

July 15, 2024

*Via Email:*  
*psc@utah.gov*

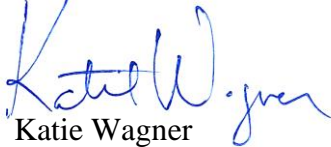
Gary Widerburg  
Commission Administrator  
Utah Public Service Commission  
Heber M. Wells Building, 4<sup>th</sup> Floor  
160 East 300 South  
Salt Lake City, UT 84111

**RE: Docket No. 24-049-04**  
**Formal Complaint of Ronald Moore Against CenturyLink**

Dear Mr. Widerburg:

Attached for filing is CenturyLink's Motion to Dismiss Supplemental Complaint in the above-referenced docket.

Sincerely,



Katie Wagner  
Senior Corporate Counsel

Attachments

cc: Service List

**BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH**

**FORMAL COMPLAINT OF RONALD  
MOORE AGAINST CENTURYLINK**

---

)  
)  
)  
)  
**Docket No. 24-049-04**

**CENTURYLINK’S MOTION TO DISMISS SUPPLEMENTAL COMPLAINT**

COMES NOW, Respondent Qwest Corporation d/b/a CenturyLink (“CenturyLink”), by and through its undersigned counsel and submits its Motion to Dismiss the above-captioned Formal Complaint (“Complaint”) of Ronald Moore (“Complainant”) as follows:

1. On May 30, 2024, the Utah Public Service Commission entered a Notice of Filing and Comment Period requiring that CenturyLink respond by July 1, 2024, to Complainant’s allegations. Thereafter, CenturyLink filed its July 1, 2024 Motion to Dismiss.

2. On June 11, 2024, Complainant filed a Supplement to his Formal Complaint, and on June 14, 2024, the Utah Public Service Commission entered a Second Notice of Filing and Comment Period requiring that CenturyLink respond by July 15, 2024 to the Supplement to Complaint, which alleges as follows:

- a. Complainant’s Supplemental Complaint alleges that on October 4, 2022, he experienced a disruption in telephone service.
- b. Complainant’s Supplemental Complaint alleges that he paid his October and November 2022 bill to CenturyLink.
- c. Complainant’s Supplemental Complaint alleges that he was improperly billed on his December 2022 bill and that Complaint “did not pay the bill as it was not legitimate.”
- d. Complainant’s Supplemental Complaint alleges that on December 27, 2022, CenturyLink repaired the telephone service.

- e. Complainant's Supplemental Complaint alleges that on January 2, 2023, his phone service went out again.
  - f. Complainant's Supplemental Complaint alleges that at some point after January 2, 2023, Complainant contacted the Utah Division of Public Utilities about his service disruption.
  - g. Complainant's Supplemental Complaint alleges that at some point after January 2, 2023, Complainant contacted CenturyLink to "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."
  - h. Complainant's Supplemental Complaint alleges that in May 2024, he was notified of collection efforts for \$907 of unpaid service.
3. CenturyLink denies each and every allegation in the Supplemental Complaint except for those which constitute admissions against the interest of the Complainant.
4. On April 22, 2024, prior to the filing of the formal Complaint, CenturyLink responded to an informal complaint on this matter, stating that the Complainant has not contacted CenturyLink since December 2022, and that on December 30, 2022, a CenturyLink technician completed repairs and performed a test call to confirm that the telephone service at Complainant's home was working properly. Since December 2022, there has been no communication from Complainant reporting service outage, disputing his monthly bills, or requesting to discontinue service. CenturyLink also confirmed Complainant's account had subsequently been deactivated for nonpayment *See*, Complaint at Exhibit B.
5. On June 28, 2024, Comments from the Division of Public Utilities were filed stating that the Division of Public Utilities has no recommendation regarding this docket.
6. CenturyLink respectfully moves this Commission to dismiss with prejudice all claims and allegations because the Complaint on its face shows Complainant did not request to

terminate service, Complainant did not report a service outage, and Complainant did not notify CenturyLink of alleged improper billing. The Complaint therefore fails to state a claim upon which relief may be granted. In support thereof, CenturyLink states as follows:

**LEGAL AUTHORITY AND PERTINENT FACTS**

7. The Utah Rules of Civil Procedure and case law interpreting those rules are persuasive authority in Commission adjudications. Utah Admin. Code § 746-1-105.

8. The Complaint is required to allege “a legal right, the invasion of which by defendant has caused damage to the plaintiff.” *Zubiate v. Am. Family Ins. Co.*, 2022 UT App 144, ¶ 16, 524 P.3d 148.

9. A complaint fails to state a claim when it “appears to a certainty that the plaintiff would be entitled to no relief under any state of facts which could be proved in support of the claim.” *Id.* at ¶ 29. “If from the pleadings and any appropriate supportive materials, it appears as a matter of law, that notwithstanding what a party contends, he could not recover, the trial court can so rule.” *Harvey v. Sanders*, 534 P.2d 905, 907 (Utah Sup.Ct. 1975).

10. CenturyLink attaches as Exhibit A, the billing history for Complainant. This includes the October and November 2022 bills, which Complaint states that he paid, along with subsequent bills that went unpaid. This demonstrates that Complainant was in receipt of past bills and simply stopped paying. The mailing address listed on Complainant’s unpaid bills in Exhibit A is the same address Complainant provided to receive service of filed documents in this docket.

11. CenturyLink attaches as Exhibit B, the communication records between Complainant and CenturyLink as well as communications between Utah Division of Public Utilities and CenturyLink. This demonstrates that there is no record of Complainant contacting CenturyLink anytime after December 2022. Complainant’s service was restored on December 30, 2022, and CenturyLink was never notified of any subsequent outage or billing dispute. Likewise, CenturyLink does not have records of any communications with the Utah Division of Public

Utilities notifying CenturyLink if the Division had received a request from Complainant after his service was restored in December 2022. Exhibit B also shows that Complainant's account was signed up to receive invoices via paper bills. After Complainant's final paper bill was generated, a request for payment e-mail was also sent to the e-mail address of record, as shown in Exhibit B.

12. The Complaint at page 6 admits that Complainant did not pay CenturyLink for his December 2022 bill and has never paid any subsequent bills.

13. The Complaint was filed on May 29, 2024, and states for the first time that Complainant's service allegedly went out on January 2, 2023. That is, Complainant waited approximately 513 days to notify CenturyLink that he believes his service went out on January 2, 2023.

14. The uncontradicted evidence in this docket shows that Complainant never notified CenturyLink on or after January 2, 2023, that there was any problem with the Complainant's service. *See* Exhibit B, Communications.

15. The uncontradicted evidence in this docket shows that Complainant never notified CenturyLink of a billing dispute or requested to disconnect such that Complainant should be surprised to learn he was being billed for CenturyLink services. *See* Exhibits A and B.

16. The uncontradicted evidence in this docket shows that Complainant could have notified CenturyLink of an alleged outage or alleged billing issue, but that Complainant neglected to do so and simply stopped paying his bill.

17. The uncontradicted evidence in this docket shows that Complainant was receiving monthly bills for service. *See* Exhibit A, Billing Information. Complainant admits to paying the October and November 2022 bills.

18. As a result, the Complaint does not properly "specify the act committed or omitted by the public utility that is claimed to be in violation of the law or a rule or order of the commission." Utah Code § 54-7-9 (complaints against utilities – scope).

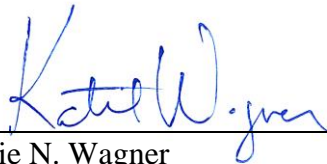
19. Because Complainant simply disregarded CenturyLink's bills without notifying CenturyLink of any alleged service quality issues, the Complaint fails to state a claim upon which relief can be granted, and the Complaint and Supplemental Complaint must be dismissed as a matter of law.

### **CONCLUSION**

WHEREFORE, having fully answered, CenturyLink prays that the Complaint of Ronald Moore be wholly dismissed with prejudice and for such further relief as the Commission deems just and equitable.

Dated this 15 day of July, 2024.

Respectfully submitted,



---

Katie N. Wagner  
Senior Corporate Counsel  
CENTURYLINK  
(405) 669-8712

[katie.wagner@lumen.com](mailto:katie.wagner@lumen.com)

ATTORNEYS FOR QWEST CORPORATION DBA  
CENTURYLINK

## **CERTIFICATE OF SERVICE**

**I HEREBY CERTIFY** that a true and correct copy of the foregoing **CENTURYLINK'S MOTION TO DISMISS SUPPLEMENTAL COMPLAINT** was sent to the following parties on the date indicated below:

### **Complainant**

Ronald Moore

1587 S. Denver St.  
Salt Lake City, UT 84115

### **Utah Attorneys General**

Patricia Schmid

[pschmid@agutah.gov](mailto:pschmid@agutah.gov)

Patrick Grecu

[pgrecu@agutah.gov](mailto:pgrecu@agutah.gov)

Robert Moore

[rmoore@agutah.gov](mailto:rmoore@agutah.gov)

### **Utah Division of Public Utilities**

Madison Galt

[mgalt@utah.gov](mailto:mgalt@utah.gov)

### **Office of Consumer Services**

Alyson Anderson

[akanderson@utah.gov](mailto:akanderson@utah.gov)

Bela Vastag

[bvastag@utah.gov](mailto:bvastag@utah.gov)

Alex Ware

[aware@utah.gov](mailto:aware@utah.gov)

Jacob Zachary

[jzachary@utah.gov](mailto:jzachary@utah.gov)

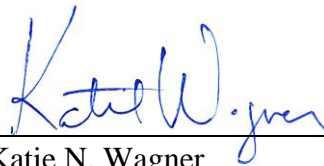
OCS

[ocs@utah.gov](mailto:ocs@utah.gov)

DATED this 15<sup>th</sup> day of July, 2024.

**CENTURYLINK**

By:



Katie N. Wagner





**KEEPING YOU CONNECTED**

In order to keep your account current, all charges should be paid each month. Failure to pay for services other than your Local Phone Service, may result in restriction of long distance calls, removal of those other services, or collection activities. These services could include feature packages, Long Distance, High Speed Internet, Wireless, or Television services, and certain surcharges. To avoid disconnection of your Local Phone Service, you must pay the charges associated with that service as well as certain taxes and surcharges. That amount is \$43.87. On the first page of your bill, there is a line called Total Amount Due. If that amount is less than \$43.87, please pay the Total Amount Due amount. CenturyLink service bundles, and the amounts shown on the bill's first page, may include charges for both Local Phone Service and other charges. CenturyLink should receive your payment on or before the due date on your bill. If you are unable to pay by the due date, please contact us immediately.

Save time and learn more about the taxes and fees listed on your bill by visiting our website at [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.

Making a payment is fast and easy with CenturyLink. Visit [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) to view the variety of convenient payment options available today.

Hacer un pago es rapido y facil con CenturyLink. Visita [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) hoy, para ver todas las opciones de pago disponibles.

Understanding your bill has become a lot easier. CenturyLink has a wealth of resources that provide information about how to read and understand the contents of your bill. Visit [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) today to get started.

Entender su factura es ahora mas sencillo. CenturyLink tiene a su disposicion una serie de recursos para brindarle informacion de como entender el contenido de su factura. Visita [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) hoy mismo.

Did you know that you can place an order, pay your bill, check the status of a payment and much more at anytime by visiting [www.CenturyLink.com/MyAccount](http://www.CenturyLink.com/MyAccount)? If you need additional help, our Customer Service Representatives are available from 8am--6pm Monday through Friday.

Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

Keeping You Connected continued on page 5



**CenturyLink is dedicated to perfecting solutions that work for you and your life.**  
For service options, visit us today at [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus).



**Need to make an update to your account?**  
Log into your My CenturyLink by visiting [www.centurylink.com/mycenturylink](http://www.centurylink.com/mycenturylink). Your security code is 1426.

Email

Signature

Date / /  
Account #: 332183815

**Make your life easier. Select the option below that best meets your needs.**

- ☐ **Automatic Payment.** Simple. Effortless. Accurate. With the automatic payment plan you never have to worry about paying your bill on time again. By checking the box and filling in the information requested above, you are authorizing your bank to debit the monthly amount due on your bill and pay it directly to CenturyLink. Don't forget to include a check for this month's payment. You can also sign up for automatic payment at [centurylink.com/billpay](http://centurylink.com/billpay).
- ☐ **Go Green with Paperless Billing.** To stop receiving a monthly paper bill and start receiving a simple email which lets you know everytime your online bill is ready to view, just check the box, fill in the information requested above and hop online to create an account at [centurylink.com/billpay](http://centurylink.com/billpay). The trees thank you already.

## Carrier Information

**801-466-6539**

Local Toll Carrier: CenturyLink Communications, LLC

Long Distance Carrier: CenturyLink Communications, LLC

## Details of Your CenturyLink Packaged Services

Service Period: SEP 10 - OCT 09

**Internet and Unlimited Home Phone**

Monthly Recurring Charges	85.00
---------------------------	-------

**Broadband User ID: 3321838150001**

Internet Up to 5Mbps

**Services for: 801-466-6539**

1 Pty Residence Line

Subscriber Line Charge

---

<b>Total Packages</b>	<b>\$85.00</b>
-----------------------	----------------

---

## Additional Charges and Credits

**Services for: 801-466-6539****Monthly Charges**

Facility Relocation Cost Recovery Fee	.40
---------------------------------------	-----

---

<b>Total Monthly Charges</b>	<b>\$ .40</b>
------------------------------	---------------

---

---

<b>Total Additional Charges and Credits</b>	<b>\$ .40</b>
---	---------------

---

**Details of Your Taxes, Fees and Surcharges**

Service Period: SEP 10 - OCT 09

Learn more about Taxes, Fees and Surcharges.  
Visit [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.**Packages**

Federal Excise Tax	1.15	
Federal Universal Service Fund Surcharge	3.89	
Property Tax Recovery Fee	.09	
Regulatory Recovery Fee	.18	
SALT LAKE CITY City 911 Tax	.71	
SALT LAKE CITY Sales Tax	.71	
SALT LAKE CITY Statutory Gross Receipts Tax	1.18	
SALT LAKE Sales Tax	.29	
UTAH Sales Tax	1.68	
UTAH State 911 Tax	.25	
UTAH State Special Tax	.52	
UTAH State Universal Service Fund Surcharge	.36	
<b>Total Packages</b>		<b>\$11.01</b>

**Additional Charges and Credits**

Federal Excise Tax	.01	
SALT LAKE CITY Sales Tax	.01	
SALT LAKE CITY Statutory Gross Receipts Tax	.01	
UTAH Sales Tax	.02	
<b>Total Additional Charges and Credits</b>		<b>\$ .05</b>

---

<b>Total Taxes, Fees and Surcharges</b>	<b>\$11.06</b>
---	----------------

---

## **KEEPING YOU CONNECTED**

Affordable Connectivity Program complaints may be filed with the Federal Communications Commission by visiting the FCCs Consumer Complaint Center website, which is available at <https://consumercomplaints.fcc.gov/hc/en-us> or by contacting the FCCs Consumer Complaint Center at 1-888-225-5322.

**LATE FEE REMINDER:** Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at <http://www.centurylink.com/tariffs>.

CenturyLink offers, at no charge to you, a service that will help prevent unwanted third party charges from appearing on your bill. To request this service, known as a billing block, for charges such as charitable contributions, dial-up Internet service from non-CenturyLink companies or other non-telecommunications charge, please contact a Customer Care Representative at 800-201-4102.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.

## EXHIBIT A

Account Number: 332183815

Page: 6 of 6  
Bill Date: Sep. 10, 2022



**CHANGES FROM YOUR LAST BILL**

Your Federal Universal Service Fund Surcharge rate has changed from 33.00% to 28.90%.

**KEEPING YOU CONNECTED**

In order to keep your account current, all charges should be paid each month. Failure to pay for services other than your Local Phone Service, may result in restriction of long distance calls, removal of those other services, or collection activities. These services could include feature packages, Long Distance, High Speed Internet, Wireless, or Television services, and certain surcharges. To avoid disconnection of your Local Phone Service, you must pay the charges associated with that service as well as certain taxes and surcharges. That amount is \$43.59. On the first page of your bill, there is a line called Total Amount Due. If that amount is less than \$43.59, please pay the Total Amount Due amount. CenturyLink service bundles, and the amounts shown on the bill's first page, may include charges for both Local Phone Service and other charges. CenturyLink should receive your payment on or before the due date on your bill. If you are unable to pay by the due date, please contact us immediately.

Save time and learn more about the taxes and fees listed on your bill by visiting our website at [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.

Making a payment is fast and easy with CenturyLink. Visit [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) to view the variety of convenient payment options available today.

Hacer un pago es rapido y facil con CenturyLink. Visita [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) hoy, para ver todas las opciones de pago disponibles.

Understanding your bill has become a lot easier. CenturyLink has a wealth of resources that provide information about how to read and understand the contents of your bill. Visit [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) today to get started.

Entender su factura es ahora mas sencillo. CenturyLink tiene a su disposicion una serie de recursos para brindarle informacion de como entender el contenido de su factura. Visita [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) hoy mismo.

Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

Keeping You Connected continued on page 5



**CenturyLink is dedicated to perfecting solutions that work for you and your life.**  
For service options, visit us today at [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus).



**Need to make an update to your account?**  
Log into your My CenturyLink by visiting [www.centurylink.com/mycenturylink](http://www.centurylink.com/mycenturylink). Your security code is 1426.

Email

Signature

Date  
Account #: 332183815

**Make your life easier. Select the option below that best meets your needs.**

- ☐ **Automatic Payment.** Simple. Effortless. Accurate. With the automatic payment plan you never have to worry about paying your bill on time again. By checking the box and filling in the information requested above, you are authorizing your bank to debit the monthly amount due on your bill and pay it directly to CenturyLink. Don't forget to include a check for this month's payment. You can also sign up for automatic payment at [centurylink.com/billpay](http://centurylink.com/billpay).
- ☐ **Go Green with Paperless Billing.** To stop receiving a monthly paper bill and start receiving a simple email which lets you know everytime your online bill is ready to view, just check the box, fill in the information requested above and hop online to create an account at [centurylink.com/billpay](http://centurylink.com/billpay). The trees thank you already.

## Carrier Information

**801-466-6539**

Local Toll Carrier: CenturyLink Communications, LLC

Long Distance Carrier: CenturyLink Communications, LLC

## Details of Your Packaged Services

Service Period: OCT 10 - NOV 09

**Internet and Unlimited Home Phone**

Monthly Recurring Charges 85.00

**Broadband User ID: 3321838150001**

Internet Up to 5Mbps

**Services for: 801-466-6539**

1 Pty Residence Line

Subscriber Line Charge

---

**Total Packages \$85.00**

---

## Additional Charges and Credits

**Services for: 801-466-6539****Monthly Charges**

Facility Relocation Cost Recovery Fee .40

---

**Total Monthly Charges \$ .40**

---

---

**Total Additional Charges and Credits \$ .40**

---



**Details of Your Taxes, Fees and Surcharges**

Service Period: OCT 10 - NOV 09

Learn more about Taxes, Fees and Surcharges.  
Visit [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.**Packages**

Federal Excise Tax	1.14	
Federal Universal Service Fund Surcharge	3.40	
Property Tax Recovery Fee	.09	
Regulatory Recovery Fee	.18	
SALT LAKE CITY City 911 Tax	.71	
SALT LAKE CITY Sales Tax	.71	
SALT LAKE CITY Statutory Gross Receipts Tax	1.18	
SALT LAKE Sales Tax	.29	
UTAH Sales Tax	1.68	
UTAH State 911 Tax	.25	
UTAH State Special Tax	.52	
UTAH State Universal Service Fund Surcharge	.36	
<b>Total Packages</b>		<b>\$10.51</b>

**Additional Charges and Credits**

Federal Excise Tax	.01	
SALT LAKE CITY Sales Tax	.01	
SALT LAKE CITY Statutory Gross Receipts Tax	.01	
UTAH Sales Tax	.02	
<b>Total Additional Charges and Credits</b>		<b>\$.05</b>

---

<b>Total Taxes, Fees and Surcharges</b>	<b>\$10.56</b>
---	----------------

---

**KEEPING YOU CONNECTED**

Did you know that you can place an order, pay your bill, check the status of a payment and much more at anytime by visiting [www.CenturyLink.com/MyAccount?](http://www.CenturyLink.com/MyAccount?) If you need additional help, our Customer Service Representatives are available from 8am--6pm Monday through Friday.

Affordable Connectivity Program complaints may be filed with the Federal Communications Commission by visiting the FCC's Consumer Complaint Center website, which is available at <https://consumercomplaints.fcc.gov/hc/en-us> or by contacting the FCC's Consumer Complaint Center at 1-888-225-5322.

Effective January 2023, consumer and small business customers who receive a paper bill will incur a \$1.00 monthly Paper Bill Fee. If you currently receive only an electronic bill (e-bill), you will not be impacted by this fee unless you switch from paperless billing to paper billing. Lifeline and Affordable Connectivity Program customers, and customers who receive Braille or large print invoices are excluded from this fee. Save the \$1.00 each month by signing up for paperless billing today at [www.centurylink.com/paperless!](http://www.centurylink.com/paperless!) It is quick, simple, convenient, and environmentally friendly. With paperless billing, you can view your bill anywhere, anytime online. You will also receive an email alert each month when your bill is ready.

**LATE FEE REMINDER:** Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at <http://www.centurylink.com/tariffs>.

We recently notified you that Speedpay will be changing the convenience fee amount assessed when one-time debit or credit card payments are submitted online or with assistance of a representative. The changes in these fees have been delayed. Customers are notified at the time of each transaction of the fee that will apply for one-time debit/credit card payments. You will be notified through that process when the amount of the fee changes. The following payment options are available through CenturyLink with no fee: electronic payment by check, auto-payment plans, and an automated non-credit card payment system via telephone.

**NOTICE OF PRICE INCREASE:** On October 1, 2022, the rate of the Home Phone Unlimited long distance plan will increase by \$6.00 per month.

CenturyLink offers, at no charge to you, a service that will help prevent unwanted third party charges from appearing on your bill. To request this service, known as a billing block, for charges such as charitable contributions, dial-up Internet service from non-CenturyLink companies or other non-telecommunications charge, please contact a Customer Care Representative at 800-201-4102.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.

## EXHIBIT A

Account Number: 332183815

Page: 6 of 6  
Bill Date: Oct. 10, 2022

# HELLO, RONALD MOORE

## WHAT DO I OWE?

Your Amount Due Is:  
Current Charges Are Due  
By Dec. 09, 2022

**\$176.02**

## ACCOUNT SUMMARY

Previous Balance	95.96
Payment Received -Nov. 05, 2022	-95.96
<b>Balance Forward</b>	<b>.00</b>
Total New Charges	176.02

<b>TOTAL AMOUNT DUE</b>	
<b>By Dec. 09, 2022</b>	<b>\$176.02</b>

## JUST FOR YOU

## SERVICES

Packages	85.00
Additional Charges and Credits	.40
Voice	69.90
Taxes, Fees and Surcharges	20.72

<b>TOTAL SERVICES</b>	<b>\$176.02</b>
-----------------------	-----------------

## MANAGE YOUR ACCOUNT

**Information about Your Bill:** [www.centurylink.com/billinginfo](http://www.centurylink.com/billinginfo)  
**Pay Your Bill:** [www.centurylink.com/paybill](http://www.centurylink.com/paybill)  
**Product Information:** [www.centurylink.com/productinfo](http://www.centurylink.com/productinfo)  
**Repair/Technical Support:** [www.centurylink.com/repairsupport](http://www.centurylink.com/repairsupport)  
**Chat with an Agent:** Visit [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus)

Still need to speak with an Agent? You'll need to have your account number which is at the top of the page. Just enter it in our automated system so we can get you to the right department.

Payments/Billing/Products/Services: 1-800-244-1111  
Tech Support/Repair Service: 1-800-244-1111

Our Customer Service Representatives are available from 8am--6pm Monday through Friday.

\*\*\*PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT\*\*\*

Account Number: 332183815  
Amount Due By Dec. 09, 2022 \$176.02

RONALD MOORE  
1587 DENVER ST  
SALT LAKE CTY, UT 84115-1715

CenturyLink  
P.O. Box 2961  
Phoenix, AZ 85062-2961

[illegible]

Exh. A p.13

**KEEPING YOU CONNECTED**

In order to keep your account current, all charges should be paid each month. Failure to pay for services other than your Local Phone Service, may result in restriction of long distance calls, removal of those other services, or collection activities. These services could include feature packages, Long Distance, High Speed Internet, Wireless, or Television services, and certain surcharges. To avoid disconnection of your Local Phone Service, you must pay the charges associated with that service as well as certain taxes and surcharges. That amount is \$43.59. On the first page of your bill, there is a line called Total Amount Due. If that amount is less than \$43.59, please pay the Total Amount Due amount. CenturyLink service bundles, and the amounts shown on the bill's first page, may include charges for both Local Phone Service and other charges. CenturyLink should receive your payment on or before the due date on your bill. If you are unable to pay by the due date, please contact us immediately.

Save time and learn more about the taxes and fees listed on your bill by visiting our website at [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.

Making a payment is fast and easy with CenturyLink. Visit [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) to view the variety of convenient payment options available today.

Hacer un pago es rapido y facil con CenturyLink. Visita [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) hoy, para ver todas las opciones de pago disponibles.

Understanding your bill has become a lot easier. CenturyLink has a wealth of resources that provide information about how to read and understand the contents of your bill. Visit [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) today to get started.

Entender su factura es ahora mas sencillo. CenturyLink tiene a su disposicion una serie de recursos para brindarle informacion de como entender el contenido de su factura. Visita [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) hoy mismo.

Did you know that you can place an order, pay your bill, check the status of a payment and much more at anytime by visiting [www.CenturyLink.com/MyAccount](http://www.CenturyLink.com/MyAccount)? If you need additional help, our Customer Service Representatives are available from 8am--6pm Monday through Friday.

Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

Keeping You Connected continued on page 6



**CenturyLink is dedicated to perfecting solutions that work for you and your life.**  
For service options, visit us today at [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus).



**Need to make an update to your account?**  
Log into your My CenturyLink by visiting [www.centurylink.com/mycenturylink](http://www.centurylink.com/mycenturylink). Your security code is 1426.

Email

Signature

Date  
Account #: 332183815

**Make your life easier. Select the option below that best meets your needs.**

- ☐ **Automatic Payment.** Simple. Effortless. Accurate. With the automatic payment plan you never have to worry about paying your bill on time again. By checking the box and filling in the information requested above, you are authorizing your bank to debit the monthly amount due on your bill and pay it directly to CenturyLink. Don't forget to include a check for this month's payment. You can also sign up for automatic payment at [centurylink.com/billpay](http://centurylink.com/billpay).
- ☐ **Go Green with Paperless Billing.** To stop receiving a monthly paper bill and start receiving a simple email which lets you know everytime your online bill is ready to view, just check the box, fill in the information requested above and hop online to create an account at [centurylink.com/billpay](http://centurylink.com/billpay). The trees thank you already.

**Carrier Information****801-466-6539**

Local Toll Carrier: CenturyLink Communications, LLC

Long Distance Carrier: CenturyLink Communications, LLC

**Details of Your Packaged Services**

Service Period: NOV 10 - DEC 09

**Internet and Unlimited Home Phone**

Monthly Recurring Charges

85.00

**Broadband User ID: 3321838150001**

Internet Up to 5Mbps

**Services for: 801-466-6539**

1 Pty Residence Line

Subscriber Line Charge

**Total Packages \$85.00****Additional Charges and Credits****Services for: 801-466-6539****Monthly Charges**

Facility Relocation Cost Recovery Fee

.40

**Total Monthly Charges \$ .40****Total Additional Charges and Credits \$ .40****Details of Your Voice Services**

Local Service Period: NOV 10 - DEC 09

**CenturyLink Local Usage****Local Call Detail**

No	Date	Time	Location	Number	Type	Plan	Min	Price
1	OCT 07	5:57P	To DIR ASST	UT 801-411 0000	DA			6.99
			From SALT LAKE	UT 801-466-6539				
2	OCT 12	5:12P	To DIR ASST	UT 801-411 0000	DA			6.99
			From SALT LAKE	UT 801-466-6539				
3	OCT 13	3:24P	To DIR ASST	UT 801-411 0000	DA			6.99
			From SALT LAKE	UT 801-466-6539				
4	OCT 16	3:48A	To DIR ASST	UT 801-411 0000	DA			6.99
			From SALT LAKE	UT 801-466-6539				
5	OCT 16	4:59A	To DIR ASST	UT 801-411 0000	DA			6.99
			From SALT LAKE	UT 801-466-6539				
6	OCT 16	5:21A	To DIR ASST	UT 801-411 0000	DA			6.99
			From SALT LAKE	UT 801-466-6539				
7	OCT 21	2:14P	To DIR ASST	UT 801-411 0000	DA			6.99
			From SALT LAKE	UT 801-466-6539				
8	NOV 01	12:55P	To DIR ASST	UT 801-411 0000	DA			6.99
			From SALT LAKE	UT 801-466-6539				
9	NOV 01	11:34P	To DIR ASST	UT 801-411 0000	DA			6.99
			From SALT LAKE	UT 801-466-6539				
10	NOV 01	11:53P	To DIR ASST	UT 801-411 0000	DA			6.99
			From SALT LAKE	UT 801-466-6539				
<b>Total for 801-466-6539</b>								<b>69.90</b>
<b>Total of Itemized Calls</b>								<b>69.90</b>
<b>Total CenturyLink Local Usage</b>								<b>69.90</b>

## EXHIBIT A

Account Number: 332183815

Page: 4 of 6  
Bill Date: Nov. 10, 2022

### Call Type Codes

DA - Dir Assist  
DD - Direct Call

---

<b>Total Voice</b>	<b>\$69.90</b>
--------------------	----------------

---

**Details of Your Taxes, Fees and Surcharges**

Service Period: NOV 10 - DEC 09

Learn more about Taxes, Fees and Surcharges.

Visit [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.**Packages**

Federal Excise Tax	1.14	
Federal Universal Service Fund Surcharge	3.40	
Property Tax Recovery Fee	.09	
Regulatory Recovery Fee	.18	
SALT LAKE CITY City 911 Tax	.71	
SALT LAKE CITY Sales Tax	.71	
SALT LAKE CITY Statutory Gross Receipts Tax	1.18	
SALT LAKE Sales Tax	.29	
UTAH Sales Tax	1.68	
UTAH State 911 Tax	.25	
UTAH State Special Tax	.52	
UTAH State Universal Service Fund Surcharge	.36	
<b>Total Packages</b>		<b>\$10.51</b>

**Additional Charges and Credits**

Federal Excise Tax	.01	
SALT LAKE CITY Sales Tax	.01	
SALT LAKE CITY Statutory Gross Receipts Tax	.01	
UTAH Sales Tax	.02	
<b>Total Additional Charges and Credits</b>		<b>\$0.05</b>

**Voice**

Federal Excise Tax	2.10	
SALT LAKE CITY Sales Tax	1.49	
SALT LAKE CITY Statutory Gross Receipts Tax	2.45	
SALT LAKE Sales Tax	.61	
UTAH Sales Tax	3.51	
<b>Total Voice</b>		<b>\$10.16</b>

---

<b>Total Taxes, Fees and Surcharges</b>	<b>\$20.72</b>
---	----------------

---



**KEEPING YOU CONNECTED**

Affordable Connectivity Program complaints may be filed with the Federal Communications Commission by visiting the FCC's Consumer Complaint Center website, which is available at <https://consumercomplaints.fcc.gov/hc/en-us> or by contacting the FCC's Consumer Complaint Center at 1-888-225-5322.

**LATE FEE REMINDER:** Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at <http://www.centurylink.com/tariffs>.

Effective January 2023, consumer and small business customers who receive a paper bill will incur a \$1.00 monthly Paper Bill Fee. If you currently receive only an electronic bill (e-bill), you will not be impacted by this fee unless you switch from paperless billing to paper billing. Lifeline and Affordable Connectivity Program customers, and customers who receive Braille or large print invoices are excluded from this fee. Save the \$1.00 each month by signing up for paperless billing today at [www.centurylink.com/paperless](http://www.centurylink.com/paperless)! It is quick, simple, convenient, and environmentally friendly. With paperless billing, you can view your bill anywhere, anytime online. You will also receive an email alert each month when your bill is ready.

CenturyLink offers, at no charge to you, a service that will help prevent unwanted third party charges from appearing on your bill. To request this service, known as a billing block, for charges such as charitable contributions, dial-up Internet service from non-CenturyLink companies or other non-telecommunications charge, please contact a Customer Care Representative at 800-201-4102.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.

# HELLO, RONALD MOORE

## WHAT DO I OWE?

Your Amount Due Is:  
Current Charges Are Due  
By Jan. 09, 2023

**\$171.86**

## ACCOUNT SUMMARY

Previous Balance	176.02
Payments Received	.00
Other Charges and Credits (see page 3)	-188.18
<b>Balance Forward</b>	<b>-12.16</b>
Total New Charges	184.02

<b>TOTAL AMOUNT DUE</b>	
<b>By Jan. 09, 2023</b>	<b>\$171.86</b>

## JUST FOR YOU

## SERVICES

Packages	85.00
Additional Charges and Credits	.40
Voice	76.89
Taxes, Fees and Surcharges	21.73

<b>TOTAL SERVICES</b>	<b>\$184.02</b>
-----------------------	-----------------

## MANAGE YOUR ACCOUNT

**Information about Your Bill:** [www.centurylink.com/billinginfo](http://www.centurylink.com/billinginfo)

**Pay Your Bill:** [www.centurylink.com/paybill](http://www.centurylink.com/paybill)

**Product Information:** [www.centurylink.com/productinfo](http://www.centurylink.com/productinfo)

**Repair/Technical Support:** [www.centurylink.com/repairsupport](http://www.centurylink.com/repairsupport)

**Chat with an Agent:** Visit [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus)

Still need to speak with an Agent? You'll need to have your account number which is at the top of the page. Just enter it in our automated system so we can get you to the right department.

Payments/Billing/Products/Services: 1-800-244-1111  
Tech Support/Repair Service: 1-800-244-1111

Our Customer Service Representatives are available from 8am--6pm Monday through Friday.

\*\*\*PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT\*\*\*

Account Number: 332183815  
Amount Due By Jan. 09, 2023 \$171.86

RONALD MOORE  
1587 DENVER ST  
SALT LAKE CTY, UT 84115-1715

CenturyLink  
P.O. Box 2961  
Phoenix, AZ 85062-2961

[illegible]

**Exh. A p.19**

**CHANGES FROM YOUR LAST BILL**

An adjustment in the amount of -\$0.45 has been reflected on your bill as a Billing Correction Credit Facility Relocation Fee RES.

An adjustment in the amount of -\$0.45 has been reflected on your bill as a Billing Correction Credit Facility Relocation Fee RES.

An adjustment in the amount of -\$32.64 has been reflected on your bill as a Billing Correction Credit 1 Pty Residence Line.

An adjustment in the amount of -\$32.64 has been reflected on your bill as a Billing Correction Credit 1 Pty Residence Line.

An adjustment in the amount of -\$40.00 has been reflected on your bill as a Billing Correction Credit HSI Up to 5M/896K.

An adjustment in the amount of -\$40.00 has been reflected on your bill as a Billing Correction Credit HSI Up to 5M/896K.

An adjustment in the amount of -\$5.58 has been reflected on your bill as a Billing Correction Credit ULD Nationwide Intra.

An adjustment in the amount of -\$5.58 has been reflected on your bill as a Billing Correction Credit ULD Nationwide Intra.

An adjustment in the amount of -\$6.79 has been reflected on your bill as a Billing Correction Credit ULD Nationwide Inter.

An adjustment in the amount of -\$6.79 has been reflected on your bill as a Billing Correction Credit ULD Nationwide Inter.

An adjustment in the amount of -\$8.63 has been reflected on your bill as a Billing Correction Credit Subscriber Line Charge.

An adjustment in the amount of -\$8.63 has been reflected on your bill as a Billing Correction Credit Subscriber Line Charge.



**CenturyLink is dedicated to perfecting solutions that work for you and your life.**  
For service options, visit us today at [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus).



**Need to make an update to your account?**  
Log into your My CenturyLink by visiting [www.centurylink.com/mycenturylink](http://www.centurylink.com/mycenturylink). Your security code is 1426.

Email

Signature

Date  
Account #: 332183815

**Make your life easier. Select the option below that best meets your needs.**

☐ **Automatic Payment.** Simple. Effortless. Accurate. With the automatic payment plan you never have to worry about paying your bill on time again. By checking the box and filling in the information requested above, you are authorizing your bank to debit the monthly amount due on your bill and pay it directly to CenturyLink. Don't forget to include a check for this month's payment. You can also sign up for automatic payment at [centurylink.com/billpay](http://centurylink.com/billpay).

☐ **Go Green with Paperless Billing.** To stop receiving a monthly paper bill and start receiving a simple email which lets you know everytime your online bill is ready to view, just check the box, fill in the information requested above and hop online to create an account at [centurylink.com/billpay](http://centurylink.com/billpay). The trees thank you already.

**Carrier Information****801-466-6539**

Local Toll Carrier: CenturyLink Communications, LLC

Long Distance Carrier: CenturyLink Communications, LLC

**Other Charges and Credits**

Billing Correction Credit HSI Up to 5M/896K / 3321838150001	-40.00
Billing Correction Credit HSI Up to 5M/896K / 3321838150001	-40.00
Billing Correction Credit 1 Pty Residence Line / 801-466-6539	-32.64
Billing Correction Credit 1 Pty Residence Line / 801-466-6539	-32.64
Billing Correction Credit Facility Relocation Fee RES / 801-466-6539	-.45
Billing Correction Credit Facility Relocation Fee RES / 801-466-6539	-.45
Billing Correction Credit Subscriber Line Charge / 801-466-6539	-8.63
Billing Correction Credit Subscriber Line Charge / 801-466-6539	-8.63
Billing Correction Credit ULD Nationwide Inter / 801-466-6539	-6.79
Billing Correction Credit ULD Nationwide Inter / 801-466-6539	-6.79
Billing Correction Credit ULD Nationwide Intra / 801-466-6539	-5.58
Billing Correction Credit ULD Nationwide Intra / 801-466-6539	-5.58
<b>Total Other Charges and Credits</b>	<b>-\$188.18</b>

**Details of Your Packaged Services**

Service Period: DEC 10 - JAN 09

**Internet and Unlimited Home Phone**

Monthly Recurring Charges 85.00

**Broadband User ID: 3321838150001**

Internet Up to 5Mbps

**Services for: 801-466-6539**

1 Pty Residence Line

Subscriber Line Charge

**Total Packages \$85.00****Additional Charges and Credits****Services for: 801-466-6539****Monthly Charges**

Facility Relocation Cost Recovery Fee .40

**Total Monthly Charges \$ .40****Total Additional Charges and Credits \$ .40****Details of Your Voice Services**

Local Service Period: DEC 10 - JAN 09

**EXHIBIT A**

Account Number: 332183815

Page: 4 of 8  
Bill Date: Dec. 10, 2022**CenturyLink Local Usage****Local Call Detail**

No	Date	Time	Location	Number	Type	Plan	Min	Price
1	NOV 07	8:39A	To DIR ASST From SALT LAKE	UT 801-411 0000 UT 801-466-6539	DA			6.99
2	NOV 07	10:45P	To DIR ASST From SALT LAKE	UT 801-411 0000 UT 801-466-6539	DA			6.99
3	DEC 01	12:06P	To DIR ASST From SALT LAKE	UT 801-411 0000 UT 801-466-6539	DA			6.99
4	DEC 01	1:39P	To DIR ASST From SALT LAKE	UT 801-411 0000 UT 801-466-6539	DA			6.99
5	DEC 01	3:00P	To DIR ASST From SALT LAKE	UT 801-411 0000 UT 801-466-6539	DA			6.99
6	DEC 01	4:03P	To DIR ASST From SALT LAKE	UT 801-411 0000 UT 801-466-6539	DA			6.99
7	DEC 01	4:16P	To DIR ASST From SALT LAKE	UT 801-411 0000 UT 801-466-6539	DA			6.99
8	DEC 01	6:10P	To DIR ASST From SALT LAKE	UT 801-411 0000 UT 801-466-6539	DA			6.99
9	DEC 01	9:00P	To DIR ASST From SALT LAKE	UT 801-411 0000 UT 801-466-6539	DA			6.99
10	DEC 01	10:16P	To DIR ASST From SALT LAKE	UT 801-411 0000 UT 801-466-6539	DA			6.99
11	DEC 01	11:12P	To DIR ASST From SALT LAKE	UT 801-411 0000 UT 801-466-6539	DA			6.99
<b>Total for 801-466-6539</b>								<b>76.89</b>
<b>Total of Itemized Calls</b>								<b>76.89</b>
<b>Total CenturyLink Local Usage</b>								<b>76.89</b>

**Call Type Codes**DA - Dir Assist  
DD - Direct Call

---

<b>Total Voice</b>	<b>\$76.89</b>
--------------------	----------------

---

**Details of Your Taxes, Fees and Surcharges**

Service Period: DEC 10 - JAN 09

Learn more about Taxes, Fees and Surcharges.

Visit [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.**Packages**

Federal Excise Tax	1.14	
Federal Universal Service Fund Surcharge	3.40	
Property Tax Recovery Fee	.09	
Regulatory Recovery Fee	.18	
SALT LAKE CITY City 911 Tax	.71	
SALT LAKE CITY Sales Tax	.71	
SALT LAKE CITY Statutory Gross Receipts Tax	1.18	
SALT LAKE Sales Tax	.29	
UTAH Sales Tax	1.68	
UTAH State 911 Tax	.25	
UTAH State Special Tax	.52	
UTAH State Universal Service Fund Surcharge	.36	
<b>Total Packages</b>		<b>\$10.51</b>

**Additional Charges and Credits**

Federal Excise Tax	.01	
SALT LAKE CITY Sales Tax	.01	
SALT LAKE CITY Statutory Gross Receipts Tax	.01	
UTAH Sales Tax	.02	
<b>Total Additional Charges and Credits</b>		<b>\$ .05</b>

**Voice**

Federal Excise Tax	2.31	
SALT LAKE CITY Sales Tax	1.63	
SALT LAKE CITY Statutory Gross Receipts Tax	2.69	
SALT LAKE Sales Tax	.68	
UTAH Sales Tax	3.86	
<b>Total Voice</b>		<b>\$11.17</b>

---

<b>Total Taxes, Fees and Surcharges</b>	<b>\$21.73</b>
---	----------------

---

**KEEPING YOU CONNECTED**

In order to keep your account current, all charges should be paid each month. Failure to pay for services other than your Local Phone Service, may result in restriction of long distance calls, removal of those other services, or collection activities. These services could include feature packages, Long Distance, High Speed Internet, Wireless, or Television services, and certain surcharges. To avoid disconnection of your Local Phone Service, you must pay the charges associated with that service as well as certain taxes and surcharges. That amount is \$43.59. On the first page of your bill, there is a line called Total Amount Due. If that amount is less than \$43.59, please pay the Total Amount Due amount. CenturyLink service bundles, and the amounts shown on the bill's first page, may include charges for both Local Phone Service and other charges. CenturyLink should receive your payment on or before the due date on your bill. If you are unable to pay by the due date, please contact us immediately.

Save time and learn more about the taxes and fees listed on your bill by visiting our website at [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.

Making a payment is fast and easy with CenturyLink. Visit [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) to view the variety of convenient payment options available today.

Hacer un pago es rapido y facil con CenturyLink. Visita [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) hoy, para ver todas las opciones de pago disponibles.

Understanding your bill has become a lot easier. CenturyLink has a wealth of resources that provide information about how to read and understand the contents of your bill. Visit [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) today to get started.

Entender su factura es ahora mas sencillo. CenturyLink tiene a su disposicion una serie de recursos para brindarle informacion de como entender el contenido de su factura. Visita [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) hoy mismo.

Did you know that you can place an order, pay your bill, check the status of a payment and much more at anytime by visiting [www.CenturyLink.com/MyAccount](http://www.CenturyLink.com/MyAccount)? If you need additional help, our Customer Service Representatives are available from 8am--6pm Monday through Friday.

Affordable Connectivity Program complaints may be filed with the Federal Communications Commission by visiting the FCC's Consumer Complaint Center website, which is available at <https://consumercomplaints.fcc.gov/hc/en-us> or by contacting the FCC's Consumer Complaint Center at 1-888-225-5322.

**LATE FEE REMINDER:** Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at <http://www.centurylink.com/tariffs>.

Effective January 2023, consumer and small business customers who receive a paper bill will incur a \$1.00 monthly Paper Bill Fee. If you currently receive only an electronic bill (e-bill), you will not be impacted by this fee unless you switch from paperless billing to paper billing. Lifeline and Affordable Connectivity Program customers, and customers who receive Braille or large print invoices are excluded from this fee. Save the \$1.00 each month by signing up for paperless billing today at [www.centurylink.com/paperless](http://www.centurylink.com/paperless)! It is quick, simple, convenient, and environmentally friendly. With paperless billing, you can view your bill anywhere, anytime online. You will also receive an email alert each month when your bill is ready.

**NOTICE OF PRICE INCREASE:** On February 1, 2023, the monthly rate for most residential long-distance calling plans not associated with a price lock or price for life offer will increase by up to \$1.00 and per minute charges will increase by up to 5 cents per minute. Grandfathered Freedom long-distance plans will increase by up to \$5.00 per month. Home Phone Unlimited long-distance plans will not increase.

Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

CenturyLink offers, at no charge to you, a service that will help prevent unwanted third party charges from appearing on your bill. To request this service, known as a billing block, for charges such as charitable contributions, dial-up Internet service from non-CenturyLink companies or other

## **KEEPING YOU CONNECTED**

non-telecommunications charge, please contact a Customer Care Representative at 800-201-4102.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.



## EXHIBIT A

Account Number: 332183815

Page: 8 of 8  
Bill Date: Dec. 10, 2022

**HELLO, RONALD MOORE****WHAT DO I OWE?**

Your Amount Due Is:

Current Charges Are Due  
By Feb. 09, 2023

Past Due Charges Are Due Immediately

**\$326.63****CHANGES FROM YOUR LAST BILL**

- There has been a rate change that affects your account.

See additional details on page 2

**ACCOUNT SUMMARY**

Previous Balance	171.86
Payments Received	.00
Other Charges and Credits (see page 3)	-15.66
<b>Balance Forward</b>	<b>156.20</b>
Total New Charges	170.43

**TOTAL AMOUNT DUE \$326.63****JUST FOR YOU****SERVICES**

Packages	85.00
Additional Charges and Credits	.40
Voice	34.95
Late Payment Charge	34.00
Taxes, Fees and Surcharges	16.08

**TOTAL SERVICES \$170.43****MANAGE YOUR ACCOUNT****Information about Your Bill:** [www.centurylink.com/billinginfo](http://www.centurylink.com/billinginfo)**Pay Your Bill:** [www.centurylink.com/paybill](http://www.centurylink.com/paybill)**Product Information:** [www.centurylink.com/productinfo](http://www.centurylink.com/productinfo)**Repair/Technical Support:** [www.centurylink.com/repairsupport](http://www.centurylink.com/repairsupport)**Chat with an Agent:** Visit [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus)

Still need to speak with an Agent? You'll need to have your account number which is at the top of the page. Just enter it in our automated system so we can get you to the right department.

Payments/Billing/Products/Services: 1-800-244-1111

Tech Support/Repair Service: 1-800-244-1111

Our Customer Service Representatives are available from 8am--6pm Monday through Friday.

\*\*\*PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT\*\*\*

D

Account Number:

332183815

Amount Due By Feb. 09, 2023

\$326.63

RONALD MOORE  
1587 DENVER ST  
SALT LAKE CTY, UT 84115-1715

CenturyLink  
P.O. Box 2961  
Phoenix, AZ 85062-2961

000033218381500000000156209000000000011023000003266387000000

**Exh. A p.27**

**CHANGES FROM YOUR LAST BILL**

An adjustment in the amount of -\$0.07 has been reflected on your bill as a Out of Service Credit for Facility Relocation Fee RES.

An adjustment in the amount of -\$0.93 has been reflected on your bill as a Out of Service Credit for ULD Nationwide Intra.

An adjustment in the amount of -\$1.12 has been reflected on your bill as a Out of Service Credit for ULD Nationwide Inter.

An adjustment in the amount of -\$1.43 has been reflected on your bill as a Out of Service Credit for Subscriber Line Charge.

An adjustment in the amount of -\$5.44 has been reflected on your bill as a Out of Service Credit for 1 Pty Residence Line.

An adjustment in the amount of -\$6.67 has been reflected on your bill as a Out of Service Credit for HSI Up to 5M/896K.

Your Federal Universal Service Fund Surcharge rate has changed from 28.90% to 32.60%.

**KEEPING YOU CONNECTED**

In order to keep your account current, all charges should be paid each month. Failure to pay for services other than your Local Phone Service, may result in restriction of long distance calls, removal of those other services, or collection activities. These services could include feature packages, Long Distance, High Speed Internet, Wireless, or Television services, and certain surcharges. To avoid disconnection of your Local Phone Service, you must pay the charges associated with that service as well as certain taxes and surcharges. That amount is \$68.33. On the first page of your bill, there is a line called Total Amount Due. If that amount is less than \$68.33, please pay the Total Amount Due amount. CenturyLink service bundles, and the amounts shown on the bill's first page, may include charges for both Local Phone Service and other charges. CenturyLink should receive your payment on or before the due date on your bill. If you are unable to pay by the due date, please contact us immediately.

Keeping You Connected continued on page 6



**CenturyLink is dedicated to perfecting solutions that work for you and your life.**  
For service options, visit us today at [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus).



**Need to make an update to your account?**  
Log into your My CenturyLink by visiting [www.centurylink.com/mycenturylink](http://www.centurylink.com/mycenturylink). Your security code is 1426.

Email

Signature

Date / /  
Account #: 332183815

**Make your life easier. Select the option below that best meets your needs.**

- ☐ **Automatic Payment.** Simple. Effortless. Accurate. With the automatic payment plan you never have to worry about paying your bill on time again. By checking the box and filling in the information requested above, you are authorizing your bank to debit the monthly amount due on your bill and pay it directly to CenturyLink. Don't forget to include a check for this month's payment. You can also sign up for automatic payment at [centurylink.com/billpay](http://centurylink.com/billpay).
- ☐ **Go Green with Paperless Billing.** To stop receiving a monthly paper bill and start receiving a simple email which lets you know everytime your online bill is ready to view, just check the box, fill in the information requested above and hop online to create an account at [centurylink.com/billpay](http://centurylink.com/billpay). The trees thank you already.

**Carrier Information****801-466-6539**

Local Toll Carrier: CenturyLink Communications, LLC

Long Distance Carrier: CenturyLink Communications, LLC

**Other Charges and Credits**

Out of Service Credit for HSI Up to 5M/896K / 3321838150001	-6.67
Out of Service Credit for 1 Pty Residence Line / 801-466-6539	-5.44
Out of Service Credit for Facility Relocation Fee RES / 801-466-6539	-.07
Out of Service Credit for Subscriber Line Charge / 801-466-6539	-1.43
Out of Service Credit for ULD Nationwide Inter / 801-466-6539	-1.12
Out of Service Credit for ULD Nationwide Intra / 801-466-6539	-.93
<b>Total Other Charges and Credits</b>	<b>-\$15.66</b>

**Details of Your Packaged Services**

Service Period: JAN 10 - FEB 09

**Internet and Unlimited Home Phone**

Monthly Recurring Charges 85.00

**Broadband User ID: 3321838150001**

Internet Up to 5Mbps

**Services for: 801-466-6539**

1 Pty Residence Line

Subscriber Line Charge

<b>Total Packages</b>	<b>\$85.00</b>
-----------------------	----------------

**Additional Charges and Credits****Services for: 801-466-6539****Monthly Charges**

Facility Relocation Cost Recovery Fee .40

<b>Total Monthly Charges</b>	<b>\$ .40</b>
------------------------------	---------------

<b>Total Additional Charges and Credits</b>	<b>\$ .40</b>
---	---------------

**Details of Your Voice Services**

Local Service Period: JAN 10 - FEB 09

**CenturyLink Local Usage****Local Call Detail**

No	Date	Time	Location	Number	Type	Plan	Min	Price
1	DEC 27	10:24A	To DIR ASST	UT 801-411 0000	DA			6.99
			From SALT LAKE	UT 801-466-6539				
2	DEC 27	11:04A	To DIR ASST	UT 801-411 0000	DA			6.99
			From SALT LAKE	UT 801-466-6539				
3	DEC 27	11:05A	To DIR ASST	UT 801-411 0000	DA			6.99
			From SALT LAKE	UT 801-466-6539				
4	DEC 27	11:06A	To DIR ASST	UT 801-411 0000	DA			6.99
			From SALT LAKE	UT 801-466-6539				
5	DEC 27	10:12P	To DIR ASST	UT 801-411 0000	DA			6.99

## EXHIBIT A

Account Number: 332183815

Page: 4 of 8  
Bill Date: Jan. 10, 2023

### CenturyLink Local Usage

#### Local Call Detail

No	Date	Time	Location	Number	Type	Plan	Min	Price
			From SALT LAKE	UT 801-466-6539				
Total for 801-466-6539								34.95
Total of Itemized Calls								34.95
Total CenturyLink Local Usage								34.95

#### Call Type Codes

DA - Dir Assist  
DD - Direct Call

---

Total Voice	\$34.95
-------------	---------

---

**Details of Your Taxes, Fees and Surcharges**

Service Period: JAN 10 - FEB 09

Learn more about Taxes, Fees and Surcharges.

Visit [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.**Packages**

Federal Excise Tax	1.15	
Federal Universal Service Fund Surcharge	3.84	
Property Tax Recovery Fee	.09	
Regulatory Recovery Fee	.18	
SALT LAKE CITY City 911 Tax	.71	
SALT LAKE CITY Sales Tax	.71	
SALT LAKE CITY Statutory Gross Receipts Tax	1.18	
SALT LAKE Sales Tax	.29	
UTAH Sales Tax	1.68	
UTAH State 911 Tax	.25	
UTAH State Special Tax	.52	
UTAH State Universal Service Fund Surcharge	.36	
<b>Total Packages</b>		<b>\$10.96</b>

**Additional Charges and Credits**

Federal Excise Tax	.01	
SALT LAKE CITY Sales Tax	.01	
SALT LAKE CITY Statutory Gross Receipts Tax	.01	
UTAH Sales Tax	.02	
<b>Total Additional Charges and Credits</b>		<b>\$0.05</b>

**Voice**

Federal Excise Tax	1.05	
SALT LAKE CITY Sales Tax	.74	
SALT LAKE CITY Statutory Gross Receipts Tax	1.22	
SALT LAKE Sales Tax	.31	
UTAH Sales Tax	1.75	
<b>Total Voice</b>		<b>\$5.07</b>

---

<b>Total Taxes, Fees and Surcharges</b>	<b>\$16.08</b>
---	----------------

---

**KEEPING YOU CONNECTED**

Save time and learn more about the taxes and fees listed on your bill by visiting our website at [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.

Making a payment is fast and easy with CenturyLink. Visit [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) to view the variety of convenient payment options available today.

Hacer un pago es rapido y facil con CenturyLink. Visita [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) hoy, para ver todas las opciones de pago disponibles.

Understanding your bill has become a lot easier. CenturyLink has a wealth of resources that provide information about how to read and understand the contents of your bill. Visit [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) today to get started.

Entender su factura es ahora mas sencillo. CenturyLink tiene a su disposicion una serie de recursos para brindarle informacion de como entender el contenido de su factura. Visita [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) hoy mismo.

Did you know that you can place an order, pay your bill, check the status of a payment and much more at anytime by visiting [www.CenturyLink.com/MyAccount](http://www.CenturyLink.com/MyAccount)? If you need additional help, our Customer Service Representatives are available from 8am--6pm Monday through Friday.

Affordable Connectivity Program complaints may be filed with the Federal Communications Commission by visiting the FCCs Consumer Complaint Center website, which is available at <https://consumercomplaints.fcc.gov/hc/en-us> or by contacting the FCCs Consumer Complaint Center at 1-888-225-5322.

**LATE FEE REMINDER:** Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at <http://www.centurylink.com/tariffs>.

Effective January 2023, consumer and small business customers who receive a paper bill will incur a \$1.00 monthly Paper Bill Fee, plus any applicable taxes. If you currently receive only an electronic bill (e-bill), you will not be impacted by this fee unless you switch from paperless billing to paper billing. Lifeline and Affordable Connectivity Program customers, and customers who receive Braille or large print invoices are excluded from this fee. Save the \$1.00 each month by signing up for paperless billing today at [www.centurylink.com/paperless](http://www.centurylink.com/paperless)! It is quick, simple, convenient, and environmentally friendly. With paperless billing, you can view your bill anywhere, anytime online. You will also receive an email alert each month when your bill is ready.

**NOTICE OF PRICE INCREASE:** On February 1, 2023, the monthly rate for most residential long-distance calling plans not associated with a price lock or price for life offer will increase by up to \$1.00 and per minute charges will increase by up to 5 cents per minute. Grandfathered Freedom long-distance plans will increase by up to \$5.00 per month. Home Phone Unlimited long-distance plans will not increase.

**NOTICE OF RATE INCREASE -** Effective February 1, 2023, Non-Published and Non-Listed directory listings will increase by \$1.00 per month.

Effective February 1, 2023, the monthly rate for Flat rate lines, Measured Usage Service lines, Message rate lines and Multi-party Usage Service lines will increase by \$1.50. The following bundles will increase by \$2.00: Custom Choice, Custom Choice Additional Line, Two-Line Custom Choice, Select Pak Package, Popular Choice Complete with and without voice mail, Two-Line Popular Choice Complete with and without voice mail, Custom Choice Complete with and without voice mail, Two-Line Custom Choice Complete with and without voice mail, Value Choice, Two-Line Value Choice, Preferred Choice Complete with and without voice mail, Two-Line Preferred Choice Complete with and without voice mail, Choice Home, Choice Two-Line Home, Choice Home Plus and Choice Two-Line Home Plus.

Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

CenturyLink offers, at no charge to you, a service that will help prevent unwanted third party

## **KEEPING YOU CONNECTED**

charges from appearing on your bill. To request this service, known as a billing block, for charges such as charitable contributions, dial-up Internet service from non-CenturyLink companies or other non-telecommunications charge, please contact a Customer Care Representative at 800-201-4102.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.



## EXHIBIT A

Account Number: 332183815

Page: 8 of 8  
Bill Date: Jan. 10, 2023

**HELLO, RONALD MOORE****WHAT DO I OWE?**

Your Amount Due Is:

Current Charges Are Due  
By Mar. 09, 2023

Past Due Charges Are Due Immediately

**\$458.04****CHANGES FROM YOUR LAST BILL**

- You have made a change to your service(s).

See additional details on page 2

**ACCOUNT SUMMARY**

Previous Balance	326.63
Payments Received	.00
<b>Balance Forward</b>	<b>326.63</b>
Total New Charges	131.41
<b>TOTAL AMOUNT DUE</b>	<b>\$458.04</b>

**JUST FOR YOU****SERVICES**

Packages	85.00
Additional Charges and Credits	.40
Late Payment Charge	34.00
Taxes, Fees and Surcharges	12.01
<b>TOTAL SERVICES</b>	<b>\$131.41</b>

**MANAGE YOUR ACCOUNT****Information about Your Bill:** [www.centurylink.com/billinginfo](http://www.centurylink.com/billinginfo)**Pay Your Bill:** [www.centurylink.com/paybill](http://www.centurylink.com/paybill)**Product Information:** [www.centurylink.com/productinfo](http://www.centurylink.com/productinfo)**Repair/Technical Support:** [www.centurylink.com/repairsupport](http://www.centurylink.com/repairsupport)**Chat with an Agent:** Visit [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus)

Still need to speak with an Agent? You'll need to have your account number which is at the top of the page. Just enter it in our automated system so we can get you to the right department.

Payments/Billing/Products/Services: 1-800-244-1111

Tech Support/Repair Service: 1-800-244-1111

Our Customer Service Representatives are available from 8am--6pm Monday through Friday.

\*\*\*PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT\*\*\*

D

Account Number:

332183815

Amount Due By Mar. 09, 2023

\$458.04

RONALD MOORE  
1587 DENVER ST  
SALT LAKE CTY, UT 84115-1715

CenturyLink  
P.O. Box 2961  
Phoenix, AZ 85062-2961

00003321838150000000032663800000000021023000004580435000000

**Exh. A p.35**

**CHANGES FROM YOUR LAST BILL**

You have added Paper Bill Fee to 332183815.

**KEEPING YOU CONNECTED**

In order to keep your account current, all charges should be paid each month. Failure to pay for services other than your Local Phone Service, may result in restriction of long distance calls, removal of those other services, or collection activities. These services could include feature packages, Long Distance, High Speed Internet, Wireless, or Television services, and certain surcharges. To avoid disconnection of your Local Phone Service, you must pay the charges associated with that service as well as certain taxes and surcharges. That amount is \$112.17. On the first page of your bill, there is a line called Total Amount Due. If that amount is less than \$112.17, please pay the Total Amount Due amount. CenturyLink service bundles, and the amounts shown on the bill's first page, may include charges for both Local Phone Service and other charges. CenturyLink should receive your payment on or before the due date on your bill. If you are unable to pay by the due date, please contact us immediately.

Save time and learn more about the taxes and fees listed on your bill by visiting our website at [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.

Making a payment is fast and easy with CenturyLink. Visit [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) to view the variety of convenient payment options available today.

Hacer un pago es rapido y facil con CenturyLink. Visita [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) hoy, para ver todas las opciones de pago disponibles.

Understanding your bill has become a lot easier. CenturyLink has a wealth of resources that provide information about how to read and understand the contents of your bill. Visit [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) today to get started.

Entender su factura es ahora mas sencillo. CenturyLink tiene a su disposicion una serie de recursos para brindarle informacion de como entender el contenido de su factura. Visita [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) hoy mismo.

Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

Keeping You Connected continued on page 5



**CenturyLink is dedicated to perfecting solutions that work for you and your life.**  
For service options, visit us today at [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus).



**Need to make an update to your account?**  
Log into your My CenturyLink by visiting [www.centurylink.com/mycenturylink](http://www.centurylink.com/mycenturylink). Your security code is 1426.

Email

Signature

Date  
Account #: 332183815

**Make your life easier. Select the option below that best meets your needs.**

- ☐ **Automatic Payment.** Simple. Effortless. Accurate. With the automatic payment plan you never have to worry about paying your bill on time again. By checking the box and filling in the information requested above, you are authorizing your bank to debit the monthly amount due on your bill and pay it directly to CenturyLink. Don't forget to include a check for this month's payment. You can also sign up for automatic payment at [centurylink.com/billpay](http://centurylink.com/billpay).
- ☐ **Go Green with Paperless Billing.** To stop receiving a monthly paper bill and start receiving a simple email which lets you know everytime your online bill is ready to view, just check the box, fill in the information requested above and hop online to create an account at [centurylink.com/billpay](http://centurylink.com/billpay). The trees thank you already.

## Carrier Information

**801-466-6539**

Local Toll Carrier: CenturyLink Communications, LLC

Long Distance Carrier: CenturyLink Communications, LLC

## Details of Your Packaged Services

Service Period: FEB 10 - MAR 09

**Internet and Unlimited Home Phone**

Monthly Recurring Charges	85.00
---------------------------	-------

**Broadband User ID: 3321838150001**

Internet Up to 5Mbps

**Services for: 801-466-6539**

1 Pty Residence Line

Subscriber Line Charge

---

<b>Total Packages</b>	<b>\$85.00</b>
-----------------------	----------------

---

## Additional Charges and Credits

**Services for: 801-466-6539****Monthly Charges**

Facility Relocation Cost Recovery Fee	.40
---------------------------------------	-----

---

<b>Total Monthly Charges</b>	<b>\$ .40</b>
------------------------------	---------------

---

---

<b>Total Additional Charges and Credits</b>	<b>\$ .40</b>
---	---------------

---

**EXHIBIT A**

Account Number: 332183815

Page: 4 of 6  
Bill Date: Feb. 10, 2023**Details of Your Taxes, Fees and Surcharges**

Service Period: FEB 10 - MAR 09

Learn more about Taxes, Fees and Surcharges.  
Visit [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.**Account Charges**

Paper Bill Fee	1.00	
<b>Account Charges Total</b>		<b>\$1.00</b>

**Packages**

Federal Excise Tax	1.15	
Federal Universal Service Fund Surcharge	3.84	
Property Tax Recovery Fee	.09	
Regulatory Recovery Fee	.18	
SALT LAKE CITY City 911 Tax	.71	
SALT LAKE CITY Sales Tax	.71	
SALT LAKE CITY Statutory Gross Receipts Tax	1.18	
SALT LAKE Sales Tax	.29	
UTAH Sales Tax	1.68	
UTAH State 911 Tax	.25	
UTAH State Special Tax	.52	
UTAH State Universal Service Fund Surcharge	.36	
<b>Total Packages</b>		<b>\$10.96</b>

**Additional Charges and Credits**

Federal Excise Tax	.01	
SALT LAKE CITY Sales Tax	.01	
SALT LAKE CITY Statutory Gross Receipts Tax	.01	
UTAH Sales Tax	.02	
<b>Total Additional Charges and Credits</b>		<b>\$.05</b>

---

<b>Total Taxes, Fees and Surcharges</b>	<b>\$12.01</b>
---	----------------

---

**KEEPING YOU CONNECTED**

Did you know that you can place an order, pay your bill, check the status of a payment and much more at anytime by visiting [www.CenturyLink.com/MyAccount?](http://www.CenturyLink.com/MyAccount?) If you need additional help, our Customer Service Representatives are available from 8am--6pm Monday through Friday.

Affordable Connectivity Program complaints may be filed with the Federal Communications Commission by visiting the FCC's Consumer Complaint Center website, which is available at <https://consumercomplaints.fcc.gov/hc/en-us> or by contacting the FCC's Consumer Complaint Center at 1-888-225-5322.

Telephone and Broadband Assistance - CenturyLink participates in the Federal Communications Commission (FCC) Lifeline program, which makes residential telephone or qualifying broadband service more affordable to eligible low-income individuals and families. Eligible customers may qualify for Lifeline discounts of \$5.25/month for voice or bundled voice service or \$9.25/month for qualifying broadband or broadband bundles. Residents who live on federally recognized Tribal Lands may qualify for additional Tribal benefits if they participate in certain additional federal eligibility programs. The Lifeline discount may be applied to either a qualifying broadband or wireless service. Broadband speeds must be at least 25 Mbps download and 3 Mbps upload to qualify. CenturyLink also participates in the federal Affordable Connectivity Program (ACP) that is operated by the FCC and provides eligible households with a discount of up to \$30 per month on their broadband service and up to \$75 per month for households on qualifying Tribal lands. To be eligible for the ACP discount at least one member of the household must participate in one of the qualifications for the Lifeline program or meet one of the following criteria: be approved to receive school lunch benefits or the school breakfast program, have received a federal Pell Grant in the current year, receive assistance through the WIC program, or be at or below 200% of Federal Poverty Guidelines. If the Affordable Connectivity Program ends, or when a household is no longer eligible for the program, customers will be subject to the current rates, terms, and conditions for their service. Customers are limited to only one ACP and one Lifeline program discount per household. A household is defined as any individual or group of individuals who live together at the same address and share income and expenses. Neither ACP nor Lifeline discounts are transferable. Consumers who willfully make false statements to obtain these discounts can be punished by fine or imprisonment and can be barred from these programs. If you live in a CenturyLink service area, visit <https://www.centurylink.com/aboutus/community/community-development/lifeline.html> for additional information or to apply for these programs or call 1-800-201-4099 with questions.

Effective January 2023, consumer and small business customers who receive a paper bill will incur a \$1.00 monthly Paper Bill Fee, plus any applicable taxes. If you currently receive only an electronic bill (e-bill), you will not be impacted by this fee unless you switch from paperless billing to paper billing. Lifeline and Affordable Connectivity Program customers, and customers who receive Braille or large print invoices are excluded from this fee. Save the \$1.00 each month by signing up for paperless billing today at [www.centurylink.com/paperless!](http://www.centurylink.com/paperless!) It is quick, simple, convenient, and environmentally friendly. With paperless billing, you can view your bill anywhere, anytime online. You will also receive an email alert each month when your bill is ready.

**LATE FEE REMINDER:** Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at <http://www.centurylink.com/tariffs>.

**NOTICE OF PRICE INCREASE:** On February 1, 2023, the monthly rate for most residential long-distance calling plans not associated with a price lock or price for life offer will increase by up to \$1.00 and per minute charges will increase by up to 5 cents per minute. Grandfathered Freedom long-distance plans will increase by up to \$5.00 per month. Home Phone Unlimited long-distance plans will not increase.

**NOTICE OF RATE INCREASE - Effective February 1, 2023, Non-Published and Non-Listed directory listings will increase by \$1.00 per month.**

Effective February 1, 2023, the monthly rate for Flat rate lines, Measured Usage Service lines, Message rate lines and Multi-party Usage Service lines will increase by \$1.50. The following bundles will increase by \$2.00: Custom Choice, Custom Choice Additional Line, Two-Line Custom Choice, Select Pak Package, Popular Choice Complete with and without voice mail, Two-Line Popular Choice Complete with and without voice mail, Custom Choice Complete with and without voice mail, Two-Line Custom Choice Complete with and without voice mail, Value Choice, Two-

**KEEPING YOU CONNECTED**

Line Value Choice, Preferred Choice Complete with and without voice mail, Two-Line Preferred Choice Complete with and without voice mail, Choice Home, Choice Two-Line Home, Choice Home Plus and Choice Two-Line Home Plus.

CenturyLink offers, at no charge to you, a service that will help prevent unwanted third party charges from appearing on your bill. To request this service, known as a billing block, for charges such as charitable contributions, dial-up Internet service from non-CenturyLink companies or other non-telecommunications charge, please contact a Customer Care Representative at 800-201-4102.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.

**HELLO, RONALD MOORE****WHAT DO I OWE?**

Your Amount Due Is:

Current Charges Are Due  
By Apr. 07, 2023

Past Due Charges Are Due Immediately

**\$589.45****ACCOUNT SUMMARY**

Previous Balance	458.04
Payments Received	.00
<b>Balance Forward</b>	<b>458.04</b>
Total New Charges	131.41
<b>TOTAL AMOUNT DUE</b>	<b>\$589.45</b>

**JUST FOR YOU****SERVICES**

Packages	85.00
Additional Charges and Credits	.40
Late Payment Charge	34.00
Taxes, Fees and Surcharges	12.01
<b>TOTAL SERVICES</b>	<b>\$131.41</b>

**MANAGE YOUR ACCOUNT****Information about Your Bill:** [www.centurylink.com/billinginfo](http://www.centurylink.com/billinginfo)**Pay Your Bill:** [www.centurylink.com/paybill](http://www.centurylink.com/paybill)**Product Information:** [www.centurylink.com/productinfo](http://www.centurylink.com/productinfo)**Repair/Technical Support:** [www.centurylink.com/repairsupport](http://www.centurylink.com/repairsupport)**Chat with an Agent:** Visit [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus)

Still need to speak with an Agent? You'll need to have your account number which is at the top of the page. Just enter it in our automated system so we can get you to the right department.

Payments/Billing/Products/Services: 1-800-244-1111

Tech Support/Repair Service: 1-800-244-1111

Our Customer Service Representatives are available from 8am--6pm Monday through Friday.

\*\*\*PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT\*\*\*

D

Account Number:	332183815
Amount Due By Apr. 07, 2023	\$589.45

RONALD MOORE  
1587 DENVER ST  
SALT LAKE CTY, UT 84115-1715

CenturyLink  
P.O. Box 2961  
Phoenix, AZ 85062-2961

000033218381500000000458043000000000031023000005894503000000

**Exh. A p.41**



**KEEPING YOU CONNECTED**

In order to keep your account current, all charges should be paid each month. Failure to pay for services other than your Local Phone Service, may result in restriction of long distance calls, removal of those other services, or collection activities. These services could include feature packages, Long Distance, High Speed Internet, Wireless, or Television services, and certain surcharges. To avoid disconnection of your Local Phone Service, you must pay the charges associated with that service as well as certain taxes and surcharges. That amount is \$156.01. On the first page of your bill, there is a line called Total Amount Due. If that amount is less than \$156.01, please pay the Total Amount Due amount. CenturyLink service bundles, and the amounts shown on the bill's first page, may include charges for both Local Phone Service and other charges. CenturyLink should receive your payment on or before the due date on your bill. If you are unable to pay by the due date, please contact us immediately.

Save time and learn more about the taxes and fees listed on your bill by visiting our website at [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.

Making a payment is fast and easy with CenturyLink. Visit [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) to view the variety of convenient payment options available today.

Hacer un pago es rapido y facil con CenturyLink. Visita [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) hoy, para ver todas las opciones de pago disponibles.

Understanding your bill has become a lot easier. CenturyLink has a wealth of resources that provide information about how to read and understand the contents of your bill. Visit [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) today to get started.

Entender su factura es ahora mas sencillo. CenturyLink tiene a su disposicion una serie de recursos para brindarle informacion de como entender el contenido de su factura. Visita [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) hoy mismo.

Did you know that you can place an order, pay your bill, check the status of a payment and much more at anytime by visiting [www.CenturyLink.com/MyAccount](http://www.CenturyLink.com/MyAccount)? If you need additional help, our Customer Service Representatives are available from 8am--6pm Monday through Friday.

Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

Keeping You Connected continued on page 5



**CenturyLink is dedicated to perfecting solutions that work for you and your life.**  
For service options, visit us today at [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus).



**Need to make an update to your account?**  
Log into your My CenturyLink by visiting [www.centurylink.com/mycenturylink](http://www.centurylink.com/mycenturylink). Your security code is 1426.

Email

Signature

Date / /  
Account #: 332183815

**Make your life easier. Select the option below that best meets your needs.**

- ☐ **Automatic Payment.** Simple. Effortless. Accurate. With the automatic payment plan you never have to worry about paying your bill on time again. By checking the box and filling in the information requested above, you are authorizing your bank to debit the monthly amount due on your bill and pay it directly to CenturyLink. Don't forget to include a check for this month's payment. You can also sign up for automatic payment at [centurylink.com/billpay](http://centurylink.com/billpay).
- ☐ **Go Green with Paperless Billing.** To stop receiving a monthly paper bill and start receiving a simple email which lets you know everytime your online bill is ready to view, just check the box, fill in the information requested above and hop online to create an account at [centurylink.com/billpay](http://centurylink.com/billpay). The trees thank you already.

## Carrier Information

**801-466-6539**

Local Toll Carrier: CenturyLink Communications, LLC

Long Distance Carrier: CenturyLink Communications, LLC

## Details of Your Packaged Services

Service Period: MAR 10 - APR 09

**Internet and Unlimited Home Phone**

Monthly Recurring Charges 85.00

**Broadband User ID: 3321838150001**

Internet Up to 5Mbps

**Services for: 801-466-6539**

1 Pty Residence Line

Subscriber Line Charge

---

**Total Packages \$85.00**

---

## Additional Charges and Credits

**Services for: 801-466-6539****Monthly Charges**

Facility Relocation Cost Recovery Fee .40

---

**Total Monthly Charges \$ .40**

---

---

**Total Additional Charges and Credits \$ .40**

---

**Details of Your Taxes, Fees and Surcharges**

Service Period: MAR 10 - APR 09

Learn more about Taxes, Fees and Surcharges.  
Visit [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.**Account Charges**

Paper Bill Fee	1.00	
<b>Account Charges Total</b>		<b>\$1.00</b>

**Packages**

Federal Excise Tax	1.15	
Federal Universal Service Fund Surcharge	3.84	
Property Tax Recovery Fee	.09	
Regulatory Recovery Fee	.18	
SALT LAKE CITY City 911 Tax	.71	
SALT LAKE CITY Sales Tax	.71	
SALT LAKE CITY Statutory Gross Receipts Tax	1.18	
SALT LAKE Sales Tax	.29	
UTAH Sales Tax	1.68	
UTAH State 911 Tax	.25	
UTAH State Special Tax	.52	
UTAH State Universal Service Fund Surcharge	.36	
<b>Total Packages</b>		<b>\$10.96</b>

**Additional Charges and Credits**

Federal Excise Tax	.01	
SALT LAKE CITY Sales Tax	.01	
SALT LAKE CITY Statutory Gross Receipts Tax	.01	
UTAH Sales Tax	.02	
<b>Total Additional Charges and Credits</b>		<b>\$0.05</b>

---

<b>Total Taxes, Fees and Surcharges</b>	<b>\$12.01</b>
---	----------------

---

## **KEEPING YOU CONNECTED**

Affordable Connectivity Program complaints may be filed with the Federal Communications Commission by visiting the FCCs Consumer Complaint Center website, which is available at <https://consumercomplaints.fcc.gov/hc/en-us> or by contacting the FCCs Consumer Complaint Center at 1-888-225-5322.

**LATE FEE REMINDER:** Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at <http://www.centurylink.com/tariffs>.

CenturyLink offers, at no charge to you, a service that will help prevent unwanted third party charges from appearing on your bill. To request this service, known as a billing block, for charges such as charitable contributions, dial-up Internet service from non-CenturyLink companies or other non-telecommunications charge, please contact a Customer Care Representative at 800-201-4102.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.

## EXHIBIT A

Account Number: 332183815

Page: 6 of 6  
Bill Date: Mar. 10, 2023

**HELLO, RONALD MOORE****WHAT DO I OWE?**

Your Amount Due Is:

Current Charges Are Due  
By May 09, 2023

Past Due Charges Are Due Immediately

**\$723.44****CHANGES FROM YOUR LAST BILL**

- There has been a rate change that affects your account.

See additional details on page 2

**ACCOUNT SUMMARY**

Previous Balance	589.45
Payments Received	.00
<b>Balance Forward</b>	<b>589.45</b>
Total New Charges	133.99
<b>TOTAL AMOUNT DUE</b>	<b>\$723.44</b>

**JUST FOR YOU****SERVICES**

Packages	85.00
Additional Charges and Credits	.40
Late Payment Charge	37.01
Taxes, Fees and Surcharges	11.58
<b>TOTAL SERVICES</b>	<b>\$133.99</b>

**MANAGE YOUR ACCOUNT****Information about Your Bill:** [www.centurylink.com/billinginfo](http://www.centurylink.com/billinginfo)**Pay Your Bill:** [www.centurylink.com/paybill](http://www.centurylink.com/paybill)**Product Information:** [www.centurylink.com/productinfo](http://www.centurylink.com/productinfo)**Repair/Technical Support:** [www.centurylink.com/repairsupport](http://www.centurylink.com/repairsupport)**Chat with an Agent:** Visit [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus)

Still need to speak with an Agent? You'll need to have your account number which is at the top of the page. Just enter it in our automated system so we can get you to the right department.

Payments/Billing/Products/Services: 1-800-244-1111

Tech Support/Repair Service: 1-800-244-1111

Our Customer Service Representatives are available from 8am--6pm Monday through Friday.

\*\*\*PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT\*\*\*

D

Account Number:

332183815

Amount Due By May 09, 2023

\$723.44

RONALD MOORE  
1587 DENVER ST  
SALT LAKE CTY, UT 84115-1715

CenturyLink  
P.O. Box 2961  
Phoenix, AZ 85062-2961

0000332183815000000005894500000000004102300000723446100000

**Exh. A p.47**

**CHANGES FROM YOUR LAST BILL**

Your Federal Universal Service Fund Surcharge rate has changed from 32.60% to 29.00%.

**KEEPING YOU CONNECTED**

In order to keep your account current, all charges should be paid each month. Failure to pay for services other than your Local Phone Service, may result in restriction of long distance calls, removal of those other services, or collection activities. These services could include feature packages, Long Distance, High Speed Internet, Wireless, or Television services, and certain surcharges. To avoid disconnection of your Local Phone Service, you must pay the charges associated with that service as well as certain taxes and surcharges. That amount is \$199.61. On the first page of your bill, there is a line called Total Amount Due. If that amount is less than \$199.61, please pay the Total Amount Due amount. CenturyLink service bundles, and the amounts shown on the bill's first page, may include charges for both Local Phone Service and other charges. CenturyLink should receive your payment on or before the due date on your bill. If you are unable to pay by the due date, please contact us immediately.

Save time and learn more about the taxes and fees listed on your bill by visiting our website at [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.

Making a payment is fast and easy with CenturyLink. Visit [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) to view the variety of convenient payment options available today.

Hacer un pago es rapido y facil con CenturyLink. Visita [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) hoy, para ver todas las opciones de pago disponibles.

Understanding your bill has become a lot easier. CenturyLink has a wealth of resources that provide information about how to read and understand the contents of your bill. Visit [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) today to get started.

Entender su factura es ahora mas sencillo. CenturyLink tiene a su disposicion una serie de recursos para brindarle informacion de como entender el contenido de su factura. Visita [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) hoy mismo.

Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

Keeping You Connected continued on page 5



**CenturyLink is dedicated to perfecting solutions that work for you and your life.**  
For service options, visit us today at [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus).



**Need to make an update to your account?**  
Log into your My CenturyLink by visiting [www.centurylink.com/mycenturylink](http://www.centurylink.com/mycenturylink). Your security code is 1426.

Email

Signature

Date  
Account #: 332183815

**Make your life easier. Select the option below that best meets your needs.**

- ☐ **Automatic Payment.** Simple. Effortless. Accurate. With the automatic payment plan you never have to worry about paying your bill on time again. By checking the box and filling in the information requested above, you are authorizing your bank to debit the monthly amount due on your bill and pay it directly to CenturyLink. Don't forget to include a check for this month's payment. You can also sign up for automatic payment at [centurylink.com/billpay](http://centurylink.com/billpay).
- ☐ **Go Green with Paperless Billing.** To stop receiving a monthly paper bill and start receiving a simple email which lets you know everytime your online bill is ready to view, just check the box, fill in the information requested above and hop online to create an account at [centurylink.com/billpay](http://centurylink.com/billpay). The trees thank you already.

## Carrier Information

**801-466-6539**

Local Toll Carrier: CenturyLink Communications, LLC

Long Distance Carrier: CenturyLink Communications, LLC

## Details of Your Packaged Services

Service Period: APR 10 - MAY 09

**Internet and Unlimited Home Phone**

Monthly Recurring Charges	85.00
---------------------------	-------

**Broadband User ID: 3321838150001**

Internet Up to 5Mbps

**Services for: 801-466-6539**

1 Pty Residence Line

Subscriber Line Charge

---

<b>Total Packages</b>	<b>\$85.00</b>
-----------------------	----------------

---

## Additional Charges and Credits

**Services for: 801-466-6539****Monthly Charges**

Facility Relocation Cost Recovery Fee	.40
---------------------------------------	-----

---

<b>Total Monthly Charges</b>	<b>\$ .40</b>
------------------------------	---------------

---

---

<b>Total Additional Charges and Credits</b>	<b>\$ .40</b>
---	---------------

---



**Details of Your Taxes, Fees and Surcharges**

Service Period: APR 10 - MAY 09

Learn more about Taxes, Fees and Surcharges.  
Visit [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.**Account Charges**

Paper Bill Fee	1.00	
<b>Account Charges Total</b>		<b>\$1.00</b>

**Packages**

Federal Excise Tax	1.14	
Federal Universal Service Fund Surcharge	3.42	
Property Tax Recovery Fee	.09	
Regulatory Recovery Fee	.18	
SALT LAKE CITY City 911 Tax	.71	
SALT LAKE CITY Sales Tax	.71	
SALT LAKE CITY Statutory Gross Receipts Tax	1.18	
SALT LAKE Sales Tax	.29	
UTAH Sales Tax	1.68	
UTAH State 911 Tax	.25	
UTAH State Special Tax	.52	
UTAH State Universal Service Fund Surcharge	.36	
<b>Total Packages</b>		<b>\$10.53</b>

**Additional Charges and Credits**

Federal Excise Tax	.01	
SALT LAKE CITY Sales Tax	.01	
SALT LAKE CITY Statutory Gross Receipts Tax	.01	
UTAH Sales Tax	.02	
<b>Total Additional Charges and Credits</b>		<b>\$ .05</b>

---

<b>Total Taxes, Fees and Surcharges</b>	<b>\$11.58</b>
---	----------------

---

**KEEPING YOU CONNECTED**

Did you know that you can place an order, pay your bill, check the status of a payment and much more at anytime by visiting [www.CenturyLink.com/MyAccount?](http://www.CenturyLink.com/MyAccount?) If you need additional help, our Customer Service Representatives are available from 8am--6pm Monday through Friday.

Affordable Connectivity Program complaints may be filed with the Federal Communications Commission by visiting the FCC's Consumer Complaint Center website, which is available at <https://consumercomplaints.fcc.gov/hc/en-us> or by contacting the FCC's Consumer Complaint Center at 1-888-225-5322.

CenturyLink partners with Speedpay to allow one-time bill payment services via debit or credit card. We notified you previously of an upcoming change in Convenience Fees assessed by Speedpay. Effective March 17, 2023, one-time debit/credit card payments completed without assistance of a representative will decrease to \$2.50. Debit/credit card payments completed with assistance of a representative will increase to \$9.95. This fee applies in addition to any fees charged by your financial institution. CenturyLink does not retain this fee. The following non-chargeable payment options are available through CenturyLink: electronic payment by check, auto-payment plans, and an automated non-credit card payment system via telephone. For more information, visit [centurylink.com/convenience-fee](http://centurylink.com/convenience-fee).

On June 1, 2023, the Home Phone Unlimited long distance plan will increase by \$1.00 per month. All other long distance calling plans not associated with a price lock or price for life offer may increase by up to \$3.00 per month and by up to 5 cents per minute. If your long-distance plan increased earlier this year, you will not see an increase in your next billing statement. International calling plans may increase by up to \$5.00 per month. Per minute international call rates will change and may vary by calling plan. A list of countries and the revised per minute rates are available at [www.centurylink.com/tariffs/pending\\_changes.pdf](http://www.centurylink.com/tariffs/pending_changes.pdf) through June 1, 2023, after which international rates will be located in CenturyLink's published rate schedules at [www.centurylink.com/tariffs](http://www.centurylink.com/tariffs).

Effective June 1, 2023, Joint User Service, Remote Call Forwarding (also known as Number Forwarding), Hunting Service (also known as rotary line service), and additional and foreign listings will be grandfathered and will no longer be available to new customers. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfers of service will not be permitted on accounts associated with these grandfathered services. You may remove a grandfathered service or listing from your account at any time. Please note, however, that grandfathered services and listings removed from your account may not be subsequently reinstated.

Effective June 1, 2023, the Choice International long distance plan will be grandfathered and will no longer be available to new customers. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfers of service are not permitted on accounts associated with grandfathered services. You may remove a grandfathered service or listing from your account at any time. Please note, however, that grandfathered services and listings removed from your account may not be subsequently reinstated.

**LATE FEE REMINDER:** Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at <http://www.centurylink.com/tariffs>.

CenturyLink offers, at no charge to you, a service that will help prevent unwanted third party charges from appearing on your bill. To request this service, known as a billing block, for charges such as charitable contributions, dial-up Internet service from non-CenturyLink companies or other non-telecommunications charge, please contact a Customer Care Representative at 800-201-4102.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.

## EXHIBIT A

Account Number: 332183815

Page: 6 of 6  
Bill Date: Apr. 10, 2023

**HELLO, RONALD MOORE****WHAT DO I OWE?**

Your Amount Due Is:

Current Charges Are Due  
By Jun. 09, 2023

Past Due Charges Are Due Immediately

**\$861.18****ACCOUNT SUMMARY**

Previous Balance	723.44
Payments Received	.00
<b>Balance Forward</b>	<b>723.44</b>
Total New Charges	137.74
<b>TOTAL AMOUNT DUE</b>	<b>\$861.18</b>

**JUST FOR YOU****SERVICES**

Packages	85.00
Additional Charges and Credits	.40
Late Payment Charge	40.76
Taxes, Fees and Surcharges	11.58
<b>TOTAL SERVICES</b>	<b>\$137.74</b>

**MANAGE YOUR ACCOUNT****Information about Your Bill:** [www.centurylink.com/billinginfo](http://www.centurylink.com/billinginfo)**Pay Your Bill:** [www.centurylink.com/paybill](http://www.centurylink.com/paybill)**Product Information:** [www.centurylink.com/productinfo](http://www.centurylink.com/productinfo)**Repair/Technical Support:** [www.centurylink.com/repairsupport](http://www.centurylink.com/repairsupport)**Chat with an Agent:** Visit [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus)

Still need to speak with an Agent? You'll need to have your account number which is at the top of the page. Just enter it in our automated system so we can get you to the right department.

Payments/Billing/Products/Services: 1-800-244-1111

Tech Support/Repair Service: 1-800-244-1111

Our Customer Service Representatives are available from 8am--6pm Monday through Friday.

\*\*\*PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT\*\*\*

D

Account Number:	332183815
Amount Due By Jun. 09, 2023	\$861.18

RONALD MOORE  
1587 DENVER ST  
SALT LAKE CTY, UT 84115-1715

CenturyLink  
P.O. Box 2961  
Phoenix, AZ 85062-2961

000033218381500000000723446000000000051023000008611899000000

**Exh. A p.53**

**KEEPING YOU CONNECTED**

In order to keep your account current, all charges should be paid each month. Failure to pay for services other than your Local Phone Service, may result in restriction of long distance calls, removal of those other services, or collection activities. These services could include feature packages, Long Distance, High Speed Internet, Wireless, or Television services, and certain surcharges. To avoid disconnection of your Local Phone Service, you must pay the charges associated with that service as well as certain taxes and surcharges. That amount is \$243.21. On the first page of your bill, there is a line called Total Amount Due. If that amount is less than \$243.21, please pay the Total Amount Due amount. CenturyLink service bundles, and the amounts shown on the bill's first page, may include charges for both Local Phone Service and other charges. CenturyLink should receive your payment on or before the due date on your bill. If you are unable to pay by the due date, please contact us immediately.

Save time and learn more about the taxes and fees listed on your bill by visiting our website at [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.

Making a payment is fast and easy with CenturyLink. Visit [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) to view the variety of convenient payment options available today.

Hacer un pago es rapido y facil con CenturyLink. Visita [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) hoy, para ver todas las opciones de pago disponibles.

Understanding your bill has become a lot easier. CenturyLink has a wealth of resources that provide information about how to read and understand the contents of your bill. Visit [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) today to get started.

Entender su factura es ahora mas sencillo. CenturyLink tiene a su disposicion una serie de recursos para brindarle informacion de como entender el contenido de su factura. Visita [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) hoy mismo.

Did you know that you can place an order, pay your bill, check the status of a payment and much more at anytime by visiting [www.CenturyLink.com/MyAccount](http://www.CenturyLink.com/MyAccount)? If you need additional help, our Customer Service Representatives are available from 8am--6pm Monday through Friday.

Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

Keeping You Connected continued on page 5



**CenturyLink is dedicated to perfecting solutions that work for you and your life.**  
For service options, visit us today at [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus).



**Need to make an update to your account?**  
Log into your My CenturyLink by visiting [www.centurylink.com/mycenturylink](http://www.centurylink.com/mycenturylink). Your security code is 1426.

Email

Signature

Date / /  
Account #: 332183815

**Make your life easier. Select the option below that best meets your needs.**

- ☐ **Automatic Payment.** Simple. Effortless. Accurate. With the automatic payment plan you never have to worry about paying your bill on time again. By checking the box and filling in the information requested above, you are authorizing your bank to debit the monthly amount due on your bill and pay it directly to CenturyLink. Don't forget to include a check for this month's payment. You can also sign up for automatic payment at [centurylink.com/billpay](http://centurylink.com/billpay).
- ☐ **Go Green with Paperless Billing.** To stop receiving a monthly paper bill and start receiving a simple email which lets you know everytime your online bill is ready to view, just check the box, fill in the information requested above and hop online to create an account at [centurylink.com/billpay](http://centurylink.com/billpay). The trees thank you already.

**Details of Your Packaged Services**

Service Period: MAY 10 - JUN 09

**Internet and Unlimited Home Phone**

Monthly Recurring Charges	85.00
---------------------------	-------

**Broadband User ID: 3321838150001**

Internet Up to 5Mbps

**Services for: 801-466-6539**

1 Pty Residence Line

Subscriber Line Charge

---

<b>Total Packages</b>	<b>\$85.00</b>
-----------------------	----------------

---

**Additional Charges and Credits****Services for: 801-466-6539****Monthly Charges**

Facility Relocation Cost Recovery Fee	.40
---------------------------------------	-----

---

<b>Total Monthly Charges</b>	<b>\$ .40</b>
------------------------------	---------------

---

<b>Total Additional Charges and Credits</b>	<b>\$ .40</b>
---	---------------

---

**Details of Your Taxes, Fees and Surcharges**

Service Period: MAY 10 - JUN 09

Learn more about Taxes, Fees and Surcharges.  
Visit [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.**Account Charges**

Paper Bill Fee	1.00	
<b>Account Charges Total</b>		<b>\$1.00</b>

**Packages**

Federal Excise Tax	1.14	
Federal Universal Service Fund Surcharge	3.42	
Property Tax Recovery Fee	.09	
Regulatory Recovery Fee	.18	
SALT LAKE CITY City 911 Tax	.71	
SALT LAKE CITY Sales Tax	.71	
SALT LAKE CITY Statutory Gross Receipts Tax	1.18	
SALT LAKE Sales Tax	.29	
UTAH Sales Tax	1.68	
UTAH State 911 Tax	.25	
UTAH State Special Tax	.52	
UTAH State Universal Service Fund Surcharge	.36	
<b>Total Packages</b>		<b>\$10.53</b>

**Additional Charges and Credits**

Federal Excise Tax	.01	
SALT LAKE CITY Sales Tax	.01	
SALT LAKE CITY Statutory Gross Receipts Tax	.01	
UTAH Sales Tax	.02	
<b>Total Additional Charges and Credits</b>		<b>\$0.05</b>

---

<b>Total Taxes, Fees and Surcharges</b>	<b>\$11.58</b>
---	----------------

---

**KEEPING YOU CONNECTED**

Affordable Connectivity Program complaints may be filed with the Federal Communications Commission by visiting the FCC's Consumer Complaint Center website, which is available at <https://consumercomplaints.fcc.gov/hc/en-us> or by contacting the FCC's Consumer Complaint Center at 1-888-225-5322.

Effective June 1, 2023, the monthly charge for Inside Wire Protection (IWP) plans, which covers the cost of inside wire trouble identification and repair, will increase by \$1.00 for residential customers. Customers who have an IWP plan are exempt from the Trouble Isolation Charge that would otherwise apply when customers call for service repair and the trouble is found to be on the customers side of the network interface device. Your continued subscription to CenturyLinks IWP plan indicates your acceptance of the changes notified in this bill message. You must immediately contact CenturyLink to discontinue your IWP plan if you do not agree to these changes. If you have any questions, please visit [centurylink.com/wireprotection](http://centurylink.com/wireprotection).

On June 1, 2023, the Home Phone Unlimited long distance plan will increase by \$1.00 per month. All other long distance calling plans not associated with a price lock or price for life offer may increase by up to \$3.00 per month and by up to 5 cents per minute. If your long-distance plan increased earlier this year, you will not see an increase in your next billing statement. International calling plans may increase by up to \$5.00 per month. Per minute international call rates will change and may vary by calling plan. A list of countries and the revised per minute rates are available at [www.centurylink.com/tariffs/pending\\_changes.pdf](http://www.centurylink.com/tariffs/pending_changes.pdf) through June 1, 2023, after which international rates will be located in CenturyLinks published rate schedules at [www.centurylink.com/tariffs](http://www.centurylink.com/tariffs).

Effective June 1, 2023, Joint User Service, Remote Call Forwarding (also known as Number Forwarding), Hunting Service (also known as rotary line service), and additional and foreign listings will be grandfathered and will no longer be available to new customers. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfers of service will not be permitted on accounts associated with these grandfathered services. You may remove a grandfathered service or listing from your account at any time. Please note, however, that grandfathered services and listings removed from your account may not be subsequently reinstated.

Effective June 1, 2023, the Choice International long distance plan will be grandfathered and will no longer be available to new customers. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfers of service are not permitted on accounts associated with grandfathered services. You may remove a grandfathered service or listing from your account at any time. Please note, however, that grandfathered services and listings removed from your account may not be subsequently reinstated.

Effective June 1, 2023, the monthly recurring charge (MRC) for your @Ease service will increase by \$1.00. If you are receiving a promotional discount for this service, you will receive a corresponding monthly credit in the same amount for the remainder of your promotional term, resulting in no net impact to your MRC due to this rate increase. The new @Ease rate and any related discounts will be clearly indicated on your bill. Your continued use of this service indicates your acceptance of these changes. You must immediately terminate your @Ease service if you do not agree to the changes. For questions, visit [www.centurylink.com/home/help/notices/atease](http://www.centurylink.com/home/help/notices/atease).

**LATE FEE REMINDER:** Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at <http://www.centurylink.com/tariffs>.

CenturyLink offers, at no charge to you, a service that will help prevent unwanted third party charges from appearing on your bill. To request this service, known as a billing block, for charges such as charitable contributions, dial-up Internet service from non-CenturyLink companies or other



**KEEPING YOU CONNECTED**

non-telecommunications charge, please contact a Customer Care Representative at 800-201-4102.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.

**HELLO, RONALD MOORE****WHAT DO I OWE?**

Your Amount Due Is:

Current Charges Are Due  
By Jul. 07, 2023

Past Due Charges Are Due Immediately

**\$921.12****ACCOUNT SUMMARY**

Previous Balance	861.18
Payments Received	.00
<b>Balance Forward</b>	<b>861.18</b>
Total New Charges	59.94
<b>TOTAL AMOUNT DUE</b>	<b>\$921.12</b>

**JUST FOR YOU****SERVICES**

Packages	10.00
Additional Charges and Credits	.00
Late Payment Charge	44.69
Taxes, Fees and Surcharges	5.25
<b>TOTAL SERVICES</b>	<b>\$59.94</b>

**MANAGE YOUR ACCOUNT****Information about Your Bill:** [www.centurylink.com/billinginfo](http://www.centurylink.com/billinginfo)**Pay Your Bill:** [www.centurylink.com/paybill](http://www.centurylink.com/paybill)**Product Information:** [www.centurylink.com/productinfo](http://www.centurylink.com/productinfo)**Repair/Technical Support:** [www.centurylink.com/repairsupport](http://www.centurylink.com/repairsupport)**Chat with an Agent:** Visit [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus)

Still need to speak with an Agent? You'll need to have your account number which is at the top of the page. Just enter it in our automated system so we can get you to the right department.

Payments/Billing/Products/Services: 1-800-244-1111

Tech Support/Repair Service: 1-800-244-1111

Our Customer Service Representatives are available from 8am--6pm Monday through Friday.

\*\*\*PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT\*\*\*

D

Account Number:	332183815
Amount Due By Jul. 07, 2023	\$921.12

RONALD MOORE  
1587 DENVER ST  
SALT LAKE CTY, UT 84115-1715

CenturyLink  
P.O. Box 2961  
Phoenix, AZ 85062-2961

000033218381500000000861189000000000061023000009211237000000

**Exh. A p.59**

**KEEPING YOU CONNECTED**

In order to keep your account current, all charges should be paid each month. Failure to pay for services other than your Local Phone Service, may result in restriction of long distance calls, removal of those other services, or collection activities. These services could include feature packages, Long Distance, High Speed Internet, Wireless, or Television services, and certain surcharges. To avoid disconnection of your Local Phone Service, you must pay the charges associated with that service as well as certain taxes and surcharges. That amount is \$245.08. On the first page of your bill, there is a line called Total Amount Due. If that amount is less than \$245.08, please pay the Total Amount Due amount. CenturyLink service bundles, and the amounts shown on the bill's first page, may include charges for both Local Phone Service and other charges. CenturyLink should receive your payment on or before the due date on your bill. If you are unable to pay by the due date, please contact us immediately.

Save time and learn more about the taxes and fees listed on your bill by visiting our website at [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.

Making a payment is fast and easy with CenturyLink. Visit [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) to view the variety of convenient payment options available today.

Hacer un pago es rapido y facil con CenturyLink. Visita [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) hoy, para ver todas las opciones de pago disponibles.

Understanding your bill has become a lot easier. CenturyLink has a wealth of resources that provide information about how to read and understand the contents of your bill. Visit [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) today to get started.

Entender su factura es ahora mas sencillo. CenturyLink tiene a su disposicion una serie de recursos para brindarle informacion de como entender el contenido de su factura. Visita [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) hoy mismo.

Did you know that you can place an order, pay your bill, check the status of a payment and much more at anytime by visiting [www.CenturyLink.com/MyAccount](http://www.CenturyLink.com/MyAccount)? If you need additional help, our Customer Service Representatives are available from 8am--6pm Monday through Friday.

The Facility Relocation Charge will be \$0.67 per line effective July 1, 2023.

Keeping You Connected continued on page 5



**CenturyLink is dedicated to perfecting solutions that work for you and your life.**  
For service options, visit us today at [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus).



**Need to make an update to your account?**  
Log into your My CenturyLink by visiting [www.centurylink.com/mycenturylink](http://www.centurylink.com/mycenturylink). Your security code is 1426.

Email

Signature

Date / /  
Account #: 332183815

**Make your life easier. Select the option below that best meets your needs.**

- ☐ **Automatic Payment.** Simple. Effortless. Accurate. With the automatic payment plan you never have to worry about paying your bill on time again. By checking the box and filling in the information requested above, you are authorizing your bank to debit the monthly amount due on your bill and pay it directly to CenturyLink. Don't forget to include a check for this month's payment. You can also sign up for automatic payment at [centurylink.com/billpay](http://centurylink.com/billpay).
- ☐ **Go Green with Paperless Billing.** To stop receiving a monthly paper bill and start receiving a simple email which lets you know everytime your online bill is ready to view, just check the box, fill in the information requested above and hop online to create an account at [centurylink.com/billpay](http://centurylink.com/billpay). The trees thank you already.

**Details of Your Packaged Services**

Service Period: JUN 10 - JUL 09

**Internet and Unlimited Home Phone**

Monthly Recurring Charges	85.00
Adjustments	-75.00

**Broadband User ID:** 3321838150001

Internet Up to 5Mbps

**Services for:** 801-466-6539

1 Pty Residence Line

Subscriber Line Charge

---

<b>Total Packages</b>	<b>\$10.00</b>
-----------------------	----------------

---

**Additional Charges and Credits****Services for:** 801-466-6539**Monthly Charges**

Facility Relocation Cost Recovery Fee	.40
---------------------------------------	-----

---

<b>Total Monthly Charges</b>	<b>\$\$.40</b>
------------------------------	----------------

---

**Adjustments**

Suspended Rate Credit For Facility Relocation Fee RES	-.40
--	------

---

<b>Total Adjustments</b>	<b>-\$\$.40</b>
--------------------------	-----------------

---

---

<b>Total Additional Charges and Credits</b>	<b>\$\$.00</b>
---	----------------

---

**Details of Your Taxes, Fees and Surcharges**

Service Period: JUN 10 - JUL 09

Learn more about Taxes, Fees and Surcharges.  
Visit [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.

**Account Charges**

Paper Bill Fee	1.00	
<b>Account Charges Total</b>		<b>\$1.00</b>

**Packages**

Federal Excise Tax	.03	
Federal Universal Service Fund Surcharge	1.53	
Property Tax Recovery Fee	.09	
Regulatory Recovery Fee	.18	
SALT LAKE CITY City 911 Tax	.71	
SALT LAKE CITY Sales Tax	.11	
SALT LAKE CITY Statutory Gross Receipts Tax	.18	
SALT LAKE Sales Tax	.04	
UTAH Sales Tax	.25	
UTAH State 911 Tax	.25	
UTAH State Special Tax	.52	
UTAH State Universal Service Fund Surcharge	.36	
<b>Total Packages</b>		<b>\$4.25</b>

---

<b>Total Taxes, Fees and Surcharges</b>	<b>\$5.25</b>
---	---------------

---

**KEEPING YOU CONNECTED**

Affordable Connectivity Program complaints may be filed with the Federal Communications Commission by visiting the FCC's Consumer Complaint Center website, which is available at <https://consumercomplaints.fcc.gov/hc/en-us> or by contacting the FCC's Consumer Complaint Center at 1-888-225-5322.

Effective June 1, 2023, the monthly charge for Inside Wire Protection (IWP) plans, which covers the cost of inside wire trouble identification and repair, will increase by \$1.00 for residential customers. Customers who have an IWP plan are exempt from the Trouble Isolation Charge that would otherwise apply when customers call for service repair and the trouble is found to be on the customers side of the network interface device. Your continued subscription to CenturyLinks IWP plan indicates your acceptance of the changes notified in this bill message. You must immediately contact CenturyLink to discontinue your IWP plan if you do not agree to these changes. If you have any questions, please visit [centurylink.com/wireprotection](http://centurylink.com/wireprotection).

Effective June 1, 2023, the Home Phone Unlimited long distance plan will increase by \$1.00 per month. All other long distance calling plans not associated with a price lock or price for life offer may increase by up to \$3.00 per month and by up to 5 cents per minute. If your long-distance plan increased earlier this year, you will not see an increase in your next billing statement. International calling plans may increase by up to \$5.00 per month. Per minute international call rates will change and may vary by calling plan. A list of countries and the revised per minute rates are available at [www.centurylink.com/tariffs/pending\\_changes.pdf](http://www.centurylink.com/tariffs/pending_changes.pdf) through June 1, 2023, after which international rates will be located in CenturyLinks published rate schedules at [www.centurylink.com/tariffs](http://www.centurylink.com/tariffs).

Effective June 1, 2023, Joint User Service, Remote Call Forwarding (also known as Number Forwarding), Hunting Service (also known as rotary line service), and additional and foreign listings will be grandfathered and will no longer be available to new customers. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfers of service will not be permitted on accounts associated with these grandfathered services. You may remove a grandfathered service or listing from your account at any time. Please note, however, that grandfathered services and listings removed from your account may not be subsequently reinstated.

Effective June 1, 2023, the Choice International long distance plan will be grandfathered and will no longer be available to new customers. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfers of service are not permitted on accounts associated with grandfathered services. You may remove a grandfathered service or listing from your account at any time. Please note, however, that grandfathered services and listings removed from your account may not be subsequently reinstated.

Effective June 1, 2023, the monthly recurring charge (MRC) for your @Ease service will increase by \$1.00. If you are receiving a promotional discount for this service, you will receive a corresponding monthly credit in the same amount for the remainder of your promotional term, resulting in no net impact to your MRC due to this rate increase. The new @Ease rate and any related discounts will be clearly indicated on your bill. Your continued use of this service indicates your acceptance of these changes. You must immediately terminate your @Ease service if you do not agree to the changes. For questions, visit [www.centurylink.com/home/help/notices/atease](http://www.centurylink.com/home/help/notices/atease).

**LATE FEE REMINDER:** Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at <http://www.centurylink.com/tariffs>.

Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

CenturyLink offers, at no charge to you, a service that will help prevent unwanted third party charges from appearing on your bill. To request this service, known as a billing block, for charges

**KEEPING YOU CONNECTED**

such as charitable contributions, dial-up Internet service from non-CenturyLink companies or other non-telecommunications charge, please contact a Customer Care Representative at 800-201-4102.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.

**HELLO, RONALD MOORE****WHAT DO I OWE?**

Your Amount Due Is:

Current Charges Are Due  
By Aug. 09, 2023

Past Due Charges Are Due Immediately

**\$937.84****CHANGES FROM YOUR LAST BILL**

- You have made a change to your service(s).

See additional details on page 2

**ACCOUNT SUMMARY**

Previous Balance	921.12
Payments Received	.00
Other Charges and Credits (see page 3)	-22.67
<b>Balance Forward</b>	<b>898.45</b>
Total New Charges	39.39

**TOTAL AMOUNT DUE \$937.84****JUST FOR YOU****SERVICES**

Packages	-5.66
Late Payment Charge	46.39
Taxes, Fees and Surcharges	-1.34

**TOTAL SERVICES \$39.39****MANAGE YOUR ACCOUNT****Information about Your Bill:** [www.centurylink.com/billinginfo](http://www.centurylink.com/billinginfo)**Pay Your Bill:** [www.centurylink.com/paybill](http://www.centurylink.com/paybill)**Product Information:** [www.centurylink.com/productinfo](http://www.centurylink.com/productinfo)**Repair/Technical Support:** [www.centurylink.com/repairsupport](http://www.centurylink.com/repairsupport)**Chat with an Agent:** Visit [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus)

Still need to speak with an Agent? You'll need to have your account number which is at the top of the page. Just enter it in our automated system so we can get you to the right department.

Payments/Billing/Products/Services: 1-800-244-1111

Tech Support/Repair Service: 1-800-244-1111

Our Customer Service Representatives are available from 8am--6pm Monday through Friday.

\*\*\*PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT\*\*\*

**This Is Your Final Bill.**

F D 062223

Account Number: 332183815

Amount Due By Aug. 09, 2023 \$937.84

RONALD MOORE  
1587 DENVER ST  
SALT LAKE CTY, UT 84115-1715

CenturyLink  
P.O. Box 2961  
Phoenix, AZ 85062-2961

00003321838150000000089845500000000071023000009378495000000

**Exh. A p.65**



**CHANGES FROM YOUR LAST BILL**

You have removed Internet and Unlimited Home Phone from your account.

**KEEPING YOU CONNECTED**

In order to keep your account current, all charges should be paid each month. Failure to pay for services other than your Local Phone Service, may result in restriction of long distance calls, removal of those other services, or collection activities. These services could include feature packages, Long Distance, High Speed Internet, Wireless, or Television services, and certain surcharges. To avoid disconnection of your Local Phone Service, you must pay the charges associated with that service as well as certain taxes and surcharges. That amount is \$245.08. On the first page of your bill, there is a line called Total Amount Due. If that amount is less than \$245.08, please pay the Total Amount Due amount. CenturyLink service bundles, and the amounts shown on the bill's first page, may include charges for both Local Phone Service and other charges. CenturyLink should receive your payment on or before the due date on your bill. If you are unable to pay by the due date, please contact us immediately.

Save time and learn more about the taxes and fees listed on your bill by visiting our website at [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.

Making a payment is fast and easy with CenturyLink. Visit [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) to view the variety of convenient payment options available today.

Hacer un pago es rapido y facil con CenturyLink. Visita [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) hoy, para ver todas las opciones de pago disponibles.

Understanding your bill has become a lot easier. CenturyLink has a wealth of resources that provide information about how to read and understand the contents of your bill. Visit [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) today to get started.

Entender su factura es ahora mas sencillo. CenturyLink tiene a su disposicion una serie de recursos para brindarle informacion de como entender el contenido de su factura. Visita [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) hoy mismo.

The Facility Relocation Charge will be \$0.67 per line effective July 1, 2023.

Keeping You Connected continued on page 5



**CenturyLink is dedicated to perfecting solutions that work for you and your life.**  
For service options, visit us today at [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus).



**Need to make an update to your account?**  
Log into your My CenturyLink by visiting [www.centurylink.com/mycenturylink](http://www.centurylink.com/mycenturylink). Your security code is 1426.

---

Email

Signature

Date  
Account #: 332183815

**Make your life easier. Select the option below that best meets your needs.**

- ☐ **Automatic Payment.** Simple. Effortless. Accurate. With the automatic payment plan you never have to worry about paying your bill on time again. By checking the box and filling in the information requested above, you are authorizing your bank to debit the monthly amount due on your bill and pay it directly to CenturyLink. Don't forget to include a check for this month's payment. You can also sign up for automatic payment at [centurylink.com/billpay](http://centurylink.com/billpay).
- ☐ **Go Green with Paperless Billing.** To stop receiving a monthly paper bill and start receiving a simple email which lets you know everytime your online bill is ready to view, just check the box, fill in the information requested above and hop online to create an account at [centurylink.com/billpay](http://centurylink.com/billpay). The trees thank you already.

**Other Charges and Credits**

Remove HSI Up to 5M/896K From JUN 23 To JUL 09 / 3321838150001	-22.67
<b>Total Other Charges and Credits</b>	<b>-\$22.67</b>

**Details of Your Packaged Services**

Service Period: JUL 10 - AUG 09

**Internet and Unlimited Home Phone**

Adjustments	-5.66
<b>Total Packages</b>	<b>-\$5.66</b>

**Details of Your Taxes, Fees and Surcharges**

Service Period: JUL 10 - AUG 09

Learn more about Taxes, Fees and Surcharges.  
Visit [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.

**Packages**

Federal Universal Service Fund Surcharge	-87	
Property Tax Recovery Fee	-05	
Regulatory Recovery Fee	-10	
SALT LAKE CITY Sales Tax	-07	
SALT LAKE CITY Statutory Gross Receipts Tax	-09	
SALT LAKE Sales Tax	-02	
UTAH Sales Tax	-14	
<b>Total Packages</b>		<b>-\$1.34</b>

---

<b>Total Taxes, Fees and Surcharges</b>	<b>-\$1.34</b>
---	----------------

---

**KEEPING YOU CONNECTED**

Effective July 21, 2023, a one-time "Copy of Bill" fee of \$6.00 may apply when a customer requests a reprint of a monthly bill. This one-time charge applies per copy provided, whether multiple or single copies are requested. Copies of invoices from the past twelve months are available online and can be downloaded at no charge to you. Additional information regarding your CenturyLink bill can be found at <https://www.centurylink.com/home/help/account/billing.html>.

Did you know that you can place an order, pay your bill, check the status of a payment and much more at anytime by visiting [www.CenturyLink.com/MyAccount](http://www.CenturyLink.com/MyAccount)? If you need additional help, our Customer Service Representatives are available from 8am--6pm Monday through Friday.

Affordable Connectivity Program complaints may be filed with the Federal Communications Commission by visiting the FCC's Consumer Complaint Center website, which is available at <https://consumercomplaints.fcc.gov/hc/en-us> or by contacting the FCC's Consumer Complaint Center at 1-888-225-5322.

Effective August 1, 2023, grandfathered residential and small business services are no longer eligible for temporary suspension (vacation rates) and are not eligible for transfer of service between customers. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes or additions are not permitted on accounts associated with grandfathered services. You may remove a grandfathered service from your account at any time. Please note, however, that grandfathered services and listings removed from your account may not be subsequently reinstated.

Effective August 1, 2023, New Number Referral, Customized and Specialized Intercept Services will be grandfathered and will no longer be sold to new customers. Custom Calling feature Call Transfer will also be grandfathered for small business and residential customers. Changes, additions, or transfers of service will not be permitted on accounts associated with these grandfathered services. You may remove a grandfathered service or listing from your account at any time. Please note, however, that grandfathered services and listings removed from your account may not be subsequently reinstated.

Effective August 1, 2023, New Number Referral Intercept Service will be grandfathered and will no longer be sold to new customers. Changes, additions, or transfers of service will not be permitted on accounts associated with these grandfathered services. You may remove a grandfathered service or listing from your account at any time. Please note, however, that grandfathered services and listings removed from your account may not be subsequently reinstated.

**LATE FEE REMINDER:** Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at <http://www.centurylink.com/tariffs>.

Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

CenturyLink offers, at no charge to you, a service that will help prevent unwanted third party charges from appearing on your bill. To request this service, known as a billing block, for charges such as charitable contributions, dial-up Internet service from non-CenturyLink companies or other non-telecommunications charge, please contact a Customer Care Representative at 800-201-4102.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.

## EXHIBIT A

Account Number: 332183815

Page: 6 of 6  
Bill Date: Jul. 10, 2023

**HELLO, RONALD MOORE****WHAT DO I OWE?**

Your Amount Due Is:

Current Charges Are Due  
By Sep. 08, 2023

Past Due Charges Are Due Immediately

**\$937.84****ACCOUNT SUMMARY**

Previous Balance	937.84
Payments Received	.00
<b>Balance Forward</b>	<b>937.84</b>
Total New Charges	.00
<b>TOTAL AMOUNT DUE</b>	<b>\$937.84</b>

**JUST FOR YOU****MANAGE YOUR ACCOUNT****Information about Your Bill:** [www.centurylink.com/billinginfo](http://www.centurylink.com/billinginfo)**Pay Your Bill:** [www.centurylink.com/paybill](http://www.centurylink.com/paybill)**Product Information:** [www.centurylink.com/productinfo](http://www.centurylink.com/productinfo)**Repair/Technical Support:** [www.centurylink.com/repairsupport](http://www.centurylink.com/repairsupport)**Chat with an Agent:** Visit [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus)

Still need to speak with an Agent? You'll need to have your account number which is at the top of the page. Just enter it in our automated system so we can get you to the right department.

Payments/Billing/Products/Services: 1-800-244-1111

Tech Support/Repair Service: 1-800-244-1111

Our Customer Service Representatives are available from 8am--6pm Monday through Friday.

\*\*\*PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT\*\*\*

**This Is Your Revised Final Bill.**

R D 062223

Account Number: 332183815

Amount Due By Sep. 08, 2023 \$937.84

RONALD MOORE  
1587 DENVER ST  
SALT LAKE CTY, UT 84115-1715

CenturyLink  
P.O. Box 2961  
Phoenix, AZ 85062-2961

0000332183815000000009378490000000000810230000009378493000000

**Exh. A p.71**

**KEEPING YOU CONNECTED**

In order to keep your account current, all charges should be paid each month. Failure to pay for services other than your Local Phone Service, may result in restriction of long distance calls, removal of those other services, or collection activities. These services could include feature packages, Long Distance, High Speed Internet, Wireless, or Television services, and certain surcharges. To avoid disconnection of your Local Phone Service, you must pay the charges associated with that service as well as certain taxes and surcharges. That amount is \$245.08. On the first page of your bill, there is a line called Total Amount Due. If that amount is less than \$245.08, please pay the Total Amount Due amount. CenturyLink service bundles, and the amounts shown on the bill's first page, may include charges for both Local Phone Service and other charges. CenturyLink should receive your payment on or before the due date on your bill. If you are unable to pay by the due date, please contact us immediately.

Save time and learn more about the taxes and fees listed on your bill by visiting our website at [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.

Making a payment is fast and easy with CenturyLink. Visit [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) to view the variety of convenient payment options available today.

Hacer un pago es rapido y facil con CenturyLink. Visita [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) hoy, para ver todas las opciones de pago disponibles.

Understanding your bill has become a lot easier. CenturyLink has a wealth of resources that provide information about how to read and understand the contents of your bill. Visit [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) today to get started.

Entender su factura es ahora mas sencillo. CenturyLink tiene a su disposicion una serie de recursos para brindarle informacion de como entender el contenido de su factura. Visita [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) hoy mismo.

Did you know that you can place an order, pay your bill, check the status of a payment and much more at anytime by visiting [www.CenturyLink.com/MyAccount](http://www.CenturyLink.com/MyAccount)? If you need additional help, our Customer Service Representatives are available from 8am--6pm Monday through Friday.

Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

Keeping You Connected continued on page 3



**CenturyLink is dedicated to perfecting solutions that work for you and your life.**  
For service options, visit us today at [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus).



**Need to make an update to your account?**  
Log into your My CenturyLink by visiting [www.centurylink.com/mycenturylink](http://www.centurylink.com/mycenturylink). Your security code is 1426.

---

Email

Signature

Date  
Account #: 332183815

**Make your life easier. Select the option below that best meets your needs.**

- ☐ **Automatic Payment.** Simple. Effortless. Accurate. With the automatic payment plan you never have to worry about paying your bill on time again. By checking the box and filling in the information requested above, you are authorizing your bank to debit the monthly amount due on your bill and pay it directly to CenturyLink. Don't forget to include a check for this month's payment. You can also sign up for automatic payment at [centurylink.com/billpay](http://centurylink.com/billpay).
- ☐ **Go Green with Paperless Billing.** To stop receiving a monthly paper bill and start receiving a simple email which lets you know everytime your online bill is ready to view, just check the box, fill in the information requested above and hop online to create an account at [centurylink.com/billpay](http://centurylink.com/billpay). The trees thank you already.

**KEEPING YOU CONNECTED**

Effective September 1, 2023, Circular Hunt, Preferential Hunt, Central Office Make Busy/Stop Hunt, and Rotary Break Arrangement will be grandfathered for small business customers. Basic Hunting (also referred to as Series Completion) is still available. Anywhere Voice Mail is also being grandfathered and will no longer be available to new residential customers. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Customers may remove any service or feature from their accounts at any time; however, grandfathered services removed may not be subsequently reinstated.

Affordable Connectivity Program complaints may be filed with the Federal Communications Commission by visiting the FCCs Consumer Complaint Center website, which is available at <https://consumercomplaints.fcc.gov/hc/en-us> or by contacting the FCCs Consumer Complaint Center at 1-888-225-5322.

**LATE FEE REMINDER:** Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at <http://www.centurylink.com/tariffs>.

CenturyLink offers, at no charge to you, a service that will help prevent unwanted third party charges from appearing on your bill. To request this service, known as a billing block, for charges such as charitable contributions, dial-up Internet service from non-CenturyLink companies or other non-telecommunications charge, please contact a Customer Care Representative at 800-201-4102.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.



## EXHIBIT A

Account Number: 332183815

Page: 4 of 4  
Bill Date: Aug. 10, 2023

**HELLO, RONALD MOORE****WHAT DO I OWE?**

Your Amount Due Is:

Current Charges Are Due  
By Oct. 06, 2023

Past Due Charges Are Due Immediately

**\$937.84****ACCOUNT SUMMARY**

Previous Balance	937.84
Payments Received	.00
<b>Balance Forward</b>	<b>937.84</b>
Total New Charges	.00
<b>TOTAL AMOUNT DUE</b>	<b>\$937.84</b>

**JUST FOR YOU****MANAGE YOUR ACCOUNT****Information about Your Bill:** [www.centurylink.com/billinginfo](http://www.centurylink.com/billinginfo)**Pay Your Bill:** [www.centurylink.com/paybill](http://www.centurylink.com/paybill)**Product Information:** [www.centurylink.com/productinfo](http://www.centurylink.com/productinfo)**Repair/Technical Support:** [www.centurylink.com/repairsupport](http://www.centurylink.com/repairsupport)**Chat with an Agent:** Visit [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus)

Still need to speak with an Agent? You'll need to have your account number which is at the top of the page. Just enter it in our automated system so we can get you to the right department.

Payments/Billing/Products/Services: 1-800-244-1111

Tech Support/Repair Service: 1-800-244-1111

Our Customer Service Representatives are available  
from 8am--6pm Monday through Friday.

\*\*\*PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT\*\*\*

**This Is Your Revised Final Bill.**

R D 062223

Account Number: 332183815

Amount Due By Oct. 06, 2023 \$937.84

RONALD MOORE  
1587 DENVER ST  
SALT LAKE CTY, UT 84115-1715

CenturyLink  
P.O. Box 2961  
Phoenix, AZ 85062-2961

000033218381500000000937849000000000091023000009378491000000

**Exh. A p.75**

**KEEPING YOU CONNECTED**

In order to keep your account current, all charges should be paid each month. Failure to pay for services other than your Local Phone Service, may result in restriction of long distance calls, removal of those other services, or collection activities. These services could include feature packages, Long Distance, High Speed Internet, Wireless, or Television services, and certain surcharges. To avoid disconnection of your Local Phone Service, you must pay the charges associated with that service as well as certain taxes and surcharges. That amount is \$245.08. On the first page of your bill, there is a line called Total Amount Due. If that amount is less than \$245.08, please pay the Total Amount Due amount. CenturyLink service bundles, and the amounts shown on the bill's first page, may include charges for both Local Phone Service and other charges. CenturyLink should receive your payment on or before the due date on your bill. If you are unable to pay by the due date, please contact us immediately.

Save time and learn more about the taxes and fees listed on your bill by visiting our website at [www.centurylink.com/taxesandfees](http://www.centurylink.com/taxesandfees) today.

Making a payment is fast and easy with CenturyLink. Visit [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) to view the variety of convenient payment options available today.

Hacer un pago es rapido y facil con CenturyLink. Visita [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) hoy, para ver todas las opciones de pago disponibles.

Understanding your bill has become a lot easier. CenturyLink has a wealth of resources that provide information about how to read and understand the contents of your bill. Visit [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) today to get started.

Entender su factura es ahora mas sencillo. CenturyLink tiene a su disposicion una serie de recursos para brindarle informacion de como entender el contenido de su factura. Visita [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) hoy mismo.

Did you know that you can place an order, pay your bill, check the status of a payment and much more at anytime by visiting [www.CenturyLink.com/MyAccount](http://www.CenturyLink.com/MyAccount)? If you need additional help, our Customer Service Representatives are available from 8am--6pm Monday through Friday.

Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

Keeping You Connected continued on page 3



**CenturyLink is dedicated to perfecting solutions that work for you and your life.**  
For service options, visit us today at [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus).



**Need to make an update to your account?**  
Log into your My CenturyLink by visiting [www.centurylink.com/mycenturylink](http://www.centurylink.com/mycenturylink). Your security code is 1426.

---

Email

Signature

Date / /  
Account #: 332183815

**Make your life easier. Select the option below that best meets your needs.**

- ☐ **Automatic Payment.** Simple. Effortless. Accurate. With the automatic payment plan you never have to worry about paying your bill on time again. By checking the box and filling in the information requested above, you are authorizing your bank to debit the monthly amount due on your bill and pay it directly to CenturyLink. Don't forget to include a check for this month's payment. You can also sign up for automatic payment at [centurylink.com/billpay](http://centurylink.com/billpay).
- ☐ **Go Green with Paperless Billing.** To stop receiving a monthly paper bill and start receiving a simple email which lets you know everytime your online bill is ready to view, just check the box, fill in the information requested above and hop online to create an account at [centurylink.com/billpay](http://centurylink.com/billpay). The trees thank you already.

**KEEPING YOU CONNECTED**

Affordable Connectivity Program complaints may be filed with the Federal Communications Commission by visiting the FCC's Consumer Complaint Center website, which is available at <https://consumercomplaints.fcc.gov/hc/en-us> or by contacting the FCC's Consumer Complaint Center at 1-888-225-5322.

**LATE FEE REMINDER:** Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at <http://www.centurylink.com/tariffs>.

CenturyLink offers, at no charge to you, a service that will help prevent unwanted third party charges from appearing on your bill. To request this service, known as a billing block, for charges such as charitable contributions, dial-up Internet service from non-CenturyLink companies or other non-telecommunications charge, please contact a Customer Care Representative at 800-201-4102.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.

## EXHIBIT A

Account Number: 332183815

Page: 4 of 4  
Bill Date: Sep. 10, 2023

BAN 332183815 Ronald Moore

Notes:

Notes from Margaret Besse are related to previous CAG PUC case 50266493. Customer contacted us (agent Taniya Purnell) and received 2 credits on 12/09/22 for out of service since 10/05/22 claim. CAG case manager Margaret Besse issued additional credit on 12/16/22 related to repair tickets from December 2022

DVAR GENERAL	CSM	BAN			12/5/2022 10:43:2	Margaret Besse
--------------	-----	-----	--	--	-------------------	----------------

CAG/exec/Research Account/rvw of ut puc complaint, cus has no dial tone

DVAR GENERAL	CSM	BAN			12/8/2022 15:36:2	Margaret Besse
--------------	-----	-----	--	--	-------------------	----------------

CAG/exec/Research Account/rvw acct for puc complaint

Adjust Charge	CSM	FINN			12/9/2022 14:45:3	Taniya Purnell
---------------	-----	------	--	--	-------------------	----------------

Charge adjusted. Bill date: 11/10/2022. Amount: \$85.4. Reason: Billing Correction Credit. out of services since oct 5

Adjust Charge	CSM	FINN			12/9/2022 14:46:2	Taniya Purnell
---------------	-----	------	--	--	-------------------	----------------

Charge adjusted. Bill date: 10/10/2022. Amount: \$85.4. Reason: Billing Correction Credit. services was out since oct 5

DVAR GENERAL	CSM	BAN			12/9/2022 14:47:1	Taniya Purnell
--------------	-----	-----	--	--	-------------------	----------------

CARE/RONALD MOORE/Verified/Transferred to: Repair/cci cust said phone been out since oct 3 //no notes saying that customer called in earliest notes was from dec 5 about no dial tone shows repair ticket for oct 5 sup aproved credit and transfered to repair

DVAR GENERAL	CSM	BAN			12/13/2022 13:27:	Margaret Besse
--------------	-----	-----	--	--	-------------------	----------------

CAG/exec/Research Account/check acct

Adjust Charge	CSM	FINN			12/16/2022 14:10:	Margaret Besse
---------------	-----	------	--	--	-------------------	----------------

Charge adjusted. Bill date: 12/10/2022. Amount: \$14.23. Reason: Out of Service Credit. issued oos credit

Margaret Besse case notes from PUC complaint related to additional credit and review of the December 2022 repair ticket:

12/16/2022, 1:18 PM	The customer said ndt since 10/3 but there were ld calls on the November bill, so I think it might be November 3. The repair ticket was closed on 12/15 but he never reported it
	On 12/9 he received 2 85.40 credits for being oos, which was on the 12/10 bill
	I am going to adjust charges on the 12/10 bill for service from 12/10 to 12/15
	Issued adismnt in SF for 14.23 (15.69)

Customer still reported no dial tone to the PUC

DVAR GENERAL	CSM	BAN			12/27/2022 11:57:	Margaret Besse
CAG/exec/Research Account/from the information the customer left with the UT PUC, he still does not have dial tone.						

This was re-escalated to Repair: (will include email chain after notes regarding escalation and result)

DVAR GENERAL	CSM	BAN			12/29/2022 19:00:	David Deats
Repair Migration/RONALD MOORE/Verified/research						

DVAR GENERAL	CSM	BAN			12/30/2022 08:38:	David Deats
Repair Migration/RONALD MOORE/Verified/research						

No other contacts after 2022 only automate scripts and interruption and write off:

CSM General	CSM	CSM	801-466-6539	Q-WIRELINE-I	1/10/2023 13:25:4	
NAF charge suppressed due to qualifying bundle on the account - Automation Script						

CSM General	CSM	CSM			1/22/2023 20:22:2	
Paper bill fee added via scripting related to CR8841						

CSM General	CSM	CSM	801-466-6539	Q-WIRELINE-I	2/10/2023 13:38:3	
NAF charge suppressed due to qualifying bundle on the account - Automation Script						

CSM General	CSM	CSM	801-466-6539	Q-WIRELINE-I	3/10/2023 14:31:2	
NAF charge suppressed due to qualifying bundle on the account - Automation Script						

CSM General	CSM	CSM	801-466-6539	Q-WIRELINE-I	4/10/2023 14:46:0	
NAF charge suppressed due to qualifying bundle on the account - Automation Script						

App. Next Step	CSM	COLL			5/4/2023 13:10:50	Blue Marble App
Collection step 4 is SUSPENSION						

CSM General	CSM	CSM	801-466-6539	Q-WIRELINE-I	6/10/2023 12:17:0
-------------	-----	-----	--------------	--------------	-------------------

NAF charge suppressed due to qualifying bundle on the account - Automation Script

CSM General	CSM	CSM	801-466-6539	Q-WIRELINE-I	5/10/2023 12:53:2
-------------	-----	-----	--------------	--------------	-------------------

NAF charge suppressed due to qualifying bundle on the account - Automation Script


Write-Off	Collect	FINN			10/2/2023 21:40:1
-----------	---------	------	--	--	-------------------

Account written-off for: Non payment full w/o. Balance before write-off: \$ 937.84.

CSM General	CSM	CSM			4/15/2024 18:10:1	Jonathan Lambson
-------------	-----	-----	--	--	-------------------	------------------

exeoff (REG) review for UT puc billing inq on fb dispute

Email chain from case manager on original PUC complaint from 2022 showing results of last dispatch on 12/28/22 confirming service working.


**Re: Ronald Moore Informal Complaint - 12-2-2022 [ ref:\_00D412HUz0\_5004N1CUWOE:ref ]**

---

**Message**
Details

From: **Marialie Wright**  
To: [uswpuc@centurylink.com](mailto:uswpuc@centurylink.com)

12:56 PM | Dec 30, 2022

Thanks for the update Margaret! Happy New Year to you!

Maria

On Fri, Dec 30, 2022 at 11:23 AM Customer Advocacy (PUC)

<[uswpuc@centurylink.com](mailto:uswpuc@centurylink.com)> wrote:

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

This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited



and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

----- Original Message -----

**From:** Marialie Wright [[marmartinez@utah.gov](mailto:marmartinez@utah.gov)]

**Sent:** 12/23/2022, 11:31 AM

**To:** [uswpuc@centurylink.com](mailto:uswpuc@centurylink.com)

**Subject:** Re: Ronald Moore Informal Complaint - 12-2-2022 [ref:\_00D412HUz0.\_5004N1CUWOE:ref ]

Hi Margaret,

I just wanted to follow-up with you regarding this complaint. Mr. Moore has left me a message twice this week on a borrowed cell phone letting me know that his landline is still not working. Unfortunately, I was not able to take the call and since he is borrowing a cell phone, I am not able to give him a call back.

Could you give me an update on the status of his phone repair please.

Thanks,  
Maria

On Wed, Dec 14, 2022 at 9:40 AM Customer Advocacy (PUC)

<[uswpuc@centurylink.com](mailto:uswpuc@centurylink.com)> wrote:

Good morning,

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

Margaret  
Customer Advocacy

This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

----- Original Message -----

**From:** Marialie Wright [[marmartinez@utah.gov](mailto:marmartinez@utah.gov)]

**Sent:** 12/9/2022, 3:57 PM

**To:** [uswpuc@centurylink.com](mailto:uswpuc@centurylink.com)

**Subject:** Re: Ronald Moore Informal Complaint - 12-2-2022 [ref:\_00D412HUz0.\_5004N1CUWOE:ref ]

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

On Fri, Dec 9, 2022 at 3:30 PM Customer Advocacy (PUC)

<[uswpuc@centurylink.com](mailto:uswpuc@centurylink.com)> wrote:

Good afternoon,

CenturyLink has received and is investigating the concern regarding account 332183815 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

This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please

immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

----- Original Message -----

**From:** Marialie Wright [[marmartinez@utah.gov](mailto:marmartinez@utah.gov)]

**Sent:** 12/2/2022, 2:38 PM

**To:** [uswpuc@centurylink.com](mailto:uswpuc@centurylink.com)

**Subject:** Ronald Moore Informal Complaint - 12-2-2022

Please respond. Thank you!

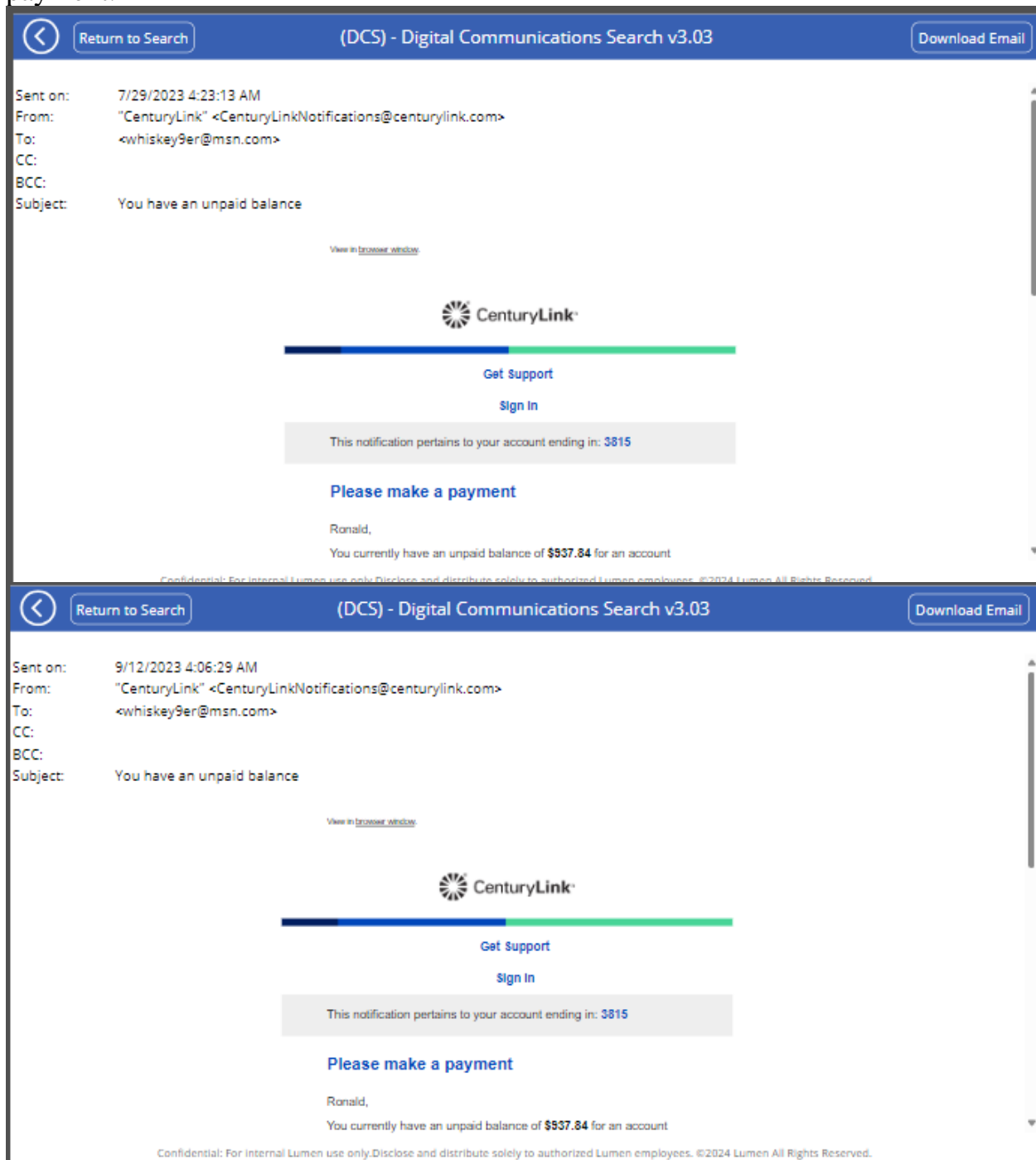
--

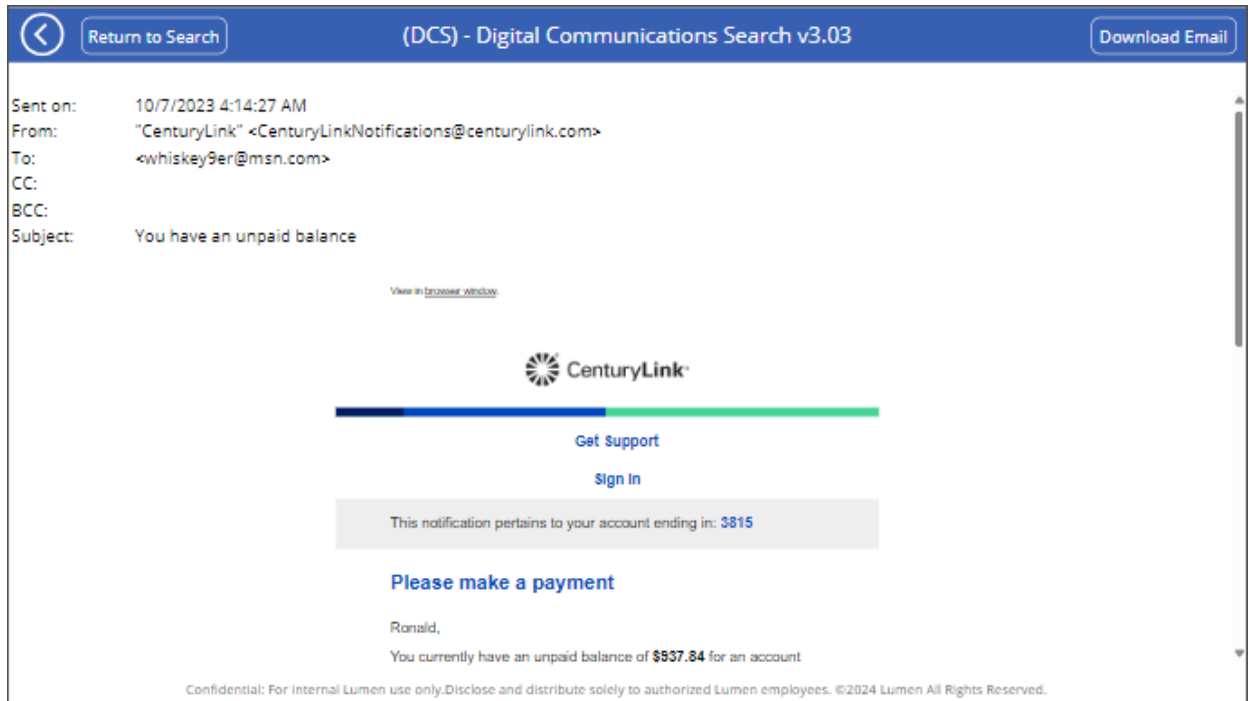
**Marialie Wright**  
**Manager, Customer Service**  
**Division of Public Utilities**  
[marmartinez@utah.gov](mailto:marmartinez@utah.gov)  
**(801) 530-6604**

This communication is the property of Lumen Technologies and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

---

Digital Communication search for BAN only shows email notices to the email on file after the final bill was generated post non pay disconnection reminding to make a payment.





The account did show he is signed up for Invoice Paper bills and that we have his email on file:

Details

Customer Notes

Communications

Cases

Orders

Repair

Authorized Parties

Other Items

Communication Preferences

Edit

Refresh

Confirm

Last Verified Date: Sep 27 2023 00:13:11

Billing Method	Invoice paper	Email of Record:	whiskey9er@msn.com
Paper Bill Fee Waiver:	<input type="checkbox"/>		
Mobile/ Text Number:		Current Email:	whiskey9er@msn.com
Text Billing Opt In:	<input type="checkbox"/>	Email Refused:	<input type="checkbox"/>
Text Repair Opt In:	<input type="checkbox"/>	Email Billing Opt In:	<input checked="" type="checkbox"/>
Text Ordering Opt In:	<input type="checkbox"/>	Email Repair Opt In:	<input checked="" type="checkbox"/>
Primary Contact Number:	(801) 466-6539	Email Ordering Opt In:	<input checked="" type="checkbox"/>
Additional Contact Number:	(801) 466-6539	Email Promotions Opt In:	<input type="checkbox"/>