

Acct# 332183815

Ronald Moore <whiskey9er@msn.com>

Mon 6/3/2024 4:09 PM

To:disputes@radiusgs.com <disputes@radiusgs.com>

Sir/Ma'am, this letter is to inform you of my dispute with CenturyLink's attempt to collect \$907 for my former phone number 801 466 6539 that had for 30 years and had paid on time every time. They are billing for a phone that went dead on 02OCT22 and was not repaired until 27DEC22, and went dead again 7 days later on 02JAN23. Century was informed of both outages and further I requested on 03JAN23 that the line be repaired in a timely manner or to cancel my account. I never heard back from again on either request, leaving me with no phone , internet and a manner to contact them but from a public computer at the Sprague Branch Library in SLC from which the letter is being sent. I hadn't heard anything from CL for over a year until I received a collect notice from your firm. I spoke with CL representative J Lamson last Friday and was not able to reach a resolution. I had no other option but to raise my dispute to a formal complaint with the Utah Public Service Commission. Filed in person with Stefanie 801 530 6285. Previous complaints in 2022-23 were filed with Maria Martinez 801 530 7622 at the UPSC. I was informed that a decision will be made within 30 days. I will provide a copy of the decision and abide by their determination in this matter. Thank you for your continued patience in this dispute, SFC Ronald K Moore USA Ret.