

UCB65

Public Utility Commission of Oregon
Administrative Hearings Division



FORMAL CONSUMER COMPLAINT

Instructions: Complete this form to file a formal complaint against a utility. Complete all relevant parts and provide as much information as possible. Please attach additional pages if necessary. To assist you, we have provided a copy of rules on dispute resolution. We will serve your complaint on the utility and notify you of future events. Your complaint will be assigned a docket number and will be a public record. **If your service is disconnected or you received a notice of disconnection, you may be entitled to restored or continued service while we review your complaint. See Section 3.**

Section 1: Complainant and Utility Information

Name: <i>Gerald B. Seed as The Mattress Factory, Inc. and Organic Sleep Products LLC</i>			
Address: <i>571 NE Azure Drive Suite A</i>			
City: <i>Bend</i>	State: <i>Oregon</i>	Zip Code: <i>97701</i>	
Home phone: <i>541-382-9091</i>	Cell Phone: <i>541-815-4949</i>	Work Phone: <i>541-382-9091</i>	
Email Address: <i>osp@uci.net</i>			
Utility: <i>Century Link</i>	Account # (if known) <i>509-453-1605 F595B</i> <i>541-382-9091 825B</i> <i>541-330-0003 013B</i> <i>541-382-1622 F013B</i>		

Section 2: Complaint

1. What is your complaint? What did the utility company do or not do that caused the problem? Be specific. (Attach additional pages if necessary.)

Per Informal complaint records, CenturyLink via Veni.com contacted our company to try and "win back" our phone and data service. We provided them with copies of our complete billing statements for all accounts (Integra and BendTel) and were presented with an offer as follows: \$460.00 per month total for all accounts;

(Please continue on next page)

Mailing Address: PO Box 1088 Salem, OR 97308-1088	Street Address: 3930 Fairview Industrial Drive SE Salem, OR 97302
Telephone: (503) 378-6678	Web Site: http://www.puc.state.or.us

RECEIVED
OCT 09 2014

Filing Center Email Address: puc.filingcenter@state.or.us

Section 2: Complaint (continued)

No Installation Charges; \$100 ea. for 3 modems; Free long distance; Single billing to or Azure Dr. address. We agreed to these terms.

Our first billing, detailed in an email to Ryan Endries on June 16, 2014, totaled \$2,283.87 over 3 statements sent to 3 separate locations. CenturyLink was contacted immediately. Both Joe Elliot of Venicom and Ryan Endries of CenturyLink refused to return our calls/emails requesting resolution. Calls to CL customer service indicated a refusal to honor the agreement. Upon switching back to our previous providers, CL charged as early termination fees. Repeated attempts to receive correct billing per the original agreement

2. If you know, please list the statutes, rules, or tariffs that you believe the utility violated. *have been fruitless*

OAR 860-021-0015

also statutes governing bait-and-switch practices.

3. What do you want the utility or Commission to do to resolve your complaint? (The Commission has authority to order refunds where appropriate, but cannot grant money damages.)

Provide corrected billing as originally agreed, crediting all installation, long distance and early termination charges, detailing payments made and a final balance due based upon the original terms as quoted and accepted through Joe Elliot of Venicom.

4. Consumer Services provided you with a copy of your informal case record. Do you want the Commission to consider this case record in resolving your formal complaint?

Yes No

Please see next page

Section 3: Continued or Restored Service

Has your utility service been disconnected, or have you received a disconnection notice? If so, you may be entitled to restored or continued service while we review your complaint. You may also be eligible for an expedited process to determine this eligibility. **If you have not been disconnected or have not received a disconnection notice, please skip to Section 4.**

Please answer all questions below completely. If you meet certain criteria, we will schedule a telephone hearing within three business days to determine whether you are entitled to continued or restored service. You and the utility will both be invited to participate.

1. Please check one:

- I received a notice that my service will be disconnected on _____, but I have not yet been disconnected.
- I was disconnected on Moxee location had service disconnected
- I have been refused an application for new service.

2. The utility claims that it is disconnecting/refusing service because:

- I did not pay my bill. Moxee location only
- I did not establish credit.
- Other (Please explain):

Moxee location has since re-established service through Integra Telecom and Charter Cable

3. Have you provided the utility with a deposit?

- Yes
- No

If so, what is the amount of the deposit? _____

4. Is the utility disconnecting your service or refusing to serve you for failure to pay your bill?

- Yes
- No

If you answered yes, you may be entitled to continued service if you make financial arrangements to protect the utility from future losses. This is usually done by paying all undisputed charges while your complaint is being resolved.

a. Are you willing to pay all undisputed charges while your complaint is being resolved?

- Yes
- No

Please see next page

Section 3: Continued or Restored Service (continued)

- b. Have you made, or are you willing to make, other financial arrangements with the utility company? If so, please describe the financial arrangements. Be specific.

Please see email exhibits attached.

We agree to pay agreed upon charges less payments already made and no more.

Section 4: Additional Documents

To help us review your complaint, please attach a copy of your utility bill and any disconnection notice(s) you received. Also include any additional documents that may be helpful in resolving your complaint.

Please blacken out any drivers' license numbers, social security numbers, bank routing numbers and bank account numbers before sending your documents to the Commission.

Section 5: Signature and Date

Gerald B. Seed

Complainant Signature (required)

12-6-14

Date

GERALD. B. SEED

Print Name

Please see filing options on next page

Section 6: Filing Options

Are you able to put your complaint and any documents you wish to attach into Word or text-searchable .pdf format and email them to the Commission?

Yes. You must use Filing Method 1 (Electronic Filing Plus Mail).

No. You may use either Filing Method 2 (Mail) or Filing Method 3 (Fax Plus Mail).

Filing Method 1: Electronic Filing Plus Mail

Our rules require electronic filing. If you are able to put your documents into Word or text-searchable .pdf format and email them to the Commission, use this method of filing.

Step 1: Send Email. Send your complaint (and any additional documents you wish to add) as an attachment to your email to this address: puc.filingcenter@state.or.us.

The *subject line* of the email must read: "Formal Complaint, [your name], [date]".

Please note: The Commission's electronic filing system can accept only the attachments to the email. Do not include information about your complaint in the body of the email itself.

Step 2: Mail Paper Documents. On the same day that you email your document(s), *you must also mail* the signed and dated *original paper documents* to the mailing address at the bottom of page one.

Filing Method 2: Mail

Mail the signed and dated original paper documents to the mailing address at the bottom of page one.

Filing Method 3: Fax Plus Mail

You may fax your complaint (and any attachments) to (503) 378-6163. On the same day that you fax your documents, you must *also mail* the signed and dated *original paper documents* to the mailing address at the bottom of page one.

Please Note:

As explained above, emailed and faxed documents will be accepted only if you also mail the signed and dated original paper documents.

If we do not receive the signed and dated original paper complaint within ten (10) days from the date of the email or fax, the Commission will dismiss your complaint.

Brian Seed Organic Sleep Products

From: Endries, Ryan [Ryan.Endries@CenturyLink.com]
Sent: Monday, May 12, 2014 11:21 AM
To: 'Brian Seed Organic Sleep Products'
Cc: 'centurylinkbusiness@venicom.net'
Subject: FW: Organic Sleep Products - The Mattress Factory
Attachments: image001.png

Importance: High

Good Morning Brian,

I called Joe Elliot and have sent over your request and have cc'd him on this e-mail he will be helping you with these adjustments as well as any credits that are required per your request below.

As I said we very much appreciate your business and thank you for your patience with us as we work through accomplishing these adjustments.

Warmest Regards,

Ryan S. Endries

Enterprise Account Manager - CenturyLink Business Markets

Office 541-385-0294

Cell 541-419-5025

Fax 303-391-2524

Ryan.Endries@centurylink.com

Customer Service: 800-777-9594

Technical Support: 800-954-1211

CONTROL CENTER is a free, secure, self-service Web portal that allows you to manage invoices, configure your network, and access statistics and detailed reporting.

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Ryan,

Thank you for stopping by The Mattress Factory/Organic Sleep Products this morning and speaking with my father.

I have some concerns over the listing/billing of Organic Sleep Products numbers.

Right now, it appears that only my home number (541-330-0003) is listed as Organic Sleep Products. This should not be the case.

Since my family moved back to Bend in 2001, we have been "linked in" to the company phone account. I am the "caretaker" of the Organic Sleep Products division, so when that began in 2005 my home number was moved over to that account.

So, these are the numbers that should be listed as belonging to Organic Sleep Products, operated at the physical address of 571A NE Azure Drive, Bend, Oregon 97701:

541-598-3955 (Main – Line 1)
541-322-0299 (Voice – Line 2)
1-800-693-1727 (Toll Free – Rings through on 541-598-3955)
541-598-3956 (Fax/Credit Card Machine)

These are the ONLY phone numbers to be associated with Organic Sleep Products. If the Toll Free #1-800-436-0864 exists on either the Organic Sleep Products account or The Mattress Factory account, please drop this number as it is for a company division that no longer exists.

My home phone number, with the physical use address of 20630 Mary Way, Bend, Oregon 97701 and includes DSL internet service is:

541-330-0003

As for the DSL service, is this the highest speed available for that line?

Thank you for your time and attention.

Brian Seed
Organic Sleep Products LLC
The Mattress Factory, Inc.
571A NE Azure Drive
Bend, OR 97701
541-598-3955 p.
541-598-3956 f.

From: Brian Seed Organic Sleep Products [mailto:osp@uci.net]
Sent: Monday, May 12, 2014 11:08 AM
To: Endries, Ryan
Subject: RE: Organic Sleep Products - The Mattress Factory

Ryan,

Joe Elliott's direct phone number is 1-866-872-5017.

Brian Seed
Organic Sleep Products LLC

The Mattress Factory, Inc.
571A NE Azure Drive
Bend, OR 97701
541-598-3955 p.
541-598-3956 f.

From: Endries, Ryan [<mailto:Ryan.Endries@CenturyLink.com>]
Sent: Friday, May 09, 2014 11:10 AM
To: 'Brian Seed Organic Sleep Products'
Subject: RE: Organic Sleep Products - The Mattress Factory

Brian,

Do you have his direct telephone number?

Thank you,

Ryan S. Endries
Enterprise Account Manager - CenturyLink Business Markets
Office 541-385-0294
Cell 541-419-5025
Fax 303-391-2524
Ryan.Endries@centurylink.com
Customer Service: 800-777-9594
Technical Support: 800-954-1211

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From: Brian Seed Organic Sleep Products [<mailto:osp@uci.net>]
Sent: Friday, May 09, 2014 9:21 AM
To: Endries, Ryan
Subject: RE: Organic Sleep Products - The Mattress Factory

Ryan,

His name is Joe Eilliot.

Brian Seed
Organic Sleep Products LLC

The Mattress Factory, Inc.
571A NE Azure Drive
Bend, OR 97701
541-598-3955 p.
541-598-3956 f.

From: Endries, Ryan [<mailto:Ryan.Endries@CenturyLink.com>]
Sent: Thursday, May 08, 2014 1:43 PM
To: 'osp@uci.net'
Subject: RE: Organic Sleep Products - The Mattress Factory

Good Afternoon Brian,

My I have the name of the rep that sold you our services again. I apologize I did not write his name down when I stopped in this morning.

Warmest Regards,

Ryan S. Endries
Enterprise Account Manager - CenturyLink Business Markets
Office 541-385-0294
Cell 541-419-5025
Fax 303-391-2524
Ryan.Endries@centurylink.com
Customer Service: 800-777-9594
Technical Support: 800-954-1211

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From: osp osp [<mailto:osp@uci.net>]
Sent: Thursday, May 08, 2014 12:30 PM
To: Endries, Ryan
Subject: Organic Sleep Products - The Mattress Factory

Ryan,

Thank you for stopping by The Mattress Factory/Organic Sleep Products this morning and speaking with my father.

I have some concerns over the listing/billing of Organic Sleep Products numbers.

Right now, it appears that only my home number (541-330-0003) is listed as Organic Sleep Products. This should not be the case.

Since my family moved back to Bend in 2001, we have been "linked in" to the company phone account. I am the "caretaker" of the Organic Sleep Products division, so when that began in 2005 my home number was moved over to that account.

So, these are the numbers that should be listed as belonging to Organic Sleep Products, operated at the physical address of 571A NE Azure Drive, Bend, Oregon 97701:

541-598-3955 (Main – Line 1)
541-322-0299 (Voice – Line 2)
1-800-693-1727 (Toll Free – Rings through on 541-598-3955)
541-598-3956 (Fax/Credit Card Machine)

These are the ONLY phone numbers to be associated with Organic Sleep Products. If the Toll Free #1-800-436-0864 exists on either the Organic Sleep Products account or The Mattress Factory account, please drop this number as it is for a company division that no longer exists.

My home phone number, with the physical use address of 20630 Mary Way, Bend, Oregon 97701 and includes DSL internet service is:

541-330-0003

As for the DSL service, is this the highest speed available for that line?

Thank you for your time and attention.

Brian Seed
Organic Sleep Products LLC
The Mattress Factory, Inc.
571A NE Azure Drive
Bend, OR 97701
541-598-3955 p.
541-598-3956 f.

Brian Seed Organic Sleep Products

From: Brian Seed Organic Sleep Products [osp@uci.net]
Sent: Friday, May 16, 2014 11:52 AM
To: 'Endries, Ryan'
Subject: Mattress Factory issues

Ryan,

The Mattress Factory seems to be having issues with the switchover to Centruylink – calls not coming through, certain lines not functioning for long distance, etc.

If you could contact Paul at the store, 541-382-9091, and see if this can get addressed, I would very much appreciate it.

Thank you.

Brian Seed
Organic Sleep Products LLC
The Mattress Factory, Inc.
571A NE Azure Drive
Bend, OR 97701
541-598-3955 p.
541-598-3956 f.

No Response
[Signature]

Brian Seed Organic Sleep Products

From: Endries, Ryan [Ryan.Endries@CenturyLink.com]
Sent: Thursday, May 29, 2014 12:21 PM
To: 'Brian Seed Organic Sleep Products'
Subject: FW: Action required - Home Number
Attachments: image001.png

Brian,

Below is the update for your account from the folks that will be making these changes. I also requested that they provide Toll Free resporgs to move your two toll free numbers from Bendtel. I hope this helps!

Best,

Ryan S. Endries

Enterprise Account Manager - CenturyLink Business Markets

Office 541-385-0294

Cell 541-419-5025

Fax 303-391-2524

Ryan.Endries@centurylink.com

Support Numbers

Analog Lines Repair - 800-954-1211

DSL Repair: 800-247-7285

Integrated Access (VoIP) Help Desk - 877-878-7543

IP Internet T1 Help Desk - 877-886-6515

CPE (Router) Repair - 800-227-2218

Voice (Phone) Systems Repair - 800-421-2271

Voice T1 Repair-888-678-8080

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From: Kelly Johnson [mailto:kelly.itel@gmail.com]
Sent: Thursday, May 29, 2014 11:57 AM
To: Endries, Ryan
Subject: FW: Action required - Home Number

Dear Ryan:

I have submitted an order to have the number non-listed, non-published and added to the do not call list. I have requested the order be escalated and will keep you posted as soon as the order has been issued.

Thanks,

Kelly Johnson
Operations Manager
(602) 490-8327-office
(888) 708-1620-facsimile

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

Subject:FW: Action required - Home Number
Date:Fri, 23 May 2014 20:50:38 +0000
From:Endries, Ryan <Ryan.Endries@CenturyLink.com>
To:'centurylinkbusiness@venicom.net' <centurylinkbusiness@venicom.net>
CC:'Brian Seed Organic Sleep Products' <osp@uci.net>

Joe,

As you can see from Brian's e-mail below there are a few things with your order that need to be addressed immediately. Brian needs these issues resolved one way or the other at the fastest possible rate. I would like you to e-mail me back with what these steps will be today and next week or I will be doing the research to press forward to contact the management at your agency through our channel integration manger. I appreciate your attention to this matter.

Thanks,

Ryan S. Endries

Enterprise Account Manager - CenturyLink Business Markets

Office 541-385-0294

Cell 541-419-5025

Fax 303-391-2524

Ryan.Endries@centurylink.com

Support Numbers

Analog Lines Repair - 800-954-1211

DSL Repair: 800-247-7285

Integrated Access (VoIP) Help Desk - 877-878-7543

IP Internet T1 Help Desk - 877-886-6515

CPE (Router) Repair - 800-227-2218

Voice (Phone) Systems Repair - 800-421-2271

Voice T1 Repair-888-678-8080

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Click here to get started [CONTROL CENTER](#)

<image001.png>

From: Brian Seed Organic Sleep Products [<mailto:osp@uci.net>]

Sent: Friday, May 23, 2014 12:05 PM

To: Endries, Ryan

Subject: Action required - Home Number

Importance: High

Ryan,

With the changeover to Centurylink, my home phone number has been listed and published as the business contact number for Organic Sleep Products. We are being inundated with business solicitation calls at all hours and this must stop. These calls correlate directly with the switch from Integra to

Centurylink and the solicitors are specifically asking for the "owner of the business" or "person in charge of Organic Sleep Products."

Earlier, I sent you an email detailing the numbers associate with Organic Sleep Products:

541-598-3955 (Main – Line 1)
541-322-0299 (Voice – Line 2)
1-800-693-1727 (Toll Free – Rings through on 541-598-3955)
541-598-3956 (Fax/Credit Card Machine)

These are the ONLY phone numbers to be associated with Organic Sleep Products.

My home phone number, 541-330-0003, needs to be removed from any listing that would associate it with Organic Sleep Products.

I have a son with autism who has difficulty concentrating and these continued interruptions are having a detrimental effect on his ability to both sleep and study. If this does not stop soon, I will have no choice but to disconnect our home phone until another option is found.

If you could please bring this to the attention of the appropriate department for immediate remedy, it would be much appreciated.

Thank you.

Brian Seed
Organic Sleep Products LLC
The Mattress Factory, Inc.
571A NE Azure Drive
Bend, OR 97701
541-598-3955 p.
541-598-3956 f.

Brian Seed Organic Sleep Products

From: Brian Seed Organic Sleep Products [osp@uci.net]
Sent: Monday, June 02, 2014 10:43 AM
To: 'Endries, Ryan'
Subject: Another Toll Free Number to Port Over

Ryan,

It seems that the toll free number for our Moxee location was also not ported over to CenturyLink.

Please port over 1-888-955-6288 as soon as possible. Integra is unhappy with us over this and is applying additional charges.

Thank you.

Brian Seed
Organic Sleep Products LLC
The Mattress Factory, Inc.
571A NE Azure Drive
Bend, OR 97701
541-598-3955 p.
541-598-3956 f.

No Response
[Signature]

Brian Seed Organic Sleep Products

From: Brian Seed Organic Sleep Products [osp@uci.net]
Sent: Monday, June 16, 2014 9:48 AM
To: 'Endries, Ryan'
Subject: Invoicing our account

Importance: High

Ryan,

We continue to have significant issues with our account. At this point, it would be best if we could schedule a face-to-face meeting with a representative, perhaps yourself, from CenturyLink who has the power to get our account in order as was promised when we did the changeover.

We have received 3 invoices, sent to 3 different locations. These invoices are as follows:

Acct. #509-453-1605 595B in the amount of \$494.16 sent to The Mattress Factory in Moxee, Washington.

Acct. #541-330-0003 013B in the amount of \$310.97 sent to my home address in Bend under the name of Organic Sleep Products.

Acct. #541-382-9091 825B in the amount of \$1,478.74 sent to The Mattress Factory here in Bend.

This amounts to a total of \$2,283.87 in billing for our first month of service. It is understood that there would be some installation charges, but in comparison to our previous telephone service, this amount is extraordinarily excessive.

With this billing, there appears to be two facets of the proposal to switch our service to CenturyLink that have not been honored:

- That there be only 1 bill covering the entire scope of service
- That the charges would be less than what we had been paying to BendTel and Integra

In addition, we are still being billed by BendTel and Integra to keep our toll free phone numbers active. We have not received any confirmation from CenturyLink that this has ported over to you.

If you could please have someone, or yourself, contact us as soon as possible to address our concerns it would be greatly appreciated.

Sincerely,

Brian Seed
Organic Sleep Products LLC
The Mattress Factory, Inc.
571A NE Azure Drive
Bend, OR 97701
541-598-3955 p.
541-598-3956 f.

No Response
RL

Brian Seed Organic Sleep Products

From: Brian Seed Organic Sleep Products [osp@uci.net]
Sent: Wednesday, June 18, 2014 10:19 AM
To: 'Endries, Ryan'
Cc: 'centurylinkbusiness@venicom.net'
Subject: FW: Invoicing our account

Importance: High

Ryan,

I sent you the email below on Monday but have not received a response. At this moment, my father is on the phone with CenturyLink attempting to terminate our service. Inaction is causing this situation to spin rapidly out of control and I appeal to you to have someone, either yourself or someone else in authority, to engage with us over our account.

In addition to what I said below, my father informed me that he was promised that there would be no installation/switching charges and that we would be charged a specific rate.

I would also like to add that, should my father be unsuccessful in dealing with customer and billing services regarding our account and it should fall to me to resolve, it will result in a AG/PUC complaint to include elder abuse against CenturyLink and your selling agent involved.

I urge you to make contact with us at the earliest possible opportunity.

Brian Seed
Organic Sleep Products LLC
The Mattress Factory, Inc.
571A NE Azure Drive
Bend, OR 97701
541-598-3955 p.
541-598-3956 f.

From: Brian Seed Organic Sleep Products [mailto:osp@uci.net]
Sent: Monday, June 16, 2014 9:48 AM
To: 'Endries, Ryan'
Subject: Invoicing our account
Importance: High

Ryan,

We continue to have significant issues with our account. At this point, it would be best if we could schedule a face-to-face meeting with a representative, perhaps yourself, from CenturyLink who has the power to get our account in order as was promised when we did the changeover.

We have received 3 invoices, sent to 3 different locations. These invoices are as follows:

Acct. #509-453-1605 595B in the amount of \$494.16 sent to The Mattress Factory in Moxee, Washington.

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In addition, we are still being billed by BendTel and Integra to keep our toll free phone numbers active. We have not received any confirmation from CenturyLink that this has ported over to you.

If you could please have someone, or yourself, contact us as soon as possible to address our concerns it would be greatly appreciated.

Sincerely,

Brian Seed
Organic Sleep Products LLC
The Mattress Factory, Inc.
571A NE Azure Drive
Bend, OR 97701
541-598-3955 p.
541-598-3956 f.

No Response


September 5, 2014

CenturyLink Executive Offices
930 15th Street, 11th Floor
Denver, Colorado 80202

To Whom It May Concern,

This letter is the result of being unable to obtain an adequate phone number to reach someone within the CenturyLink company with the authority to make a reasonable decision in the matter I am bringing before you.

This relates to the following accounts:

The Mattress Factory, Inc. 541-382-9091-825

The Mattress Factory, Inc. 509-453-1605-595

Organic Sleep Products 541-330-0003

I was contacted personally by Joe Elliot, an agent with a third party company contracted by CenturyLink to secure "win backs" from local telephone companies. Mr. Elliot and I spoke many times and he finally presented me with this offer:

\$456 per month – no surprises

No charge to switch service

No additional charge for internet service

No long distance charges

All locations (of which there are 3) invoiced on a single bill

Modems for each location at \$100 each

I was shocked to discover the first bill for the 541-382-9091-825 account was \$1,478.74. The other two accounts, of which there should have only been a single billing, also had exorbitant initial billings. In addition, the process of switching to CenturyLink service was anything but smooth. It took 4 weeks, uncounted hours of time from my paid employees and, when problems arose, Joe Elliot refused to speak with us or return numerous messages. One of your local agents, a direct employee of CenturyLink, attempted remedy, but he too soon refused to communicate with us including numerous attempts by phone and email.

2.

We agreed to pay \$456 per month for our entire company service, plus \$100 for 3 modems. We have already paid the modem charges as agreed. I expect to be billed accurately for the charges that were agreed upon. In other words, we will pay for that which we were agreed to with your contracted sales agent and no more.

It is obvious that Joe Elliot was willing to promise whatever pie-in-the-sky deal he could promise to get us to sign up with CenturyLink. Clearly he was more interested in collecting his commission than providing true statements and attempting any sort of resolution. This has resulted in a clear bait-and-switch situation, which I should remind you is illegal in all fifty states.

I have been in business for 39 years and in all of my 81 years of life have never seen such a blatant example of bait-and-switch tactics. All of this could have easily been resolved if someone from CenturyLink was willing to address our concerns at the earliest stages. Once we are billed the amount that was promised, we will remit payment immediately. Please contact me if you have any questions.

Sincerely,



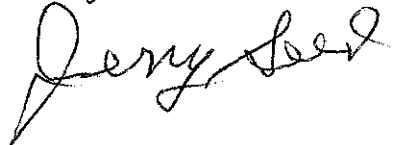
Gerald B. Seed
Owner, President

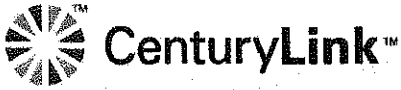
7-16-14

Allison

To this date we have not received a reply to this letter.

Thank you for your help.





THE MATTRESS FACTORY
Bill Date: May 26, 2014
Account No: 509-453-1605 595B

Visit centurylink.com

Balance Forward	New Charges	Total Amount Due	Due Date for New Charges
\$00	\$494.16	\$494.16	Jun 13, 2014

Account Summary

New Charges	For questions, call:	Page	
CenturyLink	1 800 603-6000	3	473.02
Long Distance Service	1 800 603-6000	10	21.14
Total New Charges			\$494.16

TOTAL AMOUNT DUE \$494.16

A late payment charge of 1.5% or \$6.00, whichever is greater, may apply if amount due does not reach us by Jun 26, 2014, except internet charges.

Welcome to CenturyLink! Your communications needs are our top priority. Our dedicated business team answers questions, reviews your account and provides tailored solutions for your business. To manage your account, call 1 877-207-5797. Thanks for choosing CenturyLink.

CenturyLink, P O Box 91155, Seattle, WA 98111-9255

Please fold, tear here and return this portion with your payment.



>003347 4208709 0001 008243 20Z
THE MATTRESS FACTORY
109 N ILER ST
MOXEE WA 98936-9643

Bill Date: May 26, 2014
Account No: 509-453-1605 595B
Bill Due Date: Jun 13, 2014

New Charges: \$494.16
TOTAL AMOUNT DUE: \$494.16

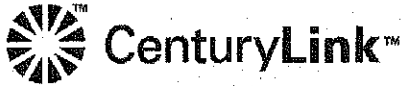
Amount Enclosed \$ _____

CENTURYLINK
P O BOX 91155
SEATTLE, WA 98111-9255



71509453160559581000005262000000000000494161

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For questions, call 1 800 603-6000

Page 2

THE MATTRESS FACTORY
Bill Date: May 26, 2014
Account No: 509-453-1605 595B

Any amount of internet and related internet charges left unpaid 30 days after bill date is subject to a \$6.00 late payment charge.

The company you have chosen for interLATA calls (long distance calls outside your local toll calling area) is CenturyLink Communications, LLC.

The company you have chosen for intraLATA calls (long distance calls inside your local toll calling area) is CenturyLink Communications, LLC.

CenturyLink welcomes you as a new customer.
The billing date for your new service is the 26th of each month.
Your bill will reach you about 10 days later.

New Charges

	Local and Other Services	Long Distance Service
Monthly Charges	291.42	
Discount Summary	285.00%	10.00%
Service Additions and Changes	419.02	
Carrier Computed Charges		11.96
Taxes, Fees and Surcharges		
Federal Excise at 3%	6.99	
State Sales at 5.5%	21.75	4.89
Local Sales at 1.4%	4.67	1.08
Federal Telecom Relay Service Fee		.81
Federal Regulatory Recovery		.18



For questions, call 1 800 603-6000



THE MATTRESS FACTORY
Bill Date: May 26, 2014
Account No: 509-453-1605 595B

New Charges

	Local and Other Services	Long Distance Service	
Taxes, Fees and Surcharges			
City Occupation at 6%	10.37	1.19	
State 911 at \$.25 per access line	1.00		
Local 911 at \$.70 per access line	2.80		
Federal Universal Serv Fund at 16.6%		7.59	
Carrier Computed Taxes		3.44	
Subtotal	\$473.02	\$21.14	
Total New Charges			\$494.16

Important Account Information

Savings

Thank you for being a valued Core Connect customer. You have entered into an agreement to maintain this service until 04-24-2017. If you remove this service before that date, your bill will be assessed an early termination fee up to \$600 per line.

Thank you for being a valued Unlimited Business Voice customer. You have entered into an agreement to maintain this service until 04-24-2017. If you remove this service before that date, your bill will be assessed an early termination fee up to \$300 per line.

You are currently receiving a \$20 promotion for 36 months for choosing to add a new Unlimited Business Voice line with your Core Connect 3 year Term Commitment. All required products must be retained to keep this promotional price.

Discounts are given one month in advance. Your bill may include a partial month and a month in advance of billing. Product changes may result in a charge for unused discounts previously given.

Local and Other Services

Monthly Charges

Charges from May 26 to Jun 26

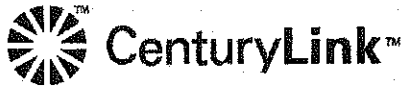
Quantity	Description	Code	Item Rate	Amount
1	* Non-Telecom Svc Surcharge	NT1	1.55	1.55
4	Federal Access Charge	9ZR	5.80	23.20
4	Access Recovery Charge	9ZR42	2.00	8.00
3	Unlimited Business Voice 3Y	BSKA3	35.00	105.00

Includes local phone service and features for twenty-five dollars provided by CenturyLink.

Includes unlimited long distance service for ten dollars provided by CenturyLink Communications, LLC.*

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For questions, call 1 800 603-6000

THE MATTRESS FACTORY
 Bill Date: May 26, 2014
 Account No: 509-453-1605 595B

Local and Other Services

Monthly Charges

Quantity	Description	Code	Item Rate	Amount
1	Core Connect 1 (3Yr Term)	BSKC3	85.00	85.00
<i>Includes local phone service and features for fifty dollars provided by CenturyLink. Includes unlimited long distance service for twenty-five dollars* provided by CenturyLink Communications, LLC. Includes up to 7Mbps internet service and web presence with email for ten dollars* provided by CenturyLink.</i>				

Internet Service				
1	* Internet Cost Recovery Fee	C8RBB	.99	.99
1	* CC Speed Increase 20M	NX428	60.00	60.00

Federal Universal Serv Fund at 18.4952% 5.86
This charge recovers the amount CenturyLink contributes to the Federal Universal Service Fund. This fund helps keep local phone rates affordable for all Americans.

Federal Universal Serv Fund at 16.6% 1.82
This charge recovers the amount CenturyLink contributes to the Federal Universal Service Fund. This fund helps keep local phone rates affordable for all Americans.

Total Monthly Charges **\$291.42**

Discounts & Adjustments Summary

Auto Qualified Discounts **Amount**

\$10 Promo Unlimited Business Voice Month 1 of 36
 Broadband Bus 20M/5M 10.00%

Customer Subscription Discounts **Amount**

Welcome to CenturyLink Discount
 Installation Waiver 215.00%

High-Speed Internet
 CC Speed Increase 20M Promotion 60.00%

Total Discounts **\$285.00%**



For questions, call 1 800 603-6000



THE MATTRESS FACTORY
Bill Date: May 26, 2014
Account No: 509-453-1605 595B

Local and Other Services

Service Additions & Changes

Quantity	Description	Code	Rem Rate	Amount
May 14, 2014 Order Number N68773595				
Add Service				
509 453-1605				
1	Remote Access Forwarding	AFD	.00	
1	Unlimited Business Voice 3Y	BSKA3	35.00	F
1	6 DA Call Allowance	D7V6X	.00	
1	Three-Way Calling	ESC	.00	
1	Call Forwarding	ESM	.00	
1	Call Forwarding Don't Answer-Expanded	FDJ	.00	
1	Series Completion Hunting	HSO	.00	
1	Customer Winback	KSTWB	.00	
1	Voice Mail	MBB	.00	
1	Message Waiting			
1	Audible & Visual Indicator	M1W	.00	
1	Caller ID Name & Number	NNK	.00	
1	Last Call Return	NSQ	.00	
1	Non-Telecom Svc Surcharge	NT1	1.55	SL
1	Unlimited Business Voice TM	OE3AT	.00	
1	CC CB Plus Voice Line Adj	PGOQY	.00	
1	Unistar SM Tier 1	SEQ1X	.00	
1	Easy Access	SQAV2	.00	
1	Business Line	1FB	.00	
1	Federal Access Charge	9ZR	5.80	FSL
1	Access Recovery Charge	9ZR42	2.00	FSL
			44.35	
509 453-3376				
1	Unlimited Business Voice 3Y	BSKA3	35.00	F
1	6 DA Call Allowance	D7V6X	.00	
1	Three-Way Calling	ESC	.00	

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For questions, call 1 800 603-6000

THE MATTRESS FACTORY
 Bill Date: May 26, 2014
 Account No: 509-453-1605 595B

Local and Other Services

Service Additions & Changes

Quantity	Description	Code	Item Rate	Amount
May 14, 2014 Order Number N68773595				
Add Service				
509 453-3376				
1	Call Forwarding Don't Answer-Expanded	FDJ	.00	
1	Series Completion Hunting	HSO	.00	
1	Customer Winback	KSTWB	.00	
1	Caller ID Name & Number	NNK	.00	
1	Last Call Return	NSQ	.00	
1	Unlimited Business Voice TM	OE3AT	.00	
1	CC CB Plus Voice Line Adi	PGOQY	.00	
1	Unistar SM Tier 1	SEQ1X	.00	
1	Business Line	1FB	.00	
1	Federal Access Charge	9ZR	5.80	FSL
1	Access Recovery Charge	9ZR42	2.00	FSL
			42.80	
509 469-1384				
1	Unlimited Business Voice 3Y	BSKA3	35.00	F
1	6 DA Call Allowance	D7V6X	.00	
1	Three-Way Calling	E8C	.00	
1	Call Forwarding Busy Line/Don't Answer-Expanded	FVJ	.00	
1	Customer Winback	KSTWB	.00	
1	Caller ID Name & Number	NNK	.00	
1	Last Call Return	NSQ	.00	
1	Unlimited Business Voice TM	OE3AT	.00	
1	CC CB Plus Voice Line Adi	PGOQY	.00	
1	Unistar SM Tier 1	SEQ1X	.00	
1	Business Line	1FB	.00	
1	Federal Access Charge	9ZR	5.80	FSL



CenturyLink™

For questions, call 1 800 603-6000



THE MATTRESS FACTORY
Bill Date: May 26, 2014
Account No: 509-453-1606 595B

Local and Other Services

Service Additions & Changes

Quantity	Description	Code	Item Rate	Amount
May 14, 2014 Order Number N68773595				
Add Service				
509 469-1384				
1	Access Recovery Charge	9ZR42	2.00 FSL	
			42.80	
509 576-6206				
1	Core Connect 1 (3Yr Term)	BSKC3	85.00 F	
1	Internet Cost Recovery Fee	C8RBB	.99	
1	6 DA Call Allowance	D7V6X	.00	
1	Broadband Bus 20M/5M	EHXNB	.00	
1	Three-Way Calling	ESC	.00	
1	Customer Winback	KSTWB	.00	
1	Core Service Pack	NMO79	.00	
1	Caller ID Name & Number	NNK	.00	
1	Last Call Return	NSQ	.00	
1	CC Speed Increase 20M	NX428	60.00	
1	Core Connect Unlimited LD	OE3QX	.00	
1	Core Connect CB Plus	PGOQX	.00	
1	Unistar™ Tier 1	SEQ1X	.00	
1	Business Line	1FB	.00	
1	Federal Access Charge	9ZR	5.80 FSL	
1	Access Recovery Charge	9ZR42	2.00 FSL	
			153.79	
	Charge for Change in Billing Name			15.00 SL
	CHB			
	CC QCB Plus NRC			50.00 SL
	NR9TK			
	CC QCB Plus NRC			50.00 SL
	NR9TK			
	CC QCB Plus NRC			50.00 SL
	NR9TK			
	CC QCB Plus NRC			50.00 SL
	NR9TK			
	Partial Month's Charge for 11 Days on Total of \$283.74 from May 14 to May 26			104.03

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For questions, call 1 800 603-6000

THE MATTRESS FACTORY
 Bill Date: May 26, 2014
 Account No: 509-453-1605 595B

Local and Other Services

Service Additions & Changes

Quantity	Description	Code	Item Rate	Amount
May 15, 2014 Order Number R70456789				
	Advanced Modem - Purchase XCBKC			99.99 SL
May 20, 2014 Order Number C70637234				
Remove Service				
509 453-1605				
1	Call Forwarding Don't Answer-Expanded	FDJ	.00	
1	Voice Mail	MBB	.00	
1	Message Waiting Audible & Visual Indicator	M1 W	.00	
1	Easy Access	SQAV2	.00	
509 453-3376				
1	Call Forwarding Don't Answer-Expanded	FDJ	.00	
509 469-1384				
1	Call Forwarding Busy Line/ Don't Answer-Expanded	FVJ	.00	
Add Service				
509 469-1384				
1	6 DA Call Allowance	D7V6X	.00	

Total Service Additions and Changes **\$419.02**

Taxes, Fees & Surcharges Summary

*The detail listed below has been included in the New Charges on this bill.
 This summary is provided as information only.*

	Amount
Federal Excise at 3%	6.99
State Sales at 6.5%	21.75
Local Sales at 1.4%	4.67
City Occupation at 6%	10.37
State 911 at \$.25 per access line	1.00
<i>This surcharge, funds the cost of providing emergency services communications systems in your community.</i>	



For questions, call 1 800 603-6000



THE MATTRESS FACTORY
Bill Date: May 26, 2014
Account No: 509-453-1605 595B

Local and Other Services

Taxes, Fees & Surcharges Summary

	Amount
Local 911 at \$.70 per access line <i>This surcharge, funds the cost of providing emergency services communications systems in your community.</i>	2.80
Total Taxes, Fees and Surcharges Summary	\$47.58
Total CenturyLink Local and Other Services	\$473.02
<hr/>	
CenturyLink New Charges	\$473.02

For Your Information

Customers using Teletype (TTY) devices can direct their inquiries to CenturyLink at 1 800 223-3131, a TTY equipped number.

Go Green! Use Control Center at controlcenter.centurylink.com to view your billing and service information on-line and enroll in Paperless Billing or One Page Direct.

IMPORTANT INFORMATION: Due to a print processing situation, please add 2 calendar days to the due date on your bill.

Effective July 1, 2014 the monthly per line rate for Access Recovery Charge may increase or decrease pursuant to authorization by the Federal Communications Commission (FCC) of this surcharge in 2012 as a way for telephone companies to recover costs of providing access to the telephone network. If you have questions or concerns regarding the Access Recovery Charge rate change please contact CenturyLink at the number on your bill.

Tax Symbol Explanation:

Explanation of tax symbols used throughout the bill

- F - Federal Excise
- S - State Sales
- L - Local Sales

Charges for your monthly service are billed one month in advance. CenturyLink should receive your payment for the total amount due on or before the due date on your bill. If you are unable to pay by the due date, please contact Customer Service to avoid possible collection action. In some states you may be assessed a charge for unpaid balances. Your basic telephone service will not be disconnected for non-payment of charges for: (1) CenturyLink Unregulated Services (or other itemized services) identified by an *, (2) services of other CenturyLink companies, or (3) services of other companies included in your bill. CenturyLink packages of features and the amounts in the Account Summary may include both basic and charges that are not basic.

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For questions, call 1 800 603-6000

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THE MATTRESS FACTORY
 Bill Date: May 26, 2014
 Account No: 509-453-1605 595B

For Your Information

Catalog/Rate Schedule information for your services is available without charge at your service provider's web site or by calling their toll-free number. Catalog/Rate Schedule information for CenturyLink services is available without charge at www.centurylink.com or by calling the toll-free number listed on the summary page of your bill.

Third-Party Billing Block

Cramming occurs when unauthorized charges appear on your telephone bill. To help prevent unwanted third party charges on your bill, contact CenturyLink and request, at no charge, a bill block that will prevent some third party charges such as charitable contributions, dial-up Internet by non-CenturyLink companies or other non-telecommunications charges from appearing on your bill.

Long Distance Service

Customer Service

1 800 603-6000

Long Distance Service Account Summary

Description	Page	Amount
Charges For May	10	15.40
Long Distance Service Savings & Adjustments (Includes Tax & Surcharges)		12.41%
Total Long Distance Service Account Summary		\$2.99

**Long Distance Service Savings & Adjustments
(Includes Tax & Surcharges)**

\$10 Promo Unlimited Business Voice Month 1 of 36
 Core Connect Unlimited LD 10.00%

Tax and Surcharge Adjustments

State Sales	.76%
Local Sales	.16%
Federal Telecom Relay Service Fee	.12%
City Occupation	.18%
Federal Universal Service Fund	1.16%
Federal Regulatory Recovery	.03%

Total Long Distance Service Savings & Adjustments	\$12.41%
--	-----------------

Taxes, Fees and Surcharges Summary

State Sales at 6.6%	5.65
Local Sales at 1.4%	1.24
City Occupation at 6%	1.37
Federal Universal Service Fund at 16.6%	8.75
Federal Telecom Relay Service Fee	.93



THE MATTRESS FACTORY
 Bill Date: May 26, 2014
 Account No: 509-453-1605 595B

Taxes, Fees and Surcharges Summary

Federal Regulatory Recovery	.21
Total Taxes	\$18.15

CenturyLink Long Distance Summary of Charges for May

Your LD Account Balance - CenturyLink Communications, LLC

Current Service Charges	\$11.96
Government Fees and Taxes	
State and Local Taxes	1.16
Subtotal	\$1.16
Other Fees & Monthly Charges	
Federal Universal Service Fund	2.03
Fed Telecom Relay Service	.21
Federal Regulatory Recovery	.04
Subtotal	\$2.28
Current Total Charges	\$15.40

Current Total Charges, detail by sub-account

THE MATTRESS FACTORY Core Connect Unlimited Business Voice Term	
Current Service Charges	8.97
State and Local Taxes	.87
Federal Universal Service Fund	1.52
Fed Telecom Relay Service	.16
Federal Regulatory Recovery	.03
Subtotal	\$11.55
THE MATTRESS FACTORY Core Connect Unlimited Long Distance	
Current Service Charges	2.99
State and Local Taxes	.29
Federal Universal Service Fund	.51
Fed Telecom Relay Service	.05
Federal Regulatory Recovery	.01
Subtotal	\$3.85
Current Total Charges	\$15.40

The charges appearing on this portion of your bill are from a new service provider.

Service Summary of Charges

All accounts

Plan/Feature Chrgs	Calls	Min:Sec	Usage Charges	Nonrecur. Charges	Monthly Charges	Total Charges
		0:00	0.00	0.00	11.96	11.96

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THE MATTRESS FACTORY
 Bill Date: May 26, 2014
 Account No: 509-453-1605 595B

Service Summary of Charges

All accounts

	Calls	Min:Sec	Usage Charges	Nonrecur. Charges	Monthly Charges	Total Charges
Long Distance	18	108:54	0.00	0.00	0.00	.00
Total	18	108:54	\$0.00	\$0.00	\$11.96	\$11.96

THE MATTRESS FACTORY

	Calls	Min:Sec	Usage Charges	Nonrecur. Charges	Monthly Charges	Total Charges
Plan/Feature Chrgs		0:00	0.00	0.00	8.97	8.97
Long Distance	16	107:12	0.00	0.00	0.00	.00
Total	16	107:12	\$0.00	\$0.00	\$8.97	\$8.97

THE MATTRESS FACTORY

	Calls	Min:Sec	Usage Charges	Nonrecur. Charges	Monthly Charges	Total Charges
Plan/Feature Chrgs		0:00	0.00	0.00	2.99	2.99
Long Distance	2	1:42	0.00	0.00	0.00	.00
Total	2	1:42	\$0.00	\$0.00	\$2.99	\$2.99

Summary of Usage Reports

Domestic Summary Report

THE MATTRESS FACTORY Core Connect Unlimited Business Voice Term

Description	Period	Calls	Min:Sec	Charges
1+ INTERSTATE	DAY	12	50:54	.00
Subtotal		12	50:54	.00
1+ INTRALATA	DAY	1	0:30	.00
Subtotal		1	0:30	.00
1+ INTRASTATE	DAY	3	55:48	.00
Subtotal		3	55:48	.00
Total		16	107:12	\$.00



THE MATTRESS FACTORY
 Bill Date: May 26, 2014
 Account No: 509-453-1605 595B

Summary of Usage Reports

Domestic Summary Report

THE MATTRESS FACTORY Core Connect Unlimited Long Distance

Description	Period	Calls	Min:Sec	Charges
1+ INTRALATA	DAY	1	0:48	.00
Subtotal		1	0:48	.00
1+ INTRASTATE	DAY	1	0:54	.00
Subtotal		1	0:54	.00
Total		2	1:42	\$.00

Service Detail - Plan/Feature Charges

THE MATTRESS FACTORY

Description	Qty.	Period	Nonrecurring Charges	Monthly Charges	Total Charges
Access Line Charge	3	MAY 14-MAY 19	0.00	8.97	8.97
Total Plan/Feature Charges			\$0.00	\$8.97	\$8.97

THE MATTRESS FACTORY

Description	Qty.	Period	Nonrecurring Charges	Monthly Charges	Total Charges
Access Line Charge	1	MAY 14-MAY 19	0.00	2.99	2.99
Total Plan/Feature Charges			\$0.00	\$2.99	\$2.99

Service Detail - Long Distance Usage

THE MATTRESS FACTORY

509-453-1605

No.	Date	Time		Called Number	Location		Min:Sec	Charges
1.	May 14	8:53	A	206 399-8871	SEATTLE	WA	2:12	.00
2.	May 14	8:56	A	541 382-9091	BEND	OR	6:06	.00
3.	May 14	10:12	A	541 382-9091	BEND	OR	1:36	.00
4.	May 14	10:37	A	503 267-0794	PORTLAND	OR	7:42	.00
5.	May 14	10:53	A	541 382-9091	BEND	OR	4:18	.00
6.	May 14	12:02	P	541 382-9091	BEND	OR	1:18	.00
7.	May 14	12:27	P	541 382-9091	BEND	OR	1:06	.00
8.	May 14	4:00	P	509 370-1029	SPOKANE	WA	0:30	.00
9.	May 15	8:48	A	541 382-9091	BEND	OR	11:18	.00
10.	May 16	8:10	A	360 580-9196	ABERDEEN	WA	52:54	.00
11.	May 16	9:07	A	541 382-9091	BEND	OR	4:54	.00
12.	May 16	1:56	P	541 382-9091	BEND	OR	1:06	.00

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THE MATTRESS FACTORY
Bill Date: May 26, 2014
Account No: 509-453-1605 595B

Service Detail - Long Distance Usage

509-453-1605

No.	Date	Time	Called Number	Location		Min:Sec	Charges
1.	May 19	10:25 A	541 382-9091	BEND	OR	2:24	.00
2.	May 19	10:39 A	541 382-9091	BEND	OR	6:00	.00
3.	May 19	1:04 P	541 382-9091	BEND	OR	3:06	.00
Total calls for 509-453-1605				15		106:30	\$.00

509-453-3376

No.	Date	Time	Called Number	Location		Min:Sec	Charges
4.	May 14	9:18 A	253 770-3044	PUYALLUP	WA	0:42	.00
Total calls for 509-453-3376				1		0:42	\$.00

THE MATTRESS FACTORY

509-576-6206

No.	Date	Time	Called Number	Location		Min:Sec	Charges
5.	May 16	11:00 A	509 370-1029	SPOKANE	WA	0:48	.00
6.	May 19	1:08 P	206 399-8871	SEATTLE	WA	0:54	.00
Total calls for 509-576-6206				2		1:42	\$.00

Access Line Charge Report

THE MATTRESS FACTORY

Phone Number	Line Type	Amount
509-453-1605	Access Line Charge	2.99
509-453-3376	Access Line Charge	2.99
509-469-1384	Access Line Charge	2.99

THE MATTRESS FACTORY

Phone Number	Line Type	Amount
509-576-6206	Access Line Charge	2.99
Total Access Line Charges		\$11.96

~~10-107~~ Andrea
1 877-234-9001



THE MATTRESS FACTORY
Bill Date: Jun 8, 2014
Account No: 541-382-9091 825B

Visit centurylink.com

Balance Forward	New Charges	Total Amount Due	Due Date for New Charges
\$.00	\$1,478.74	\$1,478.74	Jun 26, 2014

Account Summary

New Charges	For questions, call:	Page	
CenturyLink	1 800 603-6000	3	1,413.71
Long Distance Service	1 800 603-6000	15	65.03
Total New Charges			\$1,478.74

TOTAL AMOUNT DUE \$1,478.74

A late payment charge of 1.8% or \$.50, whichever is greater, may apply if amount due does not reach us by Jul 8, 2014, except Internet charges.

Welcome to CenturyLink! Your communications needs are our top priority. Our dedicated business team answers questions, reviews your account and provides tailored solutions for your business. To manage your account, call 1 877-207-5797. Thanks for choosing CenturyLink.

CenturyLink, P O Box 91155, Seattle, WA 98111-9255

Please fold, tear here and return this portion with your payment.



>001917 4243792 0001 008243 20Z
THE MATTRESS FACTORY
571 NE AZURE DR STE A
BEND OR 97701-4894

Bill Date: Jun 8, 2014
Account No: 541-382-9091 825B
Bill Due Date: Jun 26, 2014

New Charges: \$1,478.74
TOTAL AMOUNT DUE: \$1,478.74

Amount Enclosed \$ _____

CENTURYLINK
P O BOX 91155
SEATTLE, WA 98111-9255



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01917 4243792 007552 015103 0001/0011



For questions, call 1 800 603-6000

THE MATTRESS FACTORY
Bill Date: Jun 8, 2014
Account No: 541-382-9091 825B

Any amount of Internet and related Internet charges left unpaid 30 days after bill date is subject to a \$6.00 late payment charge.

The company you have chosen for interLATA calls (long distance calls outside your local toll calling area) is CenturyLink Communications, LLC.

The company you have chosen for intraLATA calls (long distance calls inside your local toll calling area) is CenturyLink Communications, LLC.

CenturyLink welcomes you as a new customer.
The billing date for your new service is the 8th of each month.
Your bill will reach you about 10 days later.

New Charges

	Local and Other Services	Long Distance Service
Monthly Charges	637.37	
Discount Summary	548.24	
Service Additions and Changes	1,177.86	
Carrier Computed Charges		29.73
Taxes, Fees and Surcharges		
Federal Excise at 3%	25.48	
Federal Telecom Relay Service Fee		2.32
Federal Regulatory Recovery		.52
Facility Relocation Cost Recovery Fee at \$.15 per access line	1.80	



For questions, call 1 800 603-6000



THE MATTRESS FACTORY
 Bill Date: Jun 8, 2014
 Account No: 541-382-9091 825B

New Charges

	Local and Other Services	Long Distance Service	
Taxes, Fees and Surcharges			
Franchise at 3%	18.05		
State 911 at \$.75 per access line	9.00		
Federal Universal Serv Fund at 16.6%	7.17	21.95	
Federal Universal Serv Fund at 17.4169%	24.61		
Oregon Universal Service Surcharge of 8.5%	57.73	4.83	
Oregon PUC fee as required by law	1.56		
Residential Service Protection Fund at \$.11 per access line	1.32		
Carrier Computed Taxes		5.68	
Subtotal	\$1,413.71	\$65.03	
Total New Charges			\$1,478.74

Important Account Information

Savings

You are currently receiving a Line Volume Plan Discount with a 3 year Term Agreement that requires a minimum of 10 lines per Customer to be maintained every 12 months. Shortfall and Termination Charges may apply if minimum line required is not maintained or you disconnect Account(s) prior to expiration of Agreement.

Thank you for being a valued Core Connect customer. You have entered into an agreement to maintain this service until 05-14-2017. If you remove this service before that date, your bill will be assessed an early termination fee up to \$600 per line.

Thank you for being a valued Unlimited Business Voice customer. You have entered into an agreement to maintain this service until 05-14-2017. If you remove this service before that date, your bill will be assessed an early termination fee up to \$300 per line.

Discounts are given one month in advance. Your bill may include a partial month and a month in advance of billing. Product changes may result in a charge for unused discounts previously given.

Local and Other Services

Monthly Charges

Charges from Jun 08 to Jul 08

Quantity	Description	Code	Item Rate	Amount
1	* Non-Telecom Svc Surcharge	NT1	1.55	1.55

continued on back

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Local and Other Services

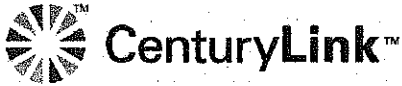
Monthly Charges

Quantity	Description	Code	Item Rate	Amount
12	Extended Area Service Unlimited Local Calling Business	TBX	1.95	23.40
3	Business Line	1FB	26.00	78.00
12	Federal Access Charge	9ZR	6.54	78.48
12	Access Recovery Charge	9ZR42	2.00	24.00
8	Unlimited Business Voice 3Y	BSKA3	35.00	280.00
<i>Includes local phone service and features for twenty-five dollars provided by CenturyLink. Includes unlimited long distance service for ten dollars* provided by CenturyLink Communications, LLC.</i>				
1	Core Connect 1 (3Yr Term)	BSKC3	85.00	85.00
<i>Includes local phone service and features for fifty dollars provided by CenturyLink. Includes unlimited long distance service for twenty-five dollars* provided by CenturyLink Communications, LLC. Includes up to 7Mbps internet service and web presence with email for ten dollars* provided by CenturyLink.</i>				
Internet Service				
1	* Internet Cost Recovery Fee	C8RBB	.99	.99
1	* CC Speed Increase 20M	NX428	60.00	60.00
1	* Static IP Address	S1P1X	5.95	5.95
Total Monthly Charges				\$637.37

Discounts & Adjustments Summary

Customer Subscription Discounts

	Amount
Welcome to CenturyLink Discount Installation Waiver	481.00%
Line Volume Plan 36 Month Term Agreement Partial Month Discount	3.22%
Line Volume Plan 36 Month Term Agreement Discounts expire on 05/14/2017	4.02%
High-Speed Internet CC Speed Increase 20M Promotion	60.00%
Total Discounts	\$548.24%



For questions, call 1 800 603-6000



THE MATTRESS FACTORY
 Bill Date: Jun 8, 2014
 Account No: 541-382-9091 825B

Local and Other Services

Service Additions & Changes

Quantity	Description	Code	Item Rate	Amount
May 14, 2014 Order Number N68707825				
Add Service				
541 382-9091				
1	Remote Access Forwarding	AFD	.00	
1	Unlimited Business Voice 3Y	BSKA3	35.00	F
1	6 DA Call Allowance	D7V6X	.00	
1	Three-Way Calling	ESC	.00	
1	Call Forwarding	ESM	.00	
1	Call Forwarding Don't Answer-Expanded	FDJHG	.00	
1	Series Completion Hunting	H5O	.00	
1	Customer Winback	KSTWB	.00	
1	Voice Mail	MBB	.00	
1	Message Waiting			
1	Audible & Visual Indicator	M1W	.00	
1	Caller ID Name & Number	NNK	.00	
1	Last Call Return	NSQ	.00	
1	Non-Telecom Svc Surcharge	NT1	1.55	
1	Unlimited Business Voice TM	OE3AT	.00	
1	CC CB Plus Voice Line Adl	PGOQY	.00	
1	Unistar SM Tier 1	SEQ1X	.00	
1	Easy Access	SQAV2	.00	
1	Extended Area Service			
1	Unlimited Local Calling Business	TBX	1.95	F
1	Business Line	1FB	.00	
1	Federal Access Charge	9ZR	6.54	F
1	Access Recovery Charge	9ZR42	2.00	F
			47.04	
541 322-0299				
1	Unlimited Business Voice 3Y	BSKA3	35.00	F
1	6 DA Call Allowance	D7V6X	.00	

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For questions, call 1 800 603-6000

THE MATTRESS FACTORY
 Bill Date: Jun 8, 2014
 Account No: 541-382-9091 825B

Local and Other Services

Service Additions & Changes

Quantity	Description	Code	Item Rate	Amount
May 14, 2014 Order Number N68707825				
Add Service				
541 322-0299				
1	Three-Way Calling	ESC	.00	
1	Customer Winback	KSTWB	.00	
1	Caller ID Name & Number	NNK	.00	
1	Last Call Return	NSQ	.00	
1	Unlimited Business Voice TM	OE3AT	.00	
1	CC CB Plus Voice Line Adl	PGOQY	.00	
1	Unistar SM Tier 1	SEQ1X	.00	
1	Extended Area Service			
	Unlimited Local Calling			
	Business	TBX	1.95 F	
1	Business Line	1FB	.00	
1	Federal Access Charge	9ZR	6.54 F	
1	Access Recovery Charge	9ZR42	2.00 F	
			45.49	
541 330-8350				
1	Presubscribed Interexchange			
	Carrier Charge -			
	Multiline Business	REB3X	.00	
1	Extended Area Service			
	Unlimited Local Calling			
	Business	TBX	1.95 F	
1	Business Line			
	Installation Charge	1FB	26.00 F	31.00
1	Federal Access Charge	9ZR	6.54 F	
1	Access Recovery Charge	9ZR42	2.00 F	
			36.49	
541 330-8351				
1	Presubscribed Interexchange			
	Carrier Charge -			
	Multiline Business	REB3X	.00	
1	Extended Area Service			
	Unlimited Local Calling			
	Business	TBX	1.95 F	



For questions, call 1 800 603-6000



THE MATTRESS FACTORY
 Bill Date: Jun 8, 2014
 Account No: 541-382-9091 825B

Local and Other Services

Service Additions & Changes

Quantity	Description	Code	Item Rate	Amount
May 14, 2014 Order Number N68707825				
Add Service				
541 330-8351				
1	Business Line			
	Installation Charge	1FB	26.00 F	31.00
1	Federal Access Charge	9ZR	6.54 F	
1	Access Recovery Charge	9ZR42	2.00 F	
			36.49	
541 382-7121				
1	Unlimited Business Voice 3Y	BSKA3	35.00 F	
1	6 DA Call Allowance	D7V6X	.00	
1	Three-Way Calling	ESC	.00	
1	Call Forwarding Don't			
	Answer-Expanded	FDJHG	.00	
1	Series Completion Hunting	H50	.00	
1	Customer Winback	KSTWB	.00	
1	Caller ID Name & Number	NNK	.00	
1	Last Call Return	NSQ	.00	
1	Unlimited Business Voice TM	OE3AT	.00	
1	CC CB Plus Voice Line Adl	PGOQY	.00	
1	Unistar™ Tier 1	SEQ1X	.00	
1	Extended Area Service			
	Unlimited Local Calling			
	Business	TBX	1.95 F	
1	Business Line	1FB	.00	
1	Federal Access Charge	9ZR	6.54 F	
1	Access Recovery Charge	9ZR42	2.00 F	
			45.49	
541 382-7124				
1	Unlimited Business Voice 3Y	BSKA3	35.00 F	
1	6 DA Call Allowance	D7V6X	.00	
1	Three-Way Calling	ESC	.00	

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For questions, call 1 800 603-6000

THE MATTRESS FACTORY
 Bill Date: Jun 8, 2014
 Account No: 541-382-9091 825B

Local and Other Services

Service Additions & Changes

Quantity	Description	Code	Item Rate	Amount
May 14, 2014 Order Number N68707825				
Add Service				
541 382-7124				
1	Call Forwarding Don't Answer-Expanded	FDJHG	.00	
1	Series Completion Hunting	H60	.00	
1	Customer Winback	KSTWB	.00	
1	Caller ID Name & Number	NNK	.00	
1	Last Call Return	NSQ	.00	
1	Unlimited Business Voice TM	OE3AT	.00	
1	CC CB Plus Voice Line Adl	PGOQY	.00	
1	Unistar™ Tier 1	SEQ1X	.00	
1	Extended Area Service			
1	Unlimited Local Calling			
1	Business	TBX	1.95	F
1	Business Line	1FB	.00	
1	Federal Access Charge	9ZR	6.54	F
1	Access Recovery Charge	9ZR42	2.00	F
			45.49	
541 383-2260				
1	Unlimited Business Voice 3Y	BSKA3	35.00	F
1	6 DA Call Allowance	D7V6X	.00	
1	Three-Way Calling	ESC	.00	
1	Customer Winback	KSTWB	.00	
1	Caller ID Name & Number	NNK	.00	
1	Last Call Return	NSQ	.00	
1	Unlimited Business Voice TM	OE3AT	.00	
1	CC CB Plus Voice Line Adl	PGOQY	.00	
1	Unistar™ Tier 1	SEQ1X	.00	
1	Extended Area Service			
1	Unlimited Local Calling			
1	Business	TBX	1.95	F



CenturyLink™

For questions, call 1 800 603-6000



THE MATTRESS FACTORY
Bill Date: Jun 8, 2014
Account No: 541-382-9091 825B

Local and Other Services

Service Additions & Changes

Quantity	Description	Code	Item Rate	Amount
May 14, 2014 Order Number N68707825				
Add Service				
541 383-2260				
1	Business Line	1FB	.00	
1	Federal Access Charge	9ZR	6.54 F	
1	Access Recovery Charge	9ZR42	2.00 F	
			45.49	
541 389-3493				
1	Unlimited Business Voice 3Y	BSKA3	35.00 F	
1	6 DA Call Allowance	D7V6X	.00	
1	Three-Way Calling	ESC	.00	
1	Call Forwarding	ESM	.00	
1	Customer Winback	KSTWB	.00	
1	Caller ID Name & Number	NNK	.00	
1	Last Call Return	NSQ	.00	
1	Unlimited Business Voice TM	OE3AT	.00	
1	CC CB Plus Voice Line Adl	PGOQY	.00	
1	Unistar™ Tier 1	SEQ1X	.00	
1	Extended Area Service			
	Unlimited Local Calling			
	Business	TBX	1.95 F	
1	Business Line	1FB	.00	
1	Federal Access Charge	9ZR	6.54 F	
1	Access Recovery Charge	9ZR42	2.00 F	
			45.49	
541 598-3955				
1	Unlimited Business Voice 3Y	BSKA3	35.00 F	
1	6 DA Call Allowance	D7V6X	.00	
1	Three-Way Calling	ESC	.00	
1	Call Forwarding Don't			
	Answer-Expanded	FDJHG	.00	
1	Series Completion Hunting	HSO	.00	

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For questions, call 1 800 603-6000

THE MATTRESS FACTORY
Bill Date: Jun 8, 2014
Account No: 541-382-9091 825B

Local and Other Services

Service Additions & Changes

Quantity	Description	Code	Item Rate	Amount
May 14, 2014 Order Number N68707825				
Add Service				
541 598-3955				
1	Customer Winback	KSTWB	.00	
1	Caller ID Name & Number	NNK	.00	
1	Last Call Return	NSQ	.00	
1	Unlimited Business Voice TM	OE3AT	.00	
1	CC CB Plus Voice Line Adl	PGOQY	.00	
1	Unistar SM Tier 1	SEQ1X	.00	
1	Extended Area Service Unlimited Local Calling Business	TBX	1.95	F
1	Business Line	1FB	.00	
1	Federal Access Charge	9ZR	6.54	F
1	Access Recovery Charge	9ZR42	2.00	F
			45.49	
541 598-3956				
1	Unlimited Business Voice 3Y	BSKA3	35.00	F
1	6 DA Call Allowance	D7V6X	.00	
1	Three-Way Calling	ESC	.00	
1	Call Forwarding Busy Line/ Don't Answer-Expanded	FVJHG	.00	
1	Customer Winback	KSTWB	.00	
1	Caller ID Name & Number	NNK	.00	
1	Last Call Return	NSQ	.00	
1	Unlimited Business Voice TM	OE3AT	.00	
1	CC CB Plus Voice Line Adl	PGOQY	.00	
1	Unistar SM Tier 1	SEQ1X	.00	
1	Extended Area Service Unlimited Local Calling Business	TBX	1.95	F
1	Business Line	1FB	.00	



For questions, call 1 800 603-6000



THE MATTRESS FACTORY
 Bill Date: Jun 8, 2014
 Account No: 541-382-9091 825B

Local and Other Services

Service Additions & Changes

Quantity	Description	Code	Item Rate	Amount
May 14, 2014 Order Number N68707825				
Add Service				
541 598-3956				
1	Federal Access Charge	9ZR	6.54 F	
1	Access Recovery Charge	9ZR42	2.00 F	
			45.49	
541 598-3967				
1	Customer Winback	KSTWB	.00	
1	Presubscribed Interexchange Carrier Charge - Multiline Business	REB3X	.00	
1	Extended Area Service Unlimited Local Calling Business	TBX	1.95 F	
1	Business Line Installation Charge	1FB	26.00 F	31.00
1	Federal Access Charge	9ZR	6.54 F	
1	Access Recovery Charge	9ZR42	2.00 F	
			36.49	
541 598-3968				
1	Core Connect 1 (3Yr Term)	BSKC3	85.00 F	
1	Internet Cost Recovery Fee	C8RBB	.99	
1	6 DA Call Allowance	D7V6X	.00	
1	Internet Bus 20M-2M	EHU2B	.00	
1	Three-Way Calling	ESC	.00	
1	Customer Winback	KSTWB	.00	
1	Core Service Pack	NMO79	.00	
1	Caller ID Name & Number	NNK	.00	
1	Last Call Return	NSQ	.00	
1	CC Speed Increase 20M	NX428	60.00	
1	Core Connect Unlimited LD	OE3QX	.00	
1	Core Connect CB Plus	PGOQX	.00	
1	Unistar SM Tier 1	SEQ1X	.00	

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For questions, call 1 800 603-6000



THE MATTRESS FACTORY
 Bill Date: Jun 8, 2014
 Account No: 541-382-9091 826B

Local and Other Services

Service Additions & Changes

Quantity	Description	Code	Item Rate	Amount
May 20, 2014 Order Number C70637183				
Remove Service				
541 382-9091				
1	Message Waiting Audible & Visual Indicator	M1W	.00	
1	Easy Access	SQAV2	.00	
			.00	
May 22, 2014 Order Number C56977159				
Remove Service				
541 382-9091				
1	Call Forwarding Don't Answer-Expanded	FDJHG	.00	
			.00	
541 382-7121				
1	Call Forwarding Don't Answer-Expanded	FDJHG	.00	
			.00	
541 382-7124				
1	Call Forwarding Don't Answer-Expanded	FDJHG	.00	
			.00	
541 598-3955				
1	Call Forwarding Don't Answer-Expanded	FDJHG	.00	
			.00	
Total Service Additions and Changes				\$1,177.86

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Taxes, Fees & Surcharges Summary

The detail listed below has been included in the New Charges on this bill. This summary is provided as information only.

	Amount
Federal Excise at 3%	25.48
Franchise at 3%	18.05
<i>This charge recovers a portion of the amount CenturyLink remits to operate within your city.</i>	
State 911 at \$.75 per access line	9.00
<i>This surcharge, funds the cost of providing emergency services communications systems in your community.</i>	
Facility Relocation Cost Recovery Fee at \$.15 per access line	1.80

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For questions, call 1 800 603-6000

THE MATTRESS FACTORY
Bill Date: Jun 8, 2014
Account No: 541-382-9091 825B

Local and Other Services

Taxes, Fees & Surcharges Summary

	Amount
Federal Universal Serv Fund at 17.4169% <i>This charge recovers the amount CenturyLink contributes to the Federal Universal Service Fund. This fund helps keep local phone rates affordable for all Americans.</i>	24.61
Federal Universal Serv Fund at 16.6% <i>This charge recovers the amount CenturyLink contributes to the Federal Universal Service Fund. This fund helps keep local phone rates affordable for all Americans.</i>	7.17
Oregon Universal Service Surcharge of 8.5% <i>This charge recovers the amount CenturyLink contributes to the Oregon Universal Service Fund. This fund helps keep basic exchange rates affordable.</i>	67.73
Oregon PUC fee as required by law <i>This per line charge recovers the amount CenturyLink remits to the Public Utility Commission. This fee helps to recover the cost of utility regulation.</i>	1.56
Residential Service Protection Fund at \$.11 per access line <i>This charge funds relay centers that help hearing- and speech-impaired customers make and receive calls and funds programs used to provide telecommunication services to disadvantaged or disabled customers at a reduced rate.</i>	1.32
Total Taxes, Fees and Surcharges Summary	\$146.72
Total CenturyLink Local and Other Services	\$1,413.71

CenturyLink New Charges	\$1,413.71
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For Your Information

Customers using Teletype (TTY) devices can direct their inquiries to CenturyLink at 1 800 223-3131, a TTY equipped number.

Go Green! Use Control Center at controlcenter.centurylink.com to view your billing and service information on-line and enroll in Paperless Billing or One Page Direct.

For out of service voice repair it is important that you let us know if you have a medical situation that requires special consideration or if you are without an alternative means of communications such as a cell phone. For questions or concerns, please contact Customer Service at the telephone number printed on your bill.

Tax Symbol Explanation:
Explanation of tax symbols used throughout the bill
F - Federal Excise



THE MATTRESS FACTORY
 Bill Date: Jun 8, 2014
 Account No: 541-382-9091 825B

Your LD Account Balance - CenturyLink Communications, LLC

Other Fees & Monthly Charges
 Federal Regulatory Recovery .11
Subtotal \$5.68

Current Total Charges	\$35.41
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Current Total Charges, detail by sub-account

THE MATTRESS FACTORY Core Connect Unlimited Business Voice Term
 Current Service Charges 26.74
 Federal Universal Service Fund 4.54
 Fed Telecom Relay Service .47
 Federal Regulatory Recovery .10
Subtotal \$31.85

THE MATTRESS FACTORY Core Connect Unlimited Long Distance
 Current Service Charges 2.99
 Federal Universal Service Fund .51
 Fed Telecom Relay Service .05
 Federal Regulatory Recovery .01
Subtotal \$3.56

Current Total Charges	\$35.41
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The charges appearing on this portion of your bill are from a new service provider.

Service Summary of Charges

All accounts

	Calls	Min:Sec	Usage Charges	Nonrecur. Charges	Monthly Charges	Total Charges
Plan/Feature Chrgs		0:00	0.00	0.00	26.91	26.91
Long Distance	93	202:42	2.82	0.00	0.00	2.82
Total	93	202:42	\$2.82	\$0.00	\$26.91	\$29.73

THE MATTRESS FACTORY

	Calls	Min:Sec	Usage Charges	Nonrecur. Charges	Monthly Charges	Total Charges
Plan/Feature Chrgs		0:00	0.00	0.00	23.92	23.92
Long Distance	91	200:48	2.82	0.00	0.00	2.82
Total	91	200:48	\$2.82	\$0.00	\$23.92	\$26.74



THE MATTRESS FACTORY
 Bill Date: Jun 8, 2014
 Account No: 541-382-9091 825B

Service Summary of Charges

THE MATTRESS FACTORY

Plan/Feature Chrgs	Calls	Min:Sec	Usage Charges	Nonrecur. Charges	Monthly Charges	Total Charges
		0:00	0.00	0.00	2.99	2.99
Long Distance	2	1:54	0.00	0.00	0.00	.00
Total	2	1:54	\$0.00	\$0.00	\$2.99	\$2.99

Summary of Usage Reports

Canadian Summary Report

THE MATTRESS FACTORY Core Connect Unlimited Business Voice Term

Description	Period	Calls	Min:Sec	Charges
Total Summary	DAY	11	16:24	2.82
Subtotal		11	16:24	2.82
Total		11	16:24	\$2.82

Domestic Summary Report

THE MATTRESS FACTORY Core Connect Unlimited Business Voice Term

Description	Period	Calls	Min:Sec	Charges
1+ INTERSTATE	DAY	62	143:12	.00
1+ INTERSTATE	NITE	1	5:30	.00
Subtotal		63	148:42	.00
1+ INTRALATA	DAY	7	17:54	.00
1+ INTRALATA	NITE	4	6:06	.00
Subtotal		11	24:00	.00
1+ INTRASTATE	DAY	5	11:12	.00
1+ INTRASTATE	NITE	1	0:30	.00
Subtotal		6	11:42	.00
Total		80	184:24	\$.00

Domestic Summary Report

THE MATTRESS FACTORY Core Connect Unlimited Long Distance

Description	Period	Calls	Min:Sec	Charges
1+ INTERSTATE	DAY	2	1:54	.00
Subtotal		2	1:54	.00
Total		2	1:54	\$.00

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THE MATTRESS FACTORY
 Bill Date: Jun 8, 2014
 Account No: 541-382-9091 825B

Service Detail - Plan/Feature Charges

THE MATTRESS FACTORY

Description	Qty.	Period	Nonrecurring Charges	Monthly Charges	Total Charges
Access Line Charge	8	MAY 14-MAY 27	0.00	23.92	23.92
Total Plan/Feature Charges			\$0.00	\$23.92	\$23.92

THE MATTRESS FACTORY

Description	Qty.	Period	Nonrecurring Charges	Monthly Charges	Total Charges
Access Line Charge	1	MAY 14-MAY 27	0.00	2.99	2.99
Total Plan/Feature Charges			\$0.00	\$2.99	\$2.99

Service Detail - Long Distance Usage

THE MATTRESS FACTORY

541-322-0299

No.	Date	Time	Called Number	Location	GA	Min:Sec	Charges
1.	May 16	9:16 A	678 398-7811	ATLANTA NW	GA	1:36	.00
Total calls for 541-322-0299				1		1:36	\$.00

541-382-7121

No.	Date	Time	Called Number	Location	Min:Sec	Charges
2.	May 16	2:57 P	720 663-9059	DENVER CO	0:54	.00
3.	May 19	7:54 A	509 453-1605	YAKIMA WA	6:18	.00
4.	May 19	10:37 A	509 453-1605	YAKIMA WA	0:30	.00
5.	May 19	10:39 A	425 442-7174	BELLEVUE WA	0:42	.00
6.	May 19	10:45 A	435 986-4647	ST GEORGE UT	3:06	.00
7.	May 20	10:24 A	509 453-1605	YAKIMA WA	6:54	.00
8.	May 20	11:48 A	541 745-3065	CORVALLIS OR	0:30	.00
9.	May 20	2:37 P	509 453-1605	YAKIMA WA	0:30	.00
10.	May 20	3:27 P	520 260-1035	TUCSON AZ	0:48	.00
11.	May 20	4:45 P	503 819-2480	PORTLAND OR	3:18	.00
12.	May 21	7:39 A	503 475-9650	PORTLAND OR	1:06	.00
13.	May 21	8:20 A	509 453-1605	YAKIMA WA	16:00	.00
14.	May 21	9:52 A	435 986-4647	ST GEORGE UT	2:06	.00
15.	May 22	9:53 A	360 372-2461	DEWATTO WA	14:24	.00
16.	May 22	12:13 P	509 453-1605	YAKIMA WA	1:54	.00
17.	May 22	2:54 P	541 343-2690	EUGENE OR	4:12	.00
18.	May 22	4:45 P	503 819-2480	PORTLAND OR	0:30	.00
19.	May 22	4:57 P	503 819-2480	PORTLAND OR	0:48	.00
20.	May 23	9:36 A	360 991-3211	VANCOUVER WA	2:36	.00
21.	May 23	9:53 A	360 372-2461	DEWATTO WA	5:06	.00
22.	May 23	10:01 A	509 453-1605	YAKIMA WA	0:42	.00
23.	May 23	4:02 P	360 991-3211	VANCOUVER WA	1:00	.00



THE MATTRESS FACTORY
Bill Date: Jun 8, 2014
Account No: 541-382-9091 825B

Service Detail - Long Distance Usage

541-382-7121

No.	Date	Time	Called Number	Location		Min:Sec	Charges
1.	May 24	11:51 A	541 740-9797	CORVALLIS	OR	0:30	.00
2.	May 27	7:51 A	503 667-6667	GRESHAM	OR	1:36	.00
3.	May 27	9:31 A	509 453-1605	YAKIMA	WA	3:30	.00
4.	May 27	10:20 A	435 986-4647	ST GEORGE	UT	0:48	.00
5.	May 27	11:32 A	714 541-0250	SANTA ANA	CA	1:18	.00
6.	May 27	12:38 P	435 703-5390	ST GEORGE	UT	7:24	.00
7.	May 27	1:00 P	509 453-1605	YAKIMA	WA	3:06	.00

Total calls for 541-382-7121	29	92:06	\$.00
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541-382-7124

No.	Date	Time	Called Number	Location		Min:Sec	Charges
8.	May 15	10:58 A	509 453-1605	YAKIMA	WA	0:30	.00
9.	May 15	12:40 P	509 453-1605	YAKIMA	WA	1:12	.00
10.	May 16	8:24 A	509 453-1605	YAKIMA	WA	0:30	.00
11.	May 16	8:30 A	509 453-1605	YAKIMA	WA	0:30	.00
12.	May 16	8:39 A	509 453-1605	YAKIMA	WA	0:30	.00
13.	May 16	9:00 A	509 453-1605	YAKIMA	WA	0:30	.00
14.	May 19	10:17 A	509 453-1605	YAKIMA	WA	7:00	.00

Total calls for 541-382-7124	7	10:42	\$.00
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541-382-9091

No.	Date	Time	Called Number	Location		Min:Sec	Charges
15.	May 14	11:46 A	509 453-1605	YAKIMA	WA	0:30	.00
16.	May 14	12:34 P	509 453-1605	YAKIMA	WA	0:30	.00
17.	May 14	1:20 P	509 453-1605	YAKIMA	WA	0:30	.00
18.	May 14	1:27 P	360 991-3211	VANCOUVER	WA	2:24	.00
19.	May 14	1:38 P	503 667-6667	GRESHAM	OR	1:00	.00
20.	May 14	1:56 P	509 453-1605	YAKIMA	WA	8:12	.00
21.	May 15	9:07 A	509 453-1605	YAKIMA	WA	1:30	.00
22.	May 15	1:18 P	360 991-3211	VANCOUVER	WA	1:06	.00
23.	May 15	1:52 P	509 453-1605	YAKIMA	WA	7:48	.00
24.	May 16	8:06 A	647 776-3725	TORONTO	ON	0:30	.09
25.	May 16	8:10 A	678 398-7811	ATLANTA NW	GA	4:06	.00
26.	May 16	8:41 A	509 453-1605	YAKIMA	WA	0:30	.00
27.	May 16	9:25 A	760 219-9161	PALM SPG	CA	0:54	.00
28.	May 19	7:49 A	503 667-6667	GRESHAM	OR	1:12	.00
29.	May 19	12:29 P	562 310-4635	LONG BEACH	CA	2:12	.00
30.	May 21	8:07 A	206 612-0519	SEATTLE	WA	0:30	.00
31.	May 21	9:36 A	650 346-5808	SAN MATEO	CA	1:00	.00
32.	May 21	2:51 P	805 644-5505	VNTRA EAST	CA	0:54	.00
33.	May 22	9:19 A	805 644-5505	VNTRA EAST	CA	4:24	.00
34.	May 22	10:07 A	541 244-0852	GRANTSPASS	OR	2:36	.00
35.	May 22	4:11 P	503 320-9738	PORTLAND	OR	1:24	.00
36.	May 23	7:57 A	503 320-9738	PORTLAND	OR	10:48	.00
37.	May 23	8:59 A	503 320-9738	PORTLAND	OR	1:06	.00
38.	May 23	9:56 A	661 733-2241	PALMDALE	CA	1:00	.00
39.	May 23	2:12 P	949 233-9883	IRVINE	CA	0:42	.00
40.	May 23	2:13 P	541 740-9797	CORVALLIS	OR	0:36	.00
41.	May 27	10:38 A	360 991-3211	VANCOUVER	WA	2:30	.00

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01917 4243792 007561 015121 0010/0011



THE MATTRESS FACTORY
Bill Date: Jun 8, 2014
Account No: 541-382-9091 825B

Service Detail - Long Distance Usage

541-382-9091

No.	Date	Time	Called Number	Location	PA	Min:Sec	Charges
1.	May 27	11:15 A	717 598-1570	LANCASTER		0:42	.00
Total calls for 541-382-9091				28	61:06		\$.09

541-383-2260

No.	Date	Time	Called Number	Location		Min:Sec	Charges
2.	May 15	1:14 P	604 576-6637	CLOVERDALE	BC	1:48	.31
3.	May 15	1:38 P	360 573-1763	VANCOUVER	WA	1:42	.00
4.	May 16	10:30 A	503 431-8298	TIGARD	OR	1:12	.00
5.	May 16	10:33 A	509 453-3376	YAKIMA	WA	0:30	.00
6.	May 16	11:14 A	509 453-3376	YAKIMA	WA	0:30	.00
7.	May 19	10:16 A	509 453-3376	YAKIMA	WA	0:30	.00
8.	May 19	10:27 A	509 453-3376	YAKIMA	WA	1:30	.00
9.	May 20	11:09 A	541 741-1674	SPRINGFLD	OR	3:18	.00
10.	May 22	10:04 A	509 453-3376	YAKIMA	WA	0:54	.00
11.	May 22	10:12 A	509 453-3376	YAKIMA	WA	0:54	.00
Total calls for 541-383-2260				10	12:48		\$.31

541-598-3956

No.	Date	Time	Called Number	Location		Min:Sec	Charges
12.	May 14	11:44 A	253 770-3044	PUYALLUP	WA	0:30	.00
13.	May 19	9:56 A	530 790-6725	MARYSVILLE	CA	1:30	.00
14.	May 19	10:48 A	604 576-6637	CLOVERDALE	BC	0:30	.09
15.	May 19	4:22 P	604 576-6637	CLOVERDALE	BC	0:36	.10
16.	May 19	4:24 P	604 576-6637	CLOVERDALE	BC	0:30	.09
17.	May 19	4:25 P	604 576-6637	CLOVERDALE	BC	0:30	.09
18.	May 19	4:27 P	604 576-6637	CLOVERDALE	BC	9:36	1.63
19.	May 19	4:38 P	604 576-6637	CLOVERDALE	BC	0:30	.09
20.	May 20	9:45 A	604 576-6637	CLOVERDALE	BC	0:54	.15
21.	May 20	10:19 A	530 790-6725	MARYSVILLE	CA	1:30	.00
22.	May 20	10:26 A	253 770-3044	PUYALLUP	WA	0:30	.00
23.	May 21	11:45 A	805 979-9399	SANBARBARA	CA	0:42	.00
24.	May 23	10:57 A	530 790-6725	MARYSVILLE	CA	0:54	.00
25.	May 23	11:00 A	530 790-6725	MARYSVILLE	CA	2:48	.00
26.	May 26	9:07 A	604 576-6637	CLOVERDALE	BC	0:30	.09
27.	May 27	8:44 A	604 576-6637	CLOVERDALE	BC	0:30	.09
Total calls for 541-598-3956				16	22:30		\$2.42

THE MATTRESS FACTORY

541-598-3968

No.	Date	Time	Called Number	Location		Min:Sec	Charges
28.	May 15	9:33 A	509 469-1384	YAKIMA	WA	1:12	.00



THE MATTRESS FACTORY
Bill Date: Jun 8, 2014
Account No: 541-382-9091 825B

Service Detail - Long Distance Usage

541-598-3968

No.	Date	Time	Called Number	Location	Min:Sec	Charges
1.	May 16	9:05 A	509 469-1384	YAKIMA WA	0:42	.00
Total calls for 541-598-3968				2	1:54	\$.00

Access Line Charge Report

THE MATTRESS FACTORY

Phone Number	Line Type	Amount
541-322-0299	Access Line Charge	2.99
541-382-7121	Access Line Charge	2.99
541-382-7124	Access Line Charge	2.99
541-382-9091	Access Line Charge	2.99
541-383-2260	Access Line Charge	2.99
541-389-3493	Access Line Charge	2.99
541-598-3955	Access Line Charge	2.99
541-598-3956	Access Line Charge	2.99

THE MATTRESS FACTORY

Phone Number	Line Type	Amount
541-598-3968	Access Line Charge	2.99
Total Access Line Charges		\$26.91

This Portion of Your Bill Reflects Calls Served By CenturyLink Communications, LLC.

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THE MATTRESS FACTORY
Bill Date: Aug 21, 2014
Account No: 509-453-1605F 595B

Visit centurylink.com

Balance Forward	New Charges	Total Amount Due	Due Date for New Charges
\$1,052.08	\$1,696.98	\$2,749.06	Sep 10, 2014

Account Summary
Closing Statement

Previous Balance			
Charges			1,052.08
Balance Forward			\$1,052.08
New Charges	For questions, call:	Page	
CenturyLink	1 800 600-1117	3	1,619.33
Long Distance Service		7	77.65
Total New Charges			\$1,696.98
TOTAL AMOUNT DUE			\$2,749.06

*Called 9-12-14
said they would
credit all
JD*

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CenturyLink, P O Box 91155, Seattle, WA 98111-9255

Please fold, tear here and return this portion with your payment.



>003559 4452696 0001 008243 10Z
THE MATTRESS FACTORY
109 N ILER ST
MOXEE WA 98936-9643

Bill Date: Aug 21, 2014
Account No: 509-453-1605F 595B
Bill Due Date: Sep 10, 2014
Balance Forward: \$1,052.08
New Charges: \$1,696.98
TOTAL AMOUNT DUE: \$2,749.06

Amount Enclosed \$ _____

CENTURYLINK
P O BOX 91155
SEATTLE, WA 98111-9255



715094531605595810002082130001052080002749064



CenturyLink™

For questions, call 1 800 600-1117
Closing Statement

Page 2

THE MATTRESS FACTORY

Bill Date: Aug 21, 2014

Account No: 509-453-1605F 595B

Thank you for giving us the opportunity to serve you. With the recent passage of the Telecommunications Act, you'll soon be hearing a lot about exciting new products and service enhancements that we will be able to offer our CenturyLink customers. In fact, there's never been a better time to be a CenturyLink customer. To learn more about what's new or to re-establish your service, please call us and give us the opportunity to say "WELCOME BACK". If you are a Small Business customer, please call 1 800 600-1117. If you are a Large Business customer, please contact your CenturyLink account team.

This is your closing statement for charges and credits applied to your account through Aug 11. You may receive a revised closing statement for any charges or credits for services applied after this date.

Thank you for the opportunity to serve you. We look forward to meeting your future service needs.

If it is not possible for you to make payment in full, please call us to establish payment arrangements.

New Charges

Monthly Charges
Discount Summary

**Local and
Other Services**

2.59¢
1,590.00

**Long Distance
Service**



THE MATTRESS FACTORY
Bill Date: Aug 21, 2014
Account No: 509-453-1605F 595B

For questions, call 1 800 600-1117
Closing Statement

New Charges

	Local and Other Services	Long Distance Service	
Service Additions and Changes	133.12%		
Carrier Computed Charges		11.96	
Taxes, Fees and Surcharges			
Federal Excise at 3%	24.13		
State Sales at 6.5%	67.03	20.08	
Local Sales at 1.4%	14.47	4.30	
Federal Telecom Relay Service Fee		2.68	
Federal Regulatory Recovery		.72	
City Occupation at 6%	59.41	4.88	
Federal Universal Serv Fund at 15.7%		29.75	
Carrier Computed Taxes		3.28	
Subtotal	\$1,619.33	\$77.65	
Total New Charges			\$1,696.98

Local and Other Services

Monthly Charges

Federal Universal Serv Fund at 17.498%	1.89%
<i>This charge recovers the amount CenturyLink contributes to the Federal Universal Service Fund. This fund helps keep local phone rates affordable for all Americans.</i>	
Federal Universal Serv Fund at 15.7%	.70%
<i>This charge recovers the amount CenturyLink contributes to the Federal Universal Service Fund. This fund helps keep local phone rates affordable for all Americans.</i>	
Total Monthly Charges	\$2.59%

Discounts & Adjustments Summary

Disconnect CenturyLink Service Recovery of Promotional Waiver	215.00
Core Connect early termination charge 3 year term \$600, prorated monthly.	550.00

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For questions, call 1 800 600-1117
Closing Statement

THE MATTRESS FACTORY
Bill Date: Aug 21, 2014
Account No: 509-453-1605F 595B

Local and Other Services

Discounts & Adjustments Summary

Unlimited Business Voice early termination charge
3 year term \$300, prorated monthly.

825.00

Total Discounts

\$1,590.00

Service Additions & Changes

Quantity	Description	Code	Item Rate	Amount
Aug 11, 2014 Order Number D75927578				
Remove Service				
509 453-1605				
1	Remote Access Forwarding	AFD	.00	
1	Unlimited Business Voice 3Y	BSKA3	35.00%F	
1	6 DA Call Allowance	D7V6X	.00	
1	Three-Way Calling	ESC	.00	
1	Call Forwarding	ESM	.00	
1	Series Completion Hunting	H50	.00	
1	Customer Winback	KSTWB	.00	
1	Caller ID Name & Number	NNK	.00	
1	Last Call Return	NSQ	.00	
1	Non-Telecom Svc Surcharge	NT1	1.55%SL	
1	Unlimited Business Voice TM	OE3AT	.00	
1	CC CB Plus Voice Line Adl	PGOQY	.00	
1	Unistar SM Tier 1	SEQ1X	.00	
1	Business Line	1FB	.00	
1	Federal Access Charge	9ZR	5.80%FSL	
1	Access Recovery Charge	9ZR42	2.38%FSL	
			44.73%	
509 453-3376				
1	Unlimited Business Voice 3Y	BSKA3	35.00%F	



For questions, call 1 800 600-1117
Closing Statement



THE MATTRESS FACTORY
Bill Date: Aug 21, 2014
Account No: 509-453-1605F 595B

Local and Other Services

Service Additions & Changes

Quantity	Description	Code	Item Rate	Amount
Aug 11, 2014 Order Number D75927578				
Remove Service				
509 453-3376				
1	6 DA Call Allowance	D7V6X	.00	
1	Three-Way Calling	ESC	.00	
1	Customer Winback	KSTWB	.00	
1	Caller ID Name & Number	NNK	.00	
1	Last Call Return	NSQ	.00	
1	Unlimited Business Voice TM	OE3AT	.00	
1	CC CB Plus Voice Line Adl	PGOQY	.00	
1	Unistar SM Tier 1	SEQ1X	.00	
1	Business Line	1FB	.00	
1	Federal Access Charge	9ZR	5.80% FSL	
1	Access Recovery Charge	9ZR42	2.38% FSL	
				43.18%
509 469-1384				
1	Unlimited Business Voice 3Y	BSKA3	35.00% F	
1	6 DA Call Allowance	D7V6X	.00	
1	Three-Way Calling	ESC	.00	
1	Customer Winback	KSTWB	.00	
1	Caller ID Name & Number	NNK	.00	
1	Last Call Return	NSQ	.00	
1	Unlimited Business Voice TM	OE3AT	.00	
1	CC CB Plus Voice Line Adl	PGOQY	.00	
1	Unistar SM Tier 1	SEQ1X	.00	
1	Business Line	1FB	.00	
1	Federal Access Charge	9ZR	5.80% FSL	
1	Access Recovery Charge	9ZR42	2.38% FSL	
				43.18%

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For questions, call 1 800 600-1117
Closing Statement

THE MATTRESS FACTORY
 Bill Date: Aug 21, 2014
 Account No: 509-463-1605F 595B

Local and Other Services

Service Additions & Changes

Quantity	Description	Code	Item Rate	Amount
Aug 11, 2014 Order Number D75927578				
Remove Service				
509 576-6206				
1	Core Connect 1 (3Yr Term)	BSKC3	85.00%	F
1	Internet Cost Recovery Fee	C8RBB	.99%	
1	6 DA Call Allowance	D7V6X	.00	
1	Broadband Bus 20M/5M	EHXNB	.00	
1	Three-Way Calling	ESC	.00	
1	Customer Winback	KSTWB	.00	
1	Core Service Pack	NMO79	.00	
1	Caller ID Name & Number	NNK	.00	
1	Last Call Return	NSQ	.00	
1	CC Speed Increase 20M	NX428	60.00%	
1	Core Connect Unlimited LD	OE3QX	.00	
1	Core Connect CB Plus	PGOOX	.00	
1	Unistar™ Tier 1	SEQ1X	.00	
1	Business Line	1FB	.00	
1	Federal Access Charge	9ZR	5.80%	FSL
1	Access Recovery Charge	9ZR42	2.38%	FSL
			154.17%	
	Partial Month's Credit for 14 Days on Total of \$285.26 from Aug 11 to Aug 26			-133.12
Total Service Additions and Changes				\$133.12%

Taxes, Fees & Surcharges Summary

The detail listed below has been included in the New Charges on this bill. This summary is provided as information only.

	Amount
Federal Excise at 3%	24.13
State Sales at 6.5%	67.03
Local Sales at 1.4%	14.47



For questions, call 1 800 600-1117
Closing Statement



THE MATTRESS FACTORY
Bill Date: Aug 21, 2014
Account No: 509-453-1605F 595B

Local and Other Services

Taxes, Fees & Surcharges Summary

	Amount
City Occupation at 6%	59.41
Total Taxes, Fees and Surcharges Summary	\$165.04
Total CenturyLink Local and Other Services	\$1,619.33

CenturyLink New Charges	\$1,619.33
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For Your Information

Customers using Teletype (TTY) devices can direct their inquiries to CenturyLink at 1 800 223-3131, a TTY equipped number.

Go Green! Use Control Center at controlcenter.centurylink.com to view your billing and service information on-line and enroll in Paperless Billing or One Page Direct.

IMPORTANT INFORMATION: Due to a print processing situation, please add 2 calendar days to the due date on your bill.

Tax Symbol Explanation:

Explanation of tax symbols used throughout the bill

- F - Federal Excise
- S - State Sales
- L - Local Sales

Catalog/Rate Schedule information for your services is available without charge at your service provider's web site or by calling their toll-free number. Catalog/Rate Schedule information for CenturyLink services is available without charge at www.centurylink.com or by calling the toll-free number listed on the summary page of your bill.

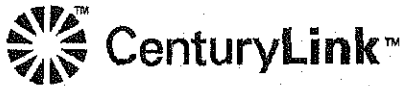
Long Distance Service

Long Distance Service Account Summary

Description	Page	Amount
Charges For August	7	15.24

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THE MATTRESS FACTORY
Bill Date: Aug 21, 2014
Account No: 509-453-1605F 595B

Closing Statement

Long Distance Service Account Summary

Description	Page	Amount
Long Distance Service Savings & Adjustments (Includes Tax & Surcharges)		68.30
Total Long Distance Service Account Summary		\$83.54

Tax and Surcharge Adjustments

State Sales	21.96	
Local Sales	4.72	
Federal Telecom Relay Service Fee	2.95	
City Occupation	5.33	
Federal Universal Service Fund	32.56	
Federal Regulatory Recovery	.78	
Total Long Distance Service Savings & Adjustments		\$68.30

Taxes, Fees and Surcharges Summary

State Sales at 6.5%	1.88%	
Local Sales at 1.4%	.42%	
City Occupation at 6%	.45%	
Federal Universal Service Fund at 15.7%	2.81%	
Federal Telecom Relay Service Fee	.27%	
Federal Regulatory Recovery	.06%	
Total Taxes		\$5.89%

CenturyLink Long Distance Summary of Charges for August

Your LD Account Balance - CenturyLink Communications, LLC

Current Service Charges	\$11.96	
Government Fees and Taxes		
State and Local Taxes	1.16	
Subtotal	\$1.16	
Other Fees & Monthly Charges		
Federal Universal Service Fund	1.91	
Fed Telecom Relay Service	.17	
Federal Regulatory Recovery	.04	
Subtotal	\$2.12	
Current Total Charges		\$15.24

Current Total Charges, detail by sub-account

THE MATTRESS FACTORY Core Connect Unlimited Business Voice Term	
Current Service Charges	8.97
State and Local Taxes	.87
Federal Universal Service Fund	1.43
Fed Telecom Relay Service	.13



THE MATTRESS FACTORY
 Bill Date: Aug 21, 2014
 Account No: 509-453-1605F 595B

Closing Statement

Current Total Charges, detail by sub-account

THE MATTRESS FACTORY Core Connect Unlimited Business Voice Term
 Federal Regulatory Recovery .03
 Subtotal \$11.43

THE MATTRESS FACTORY Core Connect Unlimited Long Distance
 Current Service Charges 2.99
 State and Local Taxes .29
 Federal Universal Service Fund .48
 Fed Telecom Relay Service .04
 Federal Regulatory Recovery .01
 Subtotal \$3.81

Current Total Charges	\$15.24
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Service Summary of Charges

All accounts

	Calls	Min:Sec	Usage Charges	Nonrecur. Charges	Monthly Charges	Total Charges
Plan/Feature Chrgs		0:00	0.00	0.00	11.96	11.96
Long Distance	52	132:18	0.00	0.00	0.00	.00
Total	52	132:18	\$0.00	\$0.00	\$11.96	\$11.96

THE MATTRESS FACTORY

	Calls	Min:Sec	Usage Charges	Nonrecur. Charges	Monthly Charges	Total Charges
Plan/Feature Chrgs		0:00	0.00	0.00	8.97	8.97
Long Distance	31	74:12	0.00	0.00	0.00	.00
Total	31	74:12	\$0.00	\$0.00	\$8.97	\$8.97

THE MATTRESS FACTORY

	Calls	Min:Sec	Usage Charges	Nonrecur. Charges	Monthly Charges	Total Charges
Plan/Feature Chrgs		0:00	0.00	0.00	2.99	2.99
Long Distance	21	58:06	0.00	0.00	0.00	.00
Total	21	58:06	\$0.00	\$0.00	\$2.99	\$2.99

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Closing Statement

THE MATTRESS FACTORY
 Bill Date: Aug 21, 2014
 Account No: 509-453-1605F 595B

Summary of Usage Reports

Domestic Summary Report

THE MATTRESS FACTORY Core Connect Unlimited Business Voice Term

Description	Period	Calls	Min:Sec	Charges
1+ INTERSTATE	DAY	11	44:24	.00
1+ INTERSTATE	NITE	1	1:00	.00
Subtotal		12	45:24	.00
1+ INTRALATA	DAY	7	8:36	.00
Subtotal		7	8:36	.00
1+ INTRASTATE	DAY	12	20:12	.00
Subtotal		12	20:12	.00
Total		31	74:12	\$.00

Domestic Summary Report

THE MATTRESS FACTORY Core Connect Unlimited Long Distance

Description	Period	Calls	Min:Sec	Charges
1+ INTERSTATE	DAY	14	44:42	.00
Subtotal		14	44:42	.00
1+ INTRALATA	DAY	2	2:18	.00
1+ INTRALATA	NITE	2	2:30	.00
Subtotal		4	4:48	.00
1+ INTRASTATE	DAY	3	8:36	.00
Subtotal		3	8:36	.00
Total		21	58:06	\$.00

Service Detail - Plan/Feature Charges

THE MATTRESS FACTORY

Description	Qty.	Period	Nonrecurring Charges	Monthly Charges	Total Charges
Access Line Charge	3	JUL 20-AUG 13	0.00	8.97	8.97
Total Plan/Feature Charges			\$0.00	\$8.97	\$8.97

THE MATTRESS FACTORY

Description	Qty.	Period	Nonrecurring Charges	Monthly Charges	Total Charges
Access Line Charge	1	JUL 20-AUG 13	0.00	2.99	2.99
Total Plan/Feature Charges			\$0.00	\$2.99	\$2.99



Closing Statement

THE MATTRESS FACTORY
Bill Date: Aug 21, 2014
Account No: 509-453-1605F 696B

Service Detail - Long Distance Usage

THE MATTRESS FACTORY

509-453-1605

Table with columns: No., Date, Time, Called Number, Location, Min:Sec, Charges. Contains 24 rows of call data for 509-453-1605.

Summary row for 509-453-1605: Total calls for 509-453-1605, 24, 69:30, \$.00

509-453-3376

Table with columns: No., Date, Time, Called Number, Location, Min:Sec, Charges. Contains 7 rows of call data for 509-453-3376.

Summary row for 509-453-3376: Total calls for 509-453-3376, 7, 4:42, \$.00

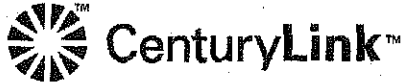
THE MATTRESS FACTORY

509-576-6206

Table with columns: No., Date, Time, Called Number, Location, Min:Sec, Charges. Contains 3 rows of call data for 509-576-6206.

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Closing Statement

THE MATTRESS FACTORY
Bill Date: Aug 21, 2014
Account No: 509-453-1605F 595B

Service Detail - Long Distance Usage

509-576-6206

Table with columns: No., Date, Time, Called Number, Location, Min:Sec, Charges. Contains 18 rows of call data.

Summary row: Total calls for 509-576-6206, 21, 58:06, \$.00

Access Line Charge Report

THE MATTRESS FACTORY

Table with columns: Phone Number, Line Type, Amount. Lists three access line charges for phone numbers 509-453-1605, 509-453-3376, and 509-469-1384.

THE MATTRESS FACTORY

Table with columns: Phone Number, Line Type, Amount. Lists one access line charge for phone number 509-576-6206.

Summary row: Total Access Line Charges, \$11.96

This Portion of Your Bill Reflects Calls Served By CenturyLink Communications, LLC.

Oregon Public Utility Commission

Specialist: MARTINEZ, LIA M

Name: MATTRESS FACTORY, THE

Commercial

Addresses: 571 NE AZURE DR SUITE A, BEND OR 97701 (LOC) (INVOLVED)
109 N ILER ST, MOXEE WA 98936 (SEC)

Phones: (541) 382-9091 (ACCT) GERALD - CALL THIS NUMBER (Involved)
(541) 330-0003 (OTHR) BRIAN SEED - SON - HOME PHONE ON SAME ACCOUNT

Contacts SEED, BRIAN (EMPL) - SON Authorized
SEED, GERALD (OWN) Authorized

Subject: SL3 ATTACHMENTS - CORE CONNECT

Comments: 10/1 formal proofed by sds, ok w/attachments
10/8 letter proofed by sds, ok

COMPLAINT	BILLING	PACKAGE	UNAUTHORIZED CHARGES
	Company: 0031 T QWESTC	QWEST CORPORATION	
	Open: 6/24/2014 Immartin TELE	Close: 10/1/2014 Immartin TELE	
	<input checked="" type="checkbox"/> Complex?		Docket #:
COMPLAINT	SERVICE	CUSTOMER SERVICE	
	Company: 0031 T QWESTC	QWEST CORPORATION	
	Open: 6/24/2014 Immartin TELE	Close: 10/1/2014 Immartin TELE	
	<input checked="" type="checkbox"/> Complex?		Docket #:
INQUIRY	NO JURISDICTION	LONG DISTANCE	CREDIT
	Company: 0031 T QWESTC	QWEST CORPORATION	
	Open: 6/24/2014 Immartin TELE	Close: 10/1/2014 Immartin TELE	
	<input checked="" type="checkbox"/> Complex?		Docket #:
COMPLAINT	BILLING	INSTALL FEE	CREDIT
	Company: 0031 T QWESTC	QWEST CORPORATION	
	Open: 6/24/2014 Immartin TELE	Close: 10/1/2014 Immartin TELE	
	<input checked="" type="checkbox"/> Complex?		Docket #:

Call Taken: 6/24/2014
Open Date: 6/24/2014

Taken By: MALM, KIM
Opened By: MARTINEZ, LIA M

Disconnect Notice Due:

Disconnected:

Out of Service:

6/24/2014

CODE DETAIL

COMPLAINT - BILLING - PACKAGE - UNAUTHORIZED CHARGES: Gerald of The Mattress Factory states he agreed to switch his two businesses and his son's account to CenturyLink (CLQ) because he was quoted \$460 a month for all his lines and internet for the three locations. He said the charges are a lot more than he was quoted and is told they are correct.

Account Name: MATTRESS FACTORY, THE

Open Date: 6/24/2014

Analyst: MARTINEZ, LIA M

COMPLAINT - SERVICE - CUSTOMER SERVICE: Gerald states he requested the bills for all three locations sent to his Bend store and CLQ agreed. However, they were sent to the different locations.

INQUIRY - NJ - LONG DISTANCE - CREDIT: Gerald states he wants the long distance charges waived as was promised when he agreed to switch to CLQ.

COMPLAINT - BILLING - INSTALLATION FEE - CREDIT: Gerald states he wants the installation fees waived as was promised when he agreed to switch to CLQ.

6/24/2014

CPNI CenturyLink/Qwest CPNI AUTHORIZED

Customer gave consent for CenturyLink/Qwest to release CPNI account information to PUC.

6/24/2014 1:20:00 PM

CALL TAKEN BY KIM

Gerald is calling to get help with CenturyLink. He was promised specific pricing and services and is being billed incorrectly.

NOTE - there are 3 locations, a store in Bend OR, a store in Moxee WA, and his sons home in Bend OR.

Gerald stated that several months ago Joe Elliott (866-872-5017) called and asked if they would be interested in switching their services. After being advised that it would be \$460.00 for all 16 lines of service and internet (between 3 locations) as well as having the installation fees waived, Gerald agreed to switch. He also stated that he agreed to buying 3 modems for \$100.00 each and that the phones were all to have LD included in the package. Gerald also said that they agreed to send all of his bills together for all 3 locations to the Bend store.

On May 8th Gerald started the process to transfer his 16 lines of service and internet from Integra and Bendtel to CenturyLink.

Sometime this month Gerald received his 1st bills (all at separate locations, not at one as agreed) and was upset to find that his Bend store bill was \$1478.74, his Moxee store was \$494.16 and his sons home bill was approximately \$150.00.

He contacted CenturyLink and spoke to Andrea (877-234-9001) and was told that all of the charges are correct. Andrea then advised him that his billing was going to be \$600.00 per month just for Bend. And that the other locations would be bill separately. Gerald stated that she was nice enough but she did not change anything.

Gerald is looking to get what he was promised \$460.00 per month for all 3 locations, with 16 lines of service and internet. He also would like to LD charges and installation fees waived as promised when he started service.

I let the customer know that I would forward his information to an investigator who will contact the

Account Name: MATTRESS FACTORY, THE
Open Date: 6/24/2014
Analyst: MARTINEZ, LIA M

company on his behalf. I also advised him to pay the amounts that he is not disputing while we look into this. He stated that he will pay the \$460.00 for service and the \$300.00 for the modems that he agreed to. I also let him know that we do not handle services outside of Oregon and that his investigator will let him know if he needs to start a new case for that portion with the WA PUC.

6/24/2014 5:21:00 PM EMAIL TO CLQ - QUESTIONS

From: MARTINEZ Lia M.
Sent: Tuesday, June 24, 2014 5:21 PM
To: 'uswpuc@centurylink.com'
Subject: New case - The Mattress Factory 541-382-9091

<< File: Case Record.rtf >>

Please review the attached case. Note: Gerald states he agreed to this package for all three locations; his store in Bend, his son, Brian Seed's home account in Bend, and his store in Moxee, WA. Since he did this for all three locations on the one contact, I am including them in this case.

The customer states he agreed to switch all his services from other providers because he was quoted \$460 a month. What do your records show he agreed to?

He states he was told the installation fees would all be waived. What do your records show he was told regarding the installations charges?

He states long distance (LD) was to be included in the package. He wants the LD charges removed?

He arranged to have the bills for the three locations mailed to his Bend store, but they were not. What do your records show? Can they all be sent to his Bend store as agreed?

He states he was told his Bend store services alone would be \$600 a month. If the \$460 quote for all three locations is not an option, is he able to return to his previous providers without any penalties should he so choose?

Any additional information you would provide to assist with this case would be appreciated.

Thank you.
Lia

Lia Martinez | Consumer Specialist

7/11/2014 3:40:00 PM EMAIL FROM CLQ - RESPONSE

From: Gaines, Adrienne [mailto:Adrienne.Gaines@CenturyLink.com]
Sent: Friday, July 11, 2014 3:40 PM
To: MARTINEZ Lia M.
Subject: The Mattress Factory 541-382-9091

Account Name: MATTRESS FACTORY, THE
Open Date: 6/24/2014
Analyst: MARTINEZ, LIA M

Hi Lia,

Mr. Seed states in the PUC complaint a CenturyLink vendor gave him a quote of \$460.00 as the total cost for three separate accounts for services in two states. CenturyLink installed the following:

On May 1, 2014, CenturyLink installed 541-330-0003 for service billed to Gerald Seed, DBA Organic Sleep. The account contains one \$85.00 Core Connect package on a 3-year term agreement. The statements will average \$115.00 a month after taxes, fees, and surcharges. Mr. Seed has not contacted CenturyLink to dispute the billing or services.

On May 14, 2014 installed four lines total billed to the main account number 509-453-1605.

On May 14, 2013, CenturyLink installed 12-lines under the main account number 541-382-9091 for services billed to Brian Seed, DBA The Mattress Factory. The lines are on 3-year term agreements. \$577.00 is the base rate for the lines and Broadband. After taxes, fees, and surcharges, the statements will average \$650.00 a month.

Mr. Seed filed a dispute with CenturyLink on June 24, 2013 stating the rep quoted \$650.00 for 17 lines, including the lines with Broadband. (PUC complaint quotes \$460.00) The escalation rep explained that CenturyLink could not possibly provide the volume of service for that price. CenturyLink agreed that if Mr. Seed decided to port back to his original provider, CenturyLink would adjust the early termination charges from the final bill. We also agreed to adjust the \$99.99 modem fee billed to account 541-382-9091.

CenturyLink waived the NRC, with the information appearing as bill credits. And, domestic long distance is included in the package pricing. CenturyLink will change the mailing address to the NE Azure location.

As of July 11, 2014, CenturyLink has not received a PON request. CenturyLink will honor the agreement to adjust the TLA if the PON is received by July 28, 2014.

The attachment contains the initial statements for The Mattress Factory and for Organic Sleep.

CenturyLink apologizes for any miscommunications concerning pricing and for any frustration this may have caused Mr. Seed.

Let me know if you need any additional information.

Adrienne Gaines
Customer Advocacy
425 SW Park Ave 11th floor
Portland Oregon 97205
Tel: 503-242-8076 fax: 503-242-8369
Adrienne.Gaines@CenturyLink.com

7/23/2014 9:20:00 AM

CALL TO CUSTOMER

Account Name: MATTRESS FACTORY, THE
Open Date: 6/24/2014
Analyst: MARTINEZ, LIA M

I called Gerald. I told him who I was.

I went over the response. I emphasized he had until 7/28 to switch to another or his previous provider in order for CLQ to waive the early termination fees.

Gerald said he contacted CLQ before 6/24 to dispute the charges and he said he was quoted \$460. He said his previous provider was Integra and Joe Elliott of CLQ definitely quoted him \$460 or he would not have made the switch. He asked if he could sue them. I said he can if he should choose to. I asked if when he began service he was sent letters to confirm his services and cost. He said no. I asked if perhaps someone else would have received them. Gerald said he would have seen them.

I asked Gerald what Joe Elliott of CLQ told him when he contacted him. He said Joe would not return his calls. Gerald said he will pull his paperwork and call me back to let me know the first date he contacted CLQ. I told him once he provides me that information I would go back to CLQ and also ask about the confirmation letters and request copies. He said he would call shortly.

7/23/2014 9:48:00 AM CALL FROM CUSTOMER - ADDTL INFO

Gerald called to let me know the first contact to dispute the charges was 6/10.

Gerald went on to explain Joe Elliott was the telemarketer that originally called. He said he could lower the monthly Integra price of a little over \$550. Gerald said he promised one bill instead of three, a couple months free service, and no installation fees. He said from what he understands these calls are recorded. It was a better deal so they agreed to switch away from Integra on 5/1. From 5/1 to 5/14 they had trouble with the installation and had to make numerous calls to get everything straight and service finally installed weeks later.

Gerald said his son received his CLQ bill at his home and then on 6/10 the Moxee store received their bill. In turn he called CLQ around 6/10 to dispute the charges. He said he called several times. He said he eventually spoke to Ryan Endries (sp?) a CLQ local business rep. However, he did not get anywhere. He mentioned speaking to his attorney. I explained our formal process.

Gerald said they would not be able to look into switching service because they had a business trip they leave for on Friday, 7/25, and do not return until Wednesday, 7/30. I told him I would see if CLQ is willing to extend the port out date.

Gerald asked what charges they were waiving. I let him know they did not provide a breakdown just that the non-recurring charges (NRC) would be waived. I could ask for a breakdown of the NRC. He then asked about the long distance charges. I told him CLQ states domestic long distance was included in the package.

I let Gerald know I was going back to see about extending the PON date, the NRC breakdown of credited charges, and confirmation letters. I let him know I would try to have the information to him by Friday.

7/23/2014 11:51:00 AM EMAIL TO CLQ - ADDTL QUESTIONS

Account Name: MATTRESS FACTORY, THE

Open Date: 6/24/2014

Analyst: MARTINEZ, LIA M

From: MARTINEZ Lia M.

Sent: Wednesday, July 23, 2014 11:51 AM

To: 'Gaines, Adrienne'

Subject: RE: The Mattress Factory 541-382-9091

Hi Adrienne,

This customer is adamant he agreed to the \$460 monthly price for his three locations, otherwise since the CLQ prices billed are three times more than his previous provider, he would not have switched. Would you review the call with the telemarketer (Joe Elliott) and confirm the price he was quoted on this call?

You state his package includes "Domestic" long distance. How was this explained to the customer? And when?

I understand from previous complaints the Core Connect agreements are sent Welcome Letters. When was the customer sent the letters and please provide copies?

The customer states his first contact to dispute the charges was June 10. He said he spoke to Ryan Endries, a local business rep. What date do your records show he spoke to Ryan? What was he told by Ryan?

The PON deadline provided was July 28. I was only able to speak to the customer today. Is it possible to extend this deadline?

Would you breakdown the NRC charges you agreed to credit? If it does not include the installation charges please advise?

Thank you.

Lia

OPUC

7/23/2014 2:53:00 PM

CALL TAKEN BY CARISSA

Jerry called to speak to Lia. I let him know she is away from her desk at the moment. I asked if her voicemail would be ok and he said that is fine.

7/23/2014 2:55:00 PM

VOICE MAIL FROM CUSTOMER - LMTC

Gerald left a message to call him at 541-382-9091 because he found out the same thing happened to a local funeral home.

7/25/2014 3:05:00 PM

EMAIL FROM CLQ - PON EXT TO 8/4

From: Gaines, Adrienne [mailto:Adrienne.Gaines@CenturyLink.com]

Sent: Friday, July 25, 2014 3:05 PM

To: MARTINEZ Lia M.

Subject: RE: The Mattress Factory 541-382-9091

Account Name: MATTRESS FACTORY, THE
Open Date: 6/24/2014
Analyst: MARTINEZ, LIA M

Hi Lia,

I will extend agreement for the receipt of the PON to August 4, 2014. I sent a request for Welcome Letter for the Oregon accounts.

7/30/2014 9:15:00 AM CALL TO CUSTOMER

I called Gerald. He was not in, but will return this afternoon.

7/30/2014 2:20:00 PM CALL TO CUSTOMER - PON

I called Gerald. I told him who I was. I let him know CLQ has extended the PON date to 8/4 to avoid penalty charges. I told him to be sure to obtain his new provider in time for them to submit an order to CLQ for his lines. He said they are already working on it.

Gerald said he was also going to call CLQ to tell them they were not going to pay all the extra charges. He mentioned the funeral home. I told him I was still working on the charges. Once CLQ provides a complete response I would get back to him. He said okay and expressed his gratitude.

8/6/2014 2:36:00 PM EMAIL TO CLQ - 2ND REQUEST

From: MARTINEZ Lia M.
Sent: Wednesday, August 06, 2014 2:36 PM
To: 'Gaines, Adrienne'
Subject: RE: The Mattress Factory 541-382-9091

Good afternoon Adrienne,

On 7/25, you stated you requested copies of the Welcome Letters for the Oregon accounts. Did you receive them?

Below are the additional questions I included with the request for the Welcome letters.

Thank you.
Lia

9/25/2014 3:35:00 PM CALL FROM CUSTOMER

Gerald called. He said he has called CLQ numerous times to have them rebill him for the amount he was quoted and they refuse.

I told him when we last spoke in July, I let him know they were unwilling to provide any more credits. CLQ stated they could not possibly provide the services to him for the \$460 monthly price he stated he was quoted. Gerald said the least CLQ could have done was called him right away to let him know they would not be upholding the quote. I let him know CLQ was willing to waive the early termination fees (ETF), if he ported out by 7/28 (Note: CLQ extended the date to 8/4). Gerald said he switched back to his previous provider, but CLQ charged him the ETF. I asked if they have since credited the ETF. He said they told him they did, but he has not seen them removed.

Account Name: MATTRESS FACTORY, THE
Open Date: 6/24/2014
Analyst: MARTINEZ, LIA M

Gerald said he called CLQ today to ask them again to "reconstruct" his account with the quoted agreed to price. He said they refused and advised him to call the PUC. I reiterated CLQ is unwilling to provide any further credits. I told him I did request the Welcome Letters they sent him, but have not received the copies.

I asked how late he would be in the office today. He said until 6 pm. I told him I would call him back before then. We then cordially ended the call.

9/25/2014 3:59:00 PM EMAIL TO CLQ - 3RD REQUEST

From: MARTINEZ Lia M.
Sent: Thursday, September 25, 2014 3:59 PM
To: 'Gaines, Adrienne'
Subject: RE: The Mattress Factory 541-382-9091

Hi Adrienne,

I just spoke to the customer he states he has repeatedly called CL to request his account rebilled for the amount he was quoted. He said when he called CL today he was advised to call the PUC.

I reviewed the account and notice I have yet to receive copies of the welcome letters. Please provide so I may close the complaint?

Thank you.
Lia

9/25/2014 4:18:00 PM CALL TO CUSTOMER - STATUS

I called Gerald. I told him I sent another request for copies of the Welcome Letters he was sent according to CLQ when he accepted their service.

I explained he is currently in the informal process of his complaint and the next step would be to go formal. I told him I would send him the paperwork to fill out. This process allows him to take his complaint before one of our PUC administrative law judges. He can do this over the telephone. CLQ would be present. I told him I would probably not send the paperwork until 9/30. I would give him a heads up when I put them in the mail. Gerald said that would be fine and expressed his gratitude.

10/1/2014 8:15:00 AM CALL TO CUSTOMER TO CLOSE

I called Gerald Seed. I let him know I would be mailing out the formal packet, unless he would like it by email. Gerald said he would like it by mail. I let him know everything he needs to know will be in the packet and it would include a copy of his complaint. He thanked me and we cordially ended the call.

10/1/2014 9:06:00 AM EMAIL TO CLQ - FORMAL

From: MARTINEZ Lia M.
Sent: Wednesday, October 01, 2014 9:06 AM

Account Name: MATTRESS FACTORY, THE
Open Date: 6/24/2014
Analyst: MARTINEZ, LIA M

To: 'Gaines, Adrienne'
Subject: RE: The Mattress Factory 541-382-9091

Good morning Adrienne,

I am closing this complaint. The customer has requested going formal.

Thank you.

Lia
OPUC

10/1/2014 2:00:00 PM

LETTER TO CUSTOMER FORMAL PKT

October 2, 2014

THE MATTRESS FACTORY
ATTN. GERALD SEED
571 NE AZURE DR SUITE A
BEND OR 97701

Mr. Gerald Seed:

Enclosed are the formal complaint form and an explanation of the formal procedure you have requested. I have also included a copy of your informal complaint record.

The formal complaint should be legibly written or typed. If you need more space to respond to the questions, please attach additional pages to the complaint form.

If you have any questions regarding the filing of your complaint, you may call our office at 1-800-522-2404 or 1-800-735-2900 (Oregon Relay). If calling from the Salem area, please dial 503-378-6600.

Mail the completed form to:

Public Utility Commission of Oregon
Filing Center
PO Box 1088
Salem OR 97308-1088

You may fax the form to 503-378-6163. However, the original with signature must be received within ten (10) days of the fax or the Commission will assume that you do not want to pursue this matter and will dismiss your complaint.

Lia Martinez
Consumer Specialist
Consumer Services Section

Account Name: MATTRESS FACTORY, THE
Open Date: 6/24/2014
Analyst: MARTINEZ, LIA M

Enclosures

10/8/2014

LETTER TO CUSTOMER Custom

10/8/2014 11:23:00 AM

EMAIL FROM CLQ - RESPONSE

From: Gaines, Adrienne [mailto:Adrienne.Gaines@CenturyLink.com]
Sent: Wednesday, October 08, 2014 11:23 AM
To: MARTINEZ Lia M.
Subject: The Mattress Factory 541-382-9091q

Good morning Lia,

Thank you for the information concerning Mr. Seed's request for a formal complaint about the cost of his two accounts in Oregon account and one in Washington. As agreed CenturyLink allowed Mr. Seed to port out the service after the 30-day opt out window. As agreed, CenturyLink adjusted all early termination fees. CenturyLink also agreed to credit back the loss of the Win-back credits given that offset the cost of the NRC. CenturyLink did not agree to rerated the accounts down to \$460.00 for the following reasons. In Mr. Seed's dispute to CenturyLink he claims he was given a quote of \$650.00, and not the \$460.00 figure he quoted to the PUC. Either quoted would have been the base rate, and then a quote that "taxes, fees, and surcharges" would apply. The base rate for all three accounts totaled \$698.00 after discounts, with \$443.00 for the 541-382-9091, \$85.00 for the 541-330-0003 account, and \$170.00 for the base rate of the WA account. The quote would have been \$698.00, plus taxes, fees, and surcharges.

As agreed, the packages on all three accounts included unlimited long distance. CenturyLink has denied Mr. Seed's request to adjust the associated taxes, fees, and surcharges.

Adrienne Gaines
Customer Advocacy
425 SW Park Ave 11th floor
Portland Oregon 97205
Tel: 503-242-8076 fax: 503-242-8369
Adrienne.Gaines@CenturyLink.com

10/8/2014 1:09:00 PM

CALL TO CUSTOMER - ADDTL INFO

I called Gerald. I told him CLQ provided additional information to me today. I told him CLQ summarizes what they agreed to.

I let him know CLQ states they agreed:

- to allow him to port out the service after the 30-day opt out window
- adjusted all early termination fees
- to credit back the loss of the Win-back credits given that offset the cost of the Non-recurring charges.

Account Name: MATTRESS FACTORY, THE
Open Date: 6/24/2014
Analyst: MARTINEZ, LIA M

They additional state CLQ did not agree to rerate the accounts down to \$460 for the following reasons. In your dispute to CenturyLink you claim you were given a quote of \$650, and not the \$460 figure you quoted to the PUC. Gerald states "this is a damn lie." I went on to relay CLQ states either quote would have been the base rate, and then in addition "taxes, fees, and surcharges" would apply. The base rate for the three accounts totaled \$698 after discounts; with \$443 for the 541-382-9091, \$85 for the 541-330-0003 account, and \$170 for the WA account. The quote would have been \$698, plus taxes, fees, and surcharges. Gerald said "he wants CLQ to go back to the \$460 quoted to him." He said "with Integra he was being billed about \$570, he said he does not have the figure there with him, but he has them. If with Integra his monthly bill was \$570, why would he agree to switch to CLQ for \$698. It would not make any sense."

Gerald went on to let me know he sent the formal papers back on Monday, 10/6. I told him I wanted him to know the information I received today. I will mail this additional information to him so he has it with his formal paperwork. Gerald expressed his gratitude.

10/8/2014 3:00:00 PM

LETTER TO CUSTOMER - ADDTL INFO

October 8, 2014

THE MATTRESS FACTORY
GERALD SEED
571 NE AZURE DR SUITE A
BEND OR 97701

The following is the information I received and spoke to you about on October 8.

From: CenturyLink
Sent: Wednesday, October 08, 2014 11:23 AM
To: Lia M.
Subject: The Mattress Factory 541-382-9091q

Thank you for the information concerning Mr. Seed's request for a formal complaint about the cost of his two accounts in Oregon account and one in Washington. As agreed CenturyLink allowed Mr. Seed to port out the service after the 30-day opt out window. As agreed, CenturyLink adjusted all early termination fees. CenturyLink also agreed to credit back the loss of the Win-back credits given that offset the cost of the NRC. CenturyLink did not agree to rerated the accounts down to \$460.00 for the following reasons. In Mr. Seed's dispute to CenturyLink he claims he was given a quote of \$650.00, and not the \$460.00 figure he quoted to the PUC. Either quoted would have been the base rate, and then a quote that "taxes, fees, and surcharges" would apply. The base rate for all three accounts totaled \$698.00 after discounts, with \$443.00 for the 541-382-9091, \$85.00 for the 541-330-0003 account, and \$170.00 for the base rate of the WA account. The quote would have been \$698.00, plus taxes, fees, and surcharges.

As agreed, the packages on all three accounts included unlimited long distance. CenturyLink has denied Mr. Seed's request to adjust the associated taxes, fees, and surcharges.

Account Name: MATTRESS FACTORY, THE

Open Date: 6/24/2014

Analyst: MARTINEZ, LIA M

Sincerely,

Lia Martinez

Consumer Services Section

1-800-522-2404

Attachments to Case:

7/11/2014 3:40:00 PM

SL3: Copy of initial bill for Mattress Factory from CLQ

7/11/2014 3:40:00 PM

SL3: Duplicate copy of initial bill for Mattress Factory from CLQ

10/2/2014 8:37:00 AM

SL3: Redacted case copy and attachments sent to customer

10/2/2014 8:37:43 AM

Cover Letter to customer - formal

10/8/2014 3:00:00 PM

Letter to customer with additional response from CLQ



BILL SUMMARY

THE MATTRESS FACTORY
571 NE AZURE DR STE A
BEND OR 97701 4894

Account 541-382-9091 825
Billing Date Jun 08, 2014

New Charges	For questions, call:	
CenturyLink	1 800 603-6000	1,413.71
Long Distance Service	1 800 603-6000	65.03
New Charges		\$1,478.74
Total Amount Due by Jun 26, 2014		\$1,478.74

A late payment charge of 1.8% or \$.50, whichever is greater, may apply if amount due does not reach us by Jul 8, 2014, except Internet charges.

Any amount of Internet and related Internet charges left unpaid 30 days after bill date is subject to a \$6.00 late payment charge.

The company you have chosen for interLATA calls (long distance calls outside your local toll calling area) is CenturyLink Communications, LLC.

The company you have chosen for intralATA calls (long distance calls inside your local toll calling area) is CenturyLink Communications, LLC.

CenturyLink welcomes you as a new customer. The billing date for your new service is the 8th of each month. Your bill will reach you about 10 days later.

Welcome to CenturyLink! Your communications needs are our top priority. Our dedicated business team answers questions, reviews your account and provides tailored solutions for your business. To manage your account, call 1 877-207-5797. Thanks for choosing CenturyLink.

New Charges**Local and Other Services**

Description	Amount
Discount Summary	-548.24
Monthly Charges	637.37
Service Additions and Changes	1,177.86

Taxes, Fees and Surcharges

Facility Relocation Cost Recovery Fee at \$.15 per line	1.80
Federal Excise at 3%	25.48
Federal Universal Serv Fund at 16.6%	7.17
Federal Universal Serv Fund at 17.4169%	24.61
Franchise at 3%	18.05
Oregon PUC fee as required by law	1.56
Oregon Universal Service Surcharge of 8.5%	57.73
Residential Service Protection Fund at \$.11 per access line	1.32
State 911 at \$.75 per access line	9.00

Subtotal **\$1,413.71**

Long Distance Service

Description	Amount
Carrier Computed Charges	29.73

Taxes, Fees and Surcharges

Carrier Computed Taxes	5.68
Federal Regulatory Recovery	0.52
Federal Telecom Relay Service Fee	2.32
Federal Universal Serv Fund at 16.6%	21.95
Oregon Universal Service Surcharge of 8.5%	4.83

Subtotal **\$65.03**

Total New Charges **\$1,478.74**

Savings

You are currently receiving a Line Volume Plan Discount with a 3 year Term Agreement that requires a minimum of 10 lines per Customer to be maintained every 12 months. Shortfall and Termination Charges may apply if minimum line required is not maintained or you disconnect Account(s) prior to expiration of Agreement.

Thank you for being a valued Core Connect customer. You have entered into an agreement to maintain this service until 05-14-2017. If you remove this service before that date, your bill will be assessed an early termination fee up to \$600 per line.

Thank you for being a valued Unlimited Business Voice customer. You have entered into an agreement to maintain this service until 05-14-2017. If you remove this service before that date, your bill will be assessed an early termination fee up to \$300 per line.

Discounts are given one month in advance. Your bill may include a partial month and a month in advance of billing. Product changes may result in a charge for unused discounts previously given.

This document is for your internal use only. Please do not use to remit payment for CenturyLink Services.

Monthly Charges

Charges from Jun 08 to Jul 08

Qty	Description	Code	Item Rate	Amount
1	Non-Telecom Svc Surcharge	NT1	1.55	1.55
1	Core Connect 1 (3Yr Term)	BSKC3	85.00	85.00
	<i>Includes local phone service and features for fifty dollars provided by CenturyLink.</i>			
	<i>Includes unlimited long distance service for twenty-five dollars* provided by CenturyLink Communications, LLC.</i>			
	<i>Includes up to 7Mbps Internet service and web presence with email for ten dollars* provided by CenturyLink.</i>			
3	Business Line	1FB	26.00	78.00
8	Unlimited Business Voice 3Y	BSKA3	35.00	280.00
	<i>Includes local phone service and features for twenty-five dollars provided by CenturyLink.</i>			
	<i>Includes unlimited long distance service for ten dollars* provided by CenturyLink Communications, LLC.</i>			
12	Extended Area Service Unlimited Local Calling Business	TBX	1.95	23.40
12	Federal Access Charge	9ZR	6.54	78.48
12	Access Recovery Charge	9ZR42	2.00	24.00

Internet Service

Qty	Description	Code	Item Rate	Amount
1	Internet Cost Recovery Fee	C8RBB	0.99	0.99
1	CC Speed Increase 20M	NX428	60.00	60.00
1	Static IP Address	S1P1X	5.95	5.95

TOTAL MONTHLY CHARGES **\$637.37**

Discounts & Adjustments Summary

Customer Subscription Discounts

Description	Amount
High-Speed Internet	
CC Speed Increase 20M Promotion	-60.00
Line Volume Plan 36 Month Term Agreement	
Discounts expire on 05/14/2017	-4.02
Welcome to CenturyLink Discount	
Installation Waiver	-481.00
Line Volume Plan 36 Month Term Agreement	
Partial Month Discount	-3.22
TOTAL DISCOUNTS	-\$548.24



Service Additions & Changes

May 14, 2014 Order Number N 68707825

Add Service

541 382-9091

Qty	Description	Code	Item Rate	Amount
1	Remote Access Forwarding	AFD		
1	Unlimited Business Voice 3Y	BSKA3	35.00	
1	6 DA Call Allowance	D7V6X		
1	Three-Way Calling	ESC		
1	Call Forwarding	ESM		
1	Call Forwarding Don't Answer-Expanded	FDJHG		
1	Series Completion Hunting	HSO		

1	Customer Winback	KSTWB		
1	Voice Mail	MBB		
1	Message Waiting Audible & Visual Indicator	M1W		
1	Caller ID Name & Number	NNK		
1	Last Call Return	NSQ		
1	Non-Telecom Svc Surcharge	NT1	1.55	
1	Unlimited Business Voice TM	OE3AT		
1	CC CB Plus Voice Line Adl	PGOQY		
1	Unistar(SM) Tier 1	SEQ1X		
1	Easy Access	SQAV2		
1	Extended Area Service Unlimited Local Calling Business	TBX	1.95	
1	Business Line	1FB		
1	Federal Access Charge	9ZR	6.54	
1	Access Recovery Charge	9ZR42	2.00	
541 322-0299				
1	Unlimited Business Voice 3Y	BSKA3	35.00	
1	6 DA Call Allowance	D7V6X		
1	Three-Way Calling	ESC		
1	Customer Winback	KSTWB		
1	Caller ID Name & Number	NNK		
1	Last Call Return	NSQ		
1	Unlimited Business Voice TM	OE3AT		
1	CC CB Plus Voice Line Adl	PGOQY		
1	Unistar(SM) Tier 1	SEQ1X		
1	Extended Area Service Unlimited Local Calling Business	TBX	1.95	
1	Business Line	1FB		
1	Federal Access Charge	9ZR	6.54	
1	Access Recovery Charge	9ZR42	2.00	
541 330-8350				
1	Presubscribed Interexchange Carrier Charge - Multiline Business	REB3X		
1	Extended Area Service Unlimited Local Calling Business	TBX	1.95	
1	Business Line Installation Charge	1FB	26.00	31.00
1	Federal Access Charge	9ZR	6.54	
1	Access Recovery Charge	9ZR42	2.00	
541 330-8351				
1	Presubscribed Interexchange Carrier Charge - Multiline Business	REB3X		
1	Extended Area Service Unlimited Local Calling Business	TBX	1.95	
1	Business Line Installation Charge	1FB	26.00	31.00
1	Federal Access Charge	9ZR	6.54	
1	Access Recovery Charge	9ZR42	2.00	
541 382-7121				
1	Unlimited Business Voice 3Y	BSKA3	35.00	

1	6 DA Call Allowance	D7V6X	
1	Three-Way Calling	ESC	
1	Call Forwarding Don't Answer-Expanded	FDJHG	
1	Series Completion Hunting	HSO	
1	Customer Winback	KSTWB	
1	Caller ID Name & Number	NNK	
1	Last Call Return	NSQ	
1	Unlimited Business Voice TM	OE3AT	
1	CC CB Plus Voice Line Adl	PGOQY	
1	Unistar(SM) Tier 1	SEQ1X	
1	Extended Area Service Unlimited Local Calling Business	TBX	1.95
1	Business Line	1FB	
1	Federal Access Charge	9ZR	6.54
1	Access Recovery Charge	9ZR42	2.00
541 382-7124			
1	Unlimited Business Voice 3Y	BSKA3	35.00
1	6 DA Call Allowance	D7V6X	
1	Three-Way Calling	ESC	
1	Call Forwarding Don't Answer-Expanded	FDJHG	
1	Series Completion Hunting	HSO	
1	Customer Winback	KSTWB	
1	Caller ID Name & Number	NNK	
1	Last Call Return	NSQ	
1	Unlimited Business Voice TM	OE3AT	
1	CC CB Plus Voice Line Adl	PGOQY	
1	Unistar(SM) Tier 1	SEQ1X	
1	Extended Area Service Unlimited Local Calling Business	TBX	1.95
1	Business Line	1FB	
1	Federal Access Charge	9ZR	6.54
1	Access Recovery Charge	9ZR42	2.00
541 383-2260			
1	Unlimited Business Voice 3Y	BSKA3	35.00
1	6 DA Call Allowance	D7V6X	
1	Three-Way Calling	ESC	
1	Customer Winback	KSTWB	
1	Caller ID Name & Number	NNK	
1	Last Call Return	NSQ	
1	Unlimited Business Voice TM	OE3AT	
1	CC CB Plus Voice Line Adl	PGOQY	
1	Unistar(SM) Tier 1	SEQ1X	
1	Extended Area Service Unlimited Local Calling Business	TBX	1.95
1	Business Line	1FB	
1	Federal Access Charge	9ZR	6.54
1	Access Recovery Charge	9ZR42	2.00
541 389-3493			
1	Unlimited Business Voice 3Y	BSKA3	35.00

1	6 DA Call Allowance	D7V6X	
1	Three-Way Calling	ESC	
1	Call Forwarding	ESM	
1	Customer Winback	KSTWB	
1	Caller ID Name & Number	NNK	
1	Last Call Return	NSQ	
1	Unlimited Business Voice TM	OE3AT	
1	CC CB Plus Voice Line Adj	PGOQY	
1	Unistar(SM) Tier 1	SEQ1X	
1	Extended Area Service Unlimited Local Calling Business	TBX	1.95
1	Business Line	1FB	
1	Federal Access Charge	9ZR	6.54
1	Access Recovery Charge	9ZR42	2.00
541 598-3955			
1	Unlimited Business Voice 3Y	BSKA3	35.00
1	6 DA Call Allowance	D7V6X	
1	Three-Way Calling	ESC	
1	Call Forwarding Don't Answer-Expanded	FDJHG	
1	Series Completion Hunting	HSO	
1	Customer Winback	KSTWB	
1	Caller ID Name & Number	NNK	
1	Last Call Return	NSQ	
1	Unlimited Business Voice TM	OE3AT	
1	CC CB Plus Voice Line Adj	PGOQY	
1	Unistar(SM) Tier 1	SEQ1X	
1	Extended Area Service Unlimited Local Calling Business	TBX	1.95
1	Business Line	1FB	
1	Federal Access Charge	9ZR	6.54
1	Access Recovery Charge	9ZR42	2.00
541 598-3956			
1	Unlimited Business Voice 3Y	BSKA3	35.00
1	6 DA Call Allowance	D7V6X	
1	Three-Way Calling	ESC	
1	Call Forwarding Busy Line/ Don't Answer-Expanded	FVJHG	
1	Customer Winback	KSTWB	
1	Caller ID Name & Number	NNK	
1	Last Call Return	NSQ	
1	Unlimited Business Voice TM	OE3AT	
1	CC CB Plus Voice Line Adj	PGOQY	
1	Unistar(SM) Tier 1	SEQ1X	
1	Extended Area Service Unlimited Local Calling Business	TBX	1.95
1	Business Line	1FB	
1	Federal Access Charge	9ZR	6.54
1	Access Recovery Charge	9ZR42	2.00

541 598-3967

1	Customer Winback	KSTWB		
1	Presubscribed Interexchange Carrier Charge - Multiline Business	REB3X		
1	Extended Area Service Unlimited Local Calling Business	TBX	1.95	
1	Business Line Installation Charge	1FB	26.00	31.00
1	Federal Access Charge	9ZR	6.54	
1	Access Recovery Charge	9ZR42	2.00	
541 598-3968				
1	Core Connect 1 (3Yr Term)	BSKC3	85.00	
1	Internet Cost Recovery Fee	C8RBB	.99	
1	6 DA Call Allowance	D7V6X		
1	Internet Bus 20M-2M	EHU2B		
1	Three-Way Calling	ESC		
1	Customer Winback	KSTWB		
1	Core Service Pack	NMO79		
1	Caller ID Name & Number	NNK		
1	Last Call Return	NSQ		
1	CC Speed Increase 20M	NX428	60.00	
1	Core Connect Unlimited LD	OE3QX		
1	Core Connect CB Plus	PGOQX		
1	Unistar(SM) Tier 1	SEQ1X		
1	Extended Area Service Unlimited Local Calling Business	TBX	1.95	
1	Business Line	1FB		
1	Federal Access Charge	9ZR	6.54	
1	Access Recovery Charge	9ZR42	2.00	
0		NR9TK		50.00
0	CC QCB Plus NRC	NR9TK		50.00
0	CC QCB Plus NRC	NR9TK		50.00
0	CC QCB Plus NRC	NR9TK		50.00
0	CC QCB Plus NRC	NR9TK		50.00
0	CC QCB Plus NRC	NR9TK		50.00
0	CC QCB Plus NRC	NR9TK		50.00
0	CC QCB Plus NRC	NR9TK		50.00
0	CC QCB Plus NRC	NR9TK		50.00
0	CC QCB Plus NRC	NR9TK		50.00
0	CC QCB Plus NRC	NR9TK		50.00
0	CC QCB Plus NRC	NR9TK		50.00
	Partial Month's Charge for Services Added, May 14 to Jun 08		631.42	505.11

May 15, 2014 Order Number R 70419198

Add Service

541 598-3968

Qty	Description	Code	Item Rate	Amount
1	Static IP Address Installation Charge	S1P1X	5.95	25.00
	Partial Month's Charge for Services Added, May 14 to Jun 08		5.95	4.76

May 15, 2014 Order Number R 70467352

TOTAL SERVICE ADDITIONS & CHANGES **\$1,177.86**

Service Additions & Changes

May 15, 2014 Order Number R 70467352

Qty	Description	Code	Item Rate	Amount
0	* Advanced Modem - Purchase	XCBKC		99.99

May 20, 2014 Order Number C 70637183

Remove Service

541 382-9091

Qty	Description	Code	Item Rate	Amount
1	Voice Mail	MBB		
1	Message Waiting Audible & Visual Indicator	M1W		
1	Easy Access	SQAV2		

May 22, 2014 Order Number C 56977159

Remove Service

541 382-9091

Qty	Description	Code	Item Rate	Amount
1	Call Forwarding Don't Answer-Expanded	FDJHG		
541 382-7121				
1	Call Forwarding Don't Answer-Expanded	FDJHG		
541 382-7124				
1	Call Forwarding Don't Answer-Expanded	FDJHG		
541 598-3955				
1	Call Forwarding Don't Answer-Expanded	FDJHG		

TOTAL SERVICE ADDITIONS & CHANGES **\$1,177.86**

Taxes, Fees & Surcharges Summary

The detail listed below has been included in the New Charges on this bill. This summary is provided as information only.

Description	Amount
Federal Excise at 3%	25.48
Facility Relocation Cost Recovery Fee at \$.15 per access line	1.80
Federal Universal Serv Fund at 16.6%	7.17
<i>This charge recovers the amount CenturyLink contributes to the Federal Universal Service Fund. This fund helps keep local phone rates affordable for all Americans.</i>	
Federal Universal Serv Fund at 17.4169%	24.61
<i>This charge recovers the amount CenturyLink contributes to the Federal Universal Service Fund. This fund helps keep local phone rates affordable for all Americans.</i>	
Franchise at 3%	18.05

This charge recovers a portion of the amount CenturyLink remits to operate within your city.

Description	Amount
Long Distance Service Account Summary	
Charges For May	35.41
Total Long Distance Service Account Summary	35.41

Taxes, Fees and Surcharges Summary

Description	Amount
Federal Regulatory Recovery	0.52
Federal Telecom Relay Service Fee	2.32
Federal Universal Service Fund at 16.6%	21.95
Oregon Universal Service Surcharge of 8.5%	4.83
TOTAL TAXES, FEES AND SURCHARGES SUMMARY	\$29.62

CenturyLink Long Distance Summary of Charges for May**Your LD Account Balance - CenturyLink Communications, LLC**

Current Service Charges	\$29.73
Other Fees & Monthly Charges	
Federal Universal Service Fund	5.05
Fed Telecom Relay Service	0.52
Federal Regulatory Recovery	0.11
Subtotal	5.68
Current Total Charges	35.41

Current Total Charges, detail by sub-account**THE MATTRESS FACTORY Core Connect Unlimited Business Voice Term**

Current Service Charges	26.74
Federal Universal Service Fund	4.54
Fed Telecom Relay Service	0.47
Federal Regulatory Recovery	0.10
Subtotal	31.85

THE MATTRESS FACTORY Core Connect Unlimited Long Distance

Current Service Charges	2.99
Federal Universal Service Fund	0.51
Fed Telecom Relay Service	0.05
Federal Regulatory Recovery	0.01
Subtotal	3.56
Current Total Charges	35.41

The charges appearing on this portion of your bill are from a new service provider.

Service Summary of Charges

All accounts

Usage Nonrecur. Monthly Total

Calls Min:Sec Charges Charges Charges Charges

Plan/Feature Chrgs 0:00 0.00 0.00 26.91 26.91

Long Distance 93 202:42 2.82 0.00 0.00 2.82

Total 93 202:42 \$2.82 \$0.00 \$26.91	29.73
THE MATTRESS FACTORY	
Usage Nonrecur. Monthly Total	
Calls Min:Sec Charges Charges Charges Charges	
Plan/Feature Chrgs 0:00 0.00 0.00 23.92	23.92
Long Distance 91 200:48 2.82 0.00 0.00	2.82
Total 91 200:48 \$2.82 \$0.00 \$23.92	26.74
THE MATTRESS FACTORY	
Usage Nonrecur. Monthly Total	
Calls Min:Sec Charges Charges Charges Charges	
Plan/Feature Chrgs 0:00 0.00 0.00 2.99	2.99
Long Distance 2 1:54 0.00 0.00 0.00	
Total 2 1:54 \$0.00 \$0.00 \$2.99	2.99
Summary of Usage Reports	
Canadian Summary Report	
THE MATTRESS FACTORY Core Connect Unlimited Business Voice Term	
Total Summary DAY 11 16:24	2.82
Subtotal 11 16:24	2.82
Total 11 16:24	2.82
Domestic Summary Report	
THE MATTRESS FACTORY Core Connect Unlimited Business Voice Term	
1+ INTERSTATE DAY 62 143:12	
1+ INTERSTATE NITE 1 5:30	
Subtotal 63 148:42	0.00
1+ INTRALATA DAY 7 17:54	
1+ INTRALATA NITE 4 6:06	
Subtotal 11 24:00	0.00
1+ INTRASTATE DAY 5 11:12	
1+ INTRASTATE NITE 1 0:30	
Subtotal 6 11:42	0.00
Total 80 184:24	
Domestic Summary Report	
THE MATTRESS FACTORY Core Connect Unlimited Long Distance	
1+ INTERSTATE DAY 2 1:54	
Subtotal 2 1:54	0.00
Total 2 1:54	

Service Detail - Plan/Feature Charges

THE MATTRESS FACTORY	
Nonrecurring Monthly Total	
Description Qty. Period Charges Charges Charges	
Access Line Charge 8 MAY 14-MAY 27 0.00 23.92	23.92
Total Plan/Feature Charges \$0.00 \$23.92	23.92
THE MATTRESS FACTORY	
Nonrecurring Monthly Total	
Description Qty. Period Charges Charges Charges	
Access Line Charge 1 MAY 14-MAY 27 0.00 2.99	2.99
Total Plan/Feature Charges \$0.00 \$2.99	2.99

Service Detail - Long Distance Usage

THE MATTRESS FACTORY

541-322-0299

Date	Time	Place	Number	Type	Minutes	Amount
May 16	9:16 A	To ATLANTA NW GA	678 398-7811 541 322-0299	0	1:36	0.00

Total calls for 541-322-0299 1 1:36

541-382-7121

Date	Time	Place	Number	Type	Minutes	Amount
May 16	2:57 P	To DENVER CO	720 663-9059 541 382-7121	0	0:54	0.00
May 19	7:54 A	To YAKIMA WA	509 453-1605 541 382-7121	0	6:18	0.00
May 19	10:37 A	To YAKIMA WA	509 453-1605 541 382-7121	0	0:30	0.00
May 19	10:39 A	To BELLEVUE WA	425 442-7174 541 382-7121	0	0:42	0.00
May 19	10:45 A	To ST GEORGE UT	435 986-4647 541 382-7121	0	3:06	0.00
May 20	10:24 A	To YAKIMA WA	509 453-1605 541 382-7121	0	6:54	0.00
May 20	11:48 A	To CORVALLIS OR	541 745-3065 541 382-7121	0	0:30	0.00
May 20	2:37 P	To YAKIMA WA	509 453-1605 541 382-7121	0	0:30	0.00
May 20	3:27 P	To TUCSON AZ	520 260-1035 541 382-7121	0	0:48	0.00
May 20	4:45 P	To PORTLAND OR	503 819-2480 541 382-7121	0	3:18	0.00
May 21	7:39 A	To PORTLAND OR	503 475-9650 541 382-7121	0	1:06	0.00
May 21	8:20 A	To YAKIMA WA	509 453-1605 541 382-7121	0	16:00	0.00
May 21	9:52 A	To ST GEORGE UT	435 986-4647 541 382-7121	0	2:06	0.00
May 22	9:53 A	To DEWATTO WA	360 372-2461 541 382-7121	0	14:24	0.00
May 22	12:13 P	To YAKIMA WA	509 453-1605 541 382-7121	0	1:54	0.00
May 22	2:54 P	To EUGENE OR	541 343-2690 541 382-7121	0	4:12	0.00
May 22	4:45 P	To PORTLAND OR	503 819-2480 541 382-7121	0	0:30	0.00
May 22	4:57 P	To PORTLAND OR	503 819-2480 541 382-7121	0	0:48	0.00
May 23	9:36 A	To VANCOUVER WA	360 991-3211 541 382-7121	0	2:36	0.00
May 23	9:53 A	To DEWATTO WA	360 372-2461 541 382-7121	0	5:06	0.00
May 23	10:01 A	To YAKIMA WA	509 453-1605 541 382-7121	0	0:42	0.00
May 23	4:02 P	To VANCOUVER WA	360 991-3211 541 382-7121	0	1:00	0.00

May 16	8:10 A	To ATLANTA NW GA	678 398-7811 541 382-9091	0	4:06	0.00
May 16	8:41 A	To YAKIMA WA	509 453-1605 541 382-9091	0	0:30	0.00
May 16	9:25 A	To PALM SPG CA	760 219-9161 541 382-9091	0	0:54	0.00
May 19	7:49 A	To GRESHAM OR	503 667-6667 541 382-9091	0	1:12	0.00
May 19	12:29 P	To LONG BEACH CA	562 310-4635 541 382-9091	0	2:12	0.00
May 21	8:07 A	To SEATTLE WA	206 612-0519 541 382-9091	0	0:30	0.00
May 21	9:36 A	To SAN MATEO CA	650 346-5808 541 382-9091	0	1:00	0.00
May 21	2:51 P	To VNTRA EAST CA	805 644-5505 541 382-9091	0	0:54	0.00
May 22	9:19 A	To VNTRA EAST CA	805 644-5505 541 382-9091	0	4:24	0.00
May 22	10:07 A	To GRANTSPASS OR	541 244-0852 541 382-9091	0	2:36	0.00
May 22	4:11 P	To PORTLAND OR	503 320-9738 541 382-9091	0	1:24	0.00
May 23	7:57 A	To PORTLAND OR	503 320-9738 541 382-9091	0	10:48	0.00
May 23	8:59 A	To PORTLAND OR	503 320-9738 541 382-9091	0	1:06	0.00
May 23	9:56 A	To PALMDALE CA	661 733-2241 541 382-9091	0	1:00	0.00
May 23	2:12 P	To IRVINE CA	949 233-9883 541 382-9091	0	0:42	0.00
May 23	2:13 P	To CORVALLIS OR	541 740-9797 541 382-9091	0	0:36	0.00
May 27	10:38 A	To VANCOUVER WA	360 991-3211 541 382-9091	0	2:30	0.00
May 27	11:15 A	To LANCASTER PA	717 598-1570 541 382-9091	0	0:42	0.00

Total calls for 541-382-9091 28 61:06

0.09

541-383-2260

Date	Time	Place	Number	Type	Minutes	Amount
May 15	1:14 P	To CLOVERDALE BC	604 576-6637 541 383-2260	0	1:48	0.31
May 15	1:38 P	To VANCOUVER WA	360 573-1763 541 383-2260	0	1:42	0.00
May 16	10:30 A	To TIGARD OR	503 431-8298 541 383-2260	0	1:12	0.00
May 16	10:33 A	To YAKIMA WA	509 453-3376 541 383-2260	0	0:30	0.00
May 16	11:14 A	To YAKIMA WA	509 453-3376 541 383-2260	0	0:30	0.00
May 19	10:16 A	To YAKIMA WA	509 453-3376 541 383-2260	0	0:30	0.00
May 19	10:27 A	To YAKIMA WA	509 453-3376 541 383-2260	0	1:30	0.00
May 20	11:09 A	To SPRINGFLD OR	541 741-1674	0	3:18	0.00

			541 383-2260			
May 22	10:04 A	To YAKIMA WA	509 453-3376	0	0:54	0.00
			541 383-2260			
May 22	10:12 A	To YAKIMA WA	509 453-3376	0	0:54	0.00
			541 383-2260			

Total calls for 541-383-2260 10 12:48 0.31
 541-598-3956

Date	Time	Place	Number	Type	Minutes	Amount
May 14	11:44 A	To PUYALLUP WA	253 770-3044 541 598-3956	0	0:30	0.00
May 19	9:56 A	To MARYSVILLE CA	530 790-6725 541 598-3956	0	1:30	0.00
May 19	10:48 A	To CLOVERDALE BC	604 576-6637 541 598-3956	0	0:30	0.09
May 19	4:22 P	To CLOVERDALE BC	604 576-6637 541 598-3956	0	0:36	0.10
May 19	4:24 P	To CLOVERDALE BC	604 576-6637 541 598-3956	0	0:30	0.09
May 19	4:25 P	To CLOVERDALE BC	604 576-6637 541 598-3956	0	0:30	0.09
May 19	4:27 P	To CLOVERDALE BC	604 576-6637 541 598-3956	0	9:36	1.63
May 19	4:38 P	To CLOVERDALE BC	604 576-6637 541 598-3956	0	0:30	0.09
May 20	9:45 A	To CLOVERDALE BC	604 576-6637 541 598-3956	0	0:54	0.15
May 20	10:19 A	To MARYSVILLE CA	530 790-6725 541 598-3956	0	1:30	0.00
May 20	10:26 A	To PUYALLUP WA	253 770-3044 541 598-3956	0	0:30	0.00
May 21	11:45 A	To SANBARBARA CA	805 979-9399 541 598-3956	0	0:42	0.00
May 23	10:57 A	To MARYSVILLE CA	530 790-6725 541 598-3956	0	0:54	0.00
May 23	11:00 A	To MARYSVILLE CA	530 790-6725 541 598-3956	0	2:48	0.00
May 26	9:07 A	To CLOVERDALE BC	604 576-6637 541 598-3956	0	0:30	0.09
May 27	8:44 A	To CLOVERDALE BC	604 576-6637 541 598-3956	0	0:30	0.09

Total calls for 541-598-3956 16 22:30 2.42

THE MATTRESS FACTORY

541-598-3968

Date	Time	Place	Number	Type	Minutes	Amount
May 15	9:33 A	To YAKIMA WA	509 469-1384 541 598-3968	0	1:12	0.00
May 16	9:05 A	To YAKIMA WA	509 469-1384 541 598-3968	0	0:42	0.00

Total calls for 541-598-3968 2 1:54

Access Line Charge Report

THE MATTRESS FACTORY

Phone Number Line Type Charges

541-322-0299 Access Line Charge 2.99

541-382-7121 Access Line Charge	2.99
541-382-7124 Access Line Charge	2.99
541-382-9091 Access Line Charge	2.99
541-383-2260 Access Line Charge	2.99
541-389-3493 Access Line Charge	2.99
541-598-3955 Access Line Charge	2.99
541-598-3956 Access Line Charge	2.99
THE MATTRESS FACTORY	
Phone Number Line Type Charges	
541-598-3968 Access Line Charge	2.99
Total Access Line Charges	26.91

This Portion of Your Bill Reflects Calls Served By CenturyLink Communications, LLC.

TOTAL LONG DISTANCE SERVICE CHARGES **\$65.03**

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Oregon

John A. Kitzhaber, MD, Governor

Public Utility Commission

3930 Fairview Industrial Dr SE

Salem, OR 97302-1166

Mailing Address: PO Box 1088

Salem, OR 97308-1088

Consumer Services

1-800-522-2404

Local: 503-378-6600

Administrative Services

503-373-7394

October 2, 2014

THE MATTRESS FACTORY
ATTN. GERALD SEED
571 NE AZURE DR SUITE A
BEND OR 97701

Mr. Gerald Seed:

Enclosed are the formal complaint form and an explanation of the formal procedure you have requested. I have also included a copy of your informal complaint record.

The formal complaint should be legibly written or typed. If you need more space to respond to the questions, please attach additional pages to the complaint form.

If you have any questions regarding the filing of your complaint, you may call our office at 1-800-522-2404 or 1-800-735-2900 (Oregon Relay). If calling from the Salem area, please dial 503-378-6600.

Mail the completed form to:

Public Utility Commission of Oregon
Filing Center
PO Box 1088
Salem OR 97308-1088

You may fax the form to 503-378-6163. However, the original with signature must be received within ten (10) days of the fax or the Commission will assume that you do not want to pursue this matter and will dismiss your complaint.

Lia Martinez
Consumer Specialist
Consumer Services Section

Enclosures

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

UCB 65

Carla M. Butler
CenturyLink
310 SW Park, 11th Floor
Portland, Oregon 97205

THE MATTRESS FACTORY, INC. and
ORGANIC SLEEP PRODUCTS LLC

Complainants,

vs.

CENTURYLINK,

Defendant.

A copy of a complaint filed against CenturyLink (Defendant) is enclosed. Although the Complainants have requested an expedited hearing, this complaint is not eligible for the expedited process and we will proceed along standard procedures governing consumer complaints.

Under these procedures, the Public Utility Commission must receive an Answer from the defendant or its attorneys 15 days after the Commission serves the complaint. Since October 25 is a Saturday, Defendant has until the next business day, which is Monday, October 27, 2014, to file an Answer. A copy should also be served on the complainant.

On the bottom of page two, complainants ask that the Commission consider the informal case record in resolving this complaint. This information is comprised of case notes taken by the Consumers Service Division. Complainants attached this information to the complaint, and it is deemed part of complainant's official filing.

PUBLIC UTILITY COMMISSION OF OREGON



Cheryl Walker
Administrative Specialist 2
Administrative Hearings Division

Served electronically at Salem, Oregon, 10/10/14, to: carla.butler@centurylink.com

Attachments: Complaint
Notice of Contested Case Rights and Procedures

c: William Hendricks, at tre.hendricks@centurylink.com (w/attachments)
Ron Trullinger, at ron.trullinger@centurylink.com (w/attachments)



Oregon

John A. Kitzhaber, MD, Governor

Public Utility Commission

3930 Fairview Industrial Dr SE

Mailing Address: PO Box 1088

Salem, OR 97308-1088

Consumer Services

1-800-522-2404

Local: 503-378-6600

Administrative Services

503-373-7394

October 10, 2014

U. S. MAIL and ELECTRONIC SERVICE TO:

Gerald B. Seed

The Mattress Factory, Inc. and Organic Sleep Products LLC

571 NE Azure Drive, Suite A

Bend, Oregon 97701

osp@uci.net

RE: UCB 65, The Mattress Factory, Inc. and Organic Sleep Products LLC, Complainants
v. CenturyLink, Defendant

The Commission has assigned Docket No. UCB 65 to the above-referenced formal complaint against Defendant. You should use this number whenever you refer to this case.

The Commission has served a copy of the complaint on Defendant. According to Michael Grant, Chief Administrative Law Judge of the PUC, your complaint is not eligible for the expedited process because it does not meet the following criteria:

OAR 860-021-0015:

* * * * *

(7) A customer or applicant who has a registered dispute or formal complaint pending with the Commission shall be entitled to continued or restored service provided:

(a) Service was not terminated for theft of service or failure to establish credit;

(b) A bona fide dispute exists in which the facts asserted by the customer or applicant entitle the customer or applicant to service;

(c) When termination is based on nonpayment, the customer or applicant makes adequate arrangement to avoid future loss to the utility, such as prepaying estimated monthly utility charges; and

(d) The customer or applicant diligently pursues conflict resolution under the Commission's rules.

(8) If the conditions in section (7) of this rule are not satisfied, the utility has no obligation to provide continued service. * * *

The Commission has served a copy of your complaint on the Defendant, and an answer must be filed within 15 days after the Commission serves the complaint. Since this falls on Saturday, October 25, the filing due date is the next business day, Monday, October 27, 2014. If the matter is not resolved, the case will be set for hearing and you will be notified of the time and place.



Gerald B. Seed
October 10, 2014
Page Two

As stated in the enclosed Ruling, the Chief Administrative Law Judge waived the electronic filing and electronic service requirements. You must now submit **future filings** physically to the Commission, and serve a copy on Defendant. (A link to our administrative rules in effect is included here for your convenience at http://arcweb.sos.state.or.us/pages/rules/oars_800/oar_860/860_tofc.html.)

Filing with the Commission:

- Original Paper Documents –
 - The original signed and dated document, must meet all of the requirements under OAR 860-001-0170, together with
 - An original signed Certificate of Service (OAR 860-001-0180(5)). This must be filed with every document, and must contain the following information: “Certificate of Service – “On [Month, Day, Year], I served by first-class mail a copy of [document name] to Carla Butler, CenturyLink, 310 SW Park Ave., 11th Floor, Portland, OR 97205, [Your Signature]” (Please fill in bracketed information),
- The necessary paper copies of your filing – 1 copy, and
- You must mail by first-class mail, postage pre-paid, the signed and dated original paper documents, and copies, to: Public Utility Commission of Oregon, Administrative Hearings Division, PO Box 1088, Salem, OR 97308-1088.

Serving the Other Party:

- You must serve a copy of your filing on the other party to the docket (OAR 860-001-0180),
- Service is timely if the copy is mailed by first-class mail, postage pre-paid, on the same date that the documents are mailed to the Commission, and
- An original signed Certificate of Service must be filed with every document. (Please see the above information for specifics.)

PUBLIC UTILITY COMMISSION OF OREGON



Cheryl Walker
Administrative Specialist 2
Administrative Hearings Division
(503) 378-2849

Attachments: Filing a Formal Complaint Fact Sheet
Notice of Contested Case Rights and Procedures

Filing a Formal Complaint



When do I file a formal complaint?

You may file a formal complaint with the PUC's Filing Center if you cannot resolve your billing or service dispute on your own or with the assistance of our Consumer Services Section.

How do I file a formal complaint?

Call the Consumer Services Section at 1-800-522-2404 and ask for a formal complaint form. Fill it out and send the completed form to the Filing Center at the address shown below.

What happens after I file a formal complaint?

After we receive your complaint it will be given a docket number, and a copy of the complaint will be sent to the utility. The utility has 15 days to respond, and you will receive a copy of their response.

If the utility has or intends to disconnect your service, you may ask for our help. Depending on the circumstances, the PUC may direct the utility to continue or restore your service until your complaint is resolved.

After the utility responds to your complaint, an Administrative Law Judge (ALJ) will schedule a telephone conference with you and the utility. The ALJ will clarify issues, determine whether a settlement can be reached, and if necessary schedule a date for hearing. You will receive a written notice that includes the time, date, and place of any hearing.

Who's who in a formal complaint case?

Parties – you and the utility are called parties. You are the complainant; the utility is the defendant. At the hearing each party may present evidence, ask questions of witnesses, object to evidence, and present argument.

The utility may be represented by an attorney. You may hire an attorney to represent you, but you are not required to. If you decide during the hearing that you need an attorney, you may ask the ALJ for a continuance to obtain legal counsel. A continuance is not normally granted during the hearing unless you have a good reason for not hiring an attorney before the hearing.

How do I prepare for the hearing?

You may request information from the utility on issues in your complaint. You may subpoena witnesses. You may also ask the ALJ how to request information.

The hearing is similar to a trial before a judge without a jury. *See* ORS 756.518 to 756.610.

What happens at the hearing?

At the hearing, you and the utility will call witnesses and present evidence (orally or in writing) on all issues relating to your complaint. If you want to use documents (such as bills, receipts, letters or other papers), bring the original and three copies to the hearing. The hearing will not be postponed to give you more time to obtain additional evidence unless you show that you could not have produced the evidence at the hearing. As the

Filing a Formal Complaint (Cont.)



Testimony is given under oath. Witnesses may be asked questions. You may request that our witnesses be ordered to appear at the hearing. You should request subpoenas in writing to the ALJ at least 20 days before the hearing. The ALJ will resolve disputes regarding witnesses.

The ALJ may ask questions of you, the utility company or the witnesses. The ALJ will rule on any objections or motions made, and will admit evidence into the official case record. Both parties may object to the admission of evidence. If your evidence is not admitted, you may appeal the ruling. You may make an "offer of proof" of any evidence that is excluded if you would like to challenge the ALJ's ruling to exclude the evidence. Only evidence that is admitted will be used by the PUC to reach a decision.

After the evidence is offered, each party may give a closing argument. You should tell the PUC how the facts apply to the law. You present our case first, then the utility. You then may respond to the utility's argument.

The hearing will be recorded to make an official record of the proceedings. The record of the hearing may be used to assist the parties in filing written legal arguments, the Commissioners in deciding the complaint, or the court in reviewing the PUC's decision, if necessary.

The hearing will either be recorded by the ALJ via an audio recording, or by a court reporter. You may obtain a copy of an audio recording by paying the amount established in the PUC's Administrative Rules. See OAR 860-001-0060.

If a court reporter recorded the hearing, you may request a word-for-word written transcript of the hearing. You must pay the court reporter for the cost of preparing the transcript. If you cannot afford to pay for the copy of the transcript, you must provide a statement called an "Affidavit of Indigency," explaining why you cannot afford to pay. Request the "Affidavit of Indigency" from Administrative Hearings Division and provide it at the time you request the free copy.

What happens after the hearing?

The ALJ makes recommendations to the three PUC Commissioners. You will not have the opportunity to comment on the ALJ's recommendation.

The Commissioners may accept, reject or modify the ALJ's recommendation. The final order is always issued by the Commissioners. You will receive a copy of the final order.

The final order will include information about how to appeal the decision. You have 60 days from the date of service of the final order to appeal it. You may ask for reconsideration by the PUC or file an appeal to the court. By law, appeals go to the Court of Appeals, and then possibly to the Supreme Court. See ORS 756.610. ***The PUC cannot grant money damages or attorney fees.***

If you have questions about the process, call the Consumer Services Section at (800) 522-2404 before filing a formal complaint, or the Administrative Hearings Division at (503) 378-6678 after filing a formal complaint. TTY users should call the Oregon Relay at 7-1-1.

NOTICE OF CONTESTED CASE RIGHTS AND PROCEDURES

Oregon law requires state agencies to provide parties written notice of contested case rights and procedures. Under ORS 183.413, you are entitled to be informed of the following:

Hearing: The time and place of any hearing held in these proceedings will be noticed separately. The Commission will hold the hearing under its general authority set forth in ORS 756.040 and use procedures set forth in ORS 756.518 through 756.610 and OAR Chapter 860, Division 001. Copies of these statutes and rules may be accessed via the Commission's website at www.puc.state.or.us. The Commission will hear issues as identified by the parties.

Right to Attorney: As a party to these proceedings, you may be represented by counsel. Should you desire counsel but cannot afford one, legal aid may be able to assist you; parties are ordinarily represented by counsel. The Commission Staff, if participating as a party in the case, will be represented by the Department of Justice. Generally, once a hearing has begun, you will not be allowed to postpone the hearing to obtain counsel.

Administrative Law Judge: The Commission has delegated the authority to preside over hearings to Administrative Law Judges (ALJs). The scope of an ALJ's authority is defined in OAR 860-001-0090. The ALJs make evidentiary and other procedural rulings, analyze the contested issues, and present legal and policy recommendations to the Commission.

Hearing Rights: You have the right to respond to all issues identified and present evidence and witnesses on those issues. *See* OAR 860-001-0450 through OAR 860-001-0490. You may obtain discovery from other parties through depositions, subpoenas, and data requests. *See* ORS 756.538 and 756.543; OAR 860-001-0500 through 860-001-0540.

Evidence: Evidence is generally admissible if it is of a type relied upon by reasonable persons in the conduct of their serious affairs. *See* OAR 860-001-0450. Objections to the admissibility of evidence must be made at the time the evidence is offered. Objections are generally made on grounds that the evidence is unreliable, irrelevant, repetitious, or because its probative value is outweighed by the danger of unfair prejudice, confusion of the issues, or undue delay. The order of presenting evidence is determined by the ALJ. The burden of presenting evidence to support an allegation rests with the person raising the allegation. Generally, once a hearing is completed, the ALJ will not allow the introduction of additional evidence without good cause.

Record: The hearing will be recorded, either by a court reporter or by audio digital recording, to preserve the testimony and other evidence presented. Parties may contact the court reporter about ordering a transcript or request, if available, a copy of the audio recording from the Commission for a fee set forth in OAR 860-001-0060. The hearing record will be made part of the evidentiary record that serves as the basis for the Commission's decision and, if necessary, the record on any judicial appeal.

Final Order and Appeal: After the hearing, the ALJ will prepare a draft order resolving all issues and present it to the Commission. The draft order is not open to party comment. The Commission will make the final decision in the case and may adopt, modify, or reject the ALJ's recommendation. If you disagree with the Commission's decision, you may request reconsideration of the final order within 60 days from the date of service of the order. *See* ORS 756.561 and OAR 860-001-0720. You may also file a petition for review with the Court of Appeals within 60 days from the date of service of the order. *See* ORS 756.610.