not computer literate and lives a fairly low tech lifestyle.

Thank you for your attention to this matter,



SFC Ronald K Moore USA Ret.