

UCB 68

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.**

RECEIVED

Section 1: Complainant and Utility Information				SEP 23 2016	
Name: Varco Consulting, Inc.		Public Utility Commission of Oregon Administrative Hearings Division			
Address: P.O. Box 597					
City: Elmira	State: OR	Zip Code: 97437			
Home phone: 541-935-4535	Cell Phone: 541-543-6276	Work Phone: 541-935-4537			
Email Address: JimV@VarcoConsulting.com					
Utility: Centurylink		Account # (if known) 541-935-1815F 179B			

Section 2: Complaint
1. What is your complaint? What did the utility do or not do that caused the problem? Be specific. (Attach additional pages if necessary.)
<p>After having a business account with Centurylink for many years for telephone and DSL service I was surprised when a prospective customer emailed me and informed me that my phone service was not active. I contacted Centurylink and found they had made a change to my account months before that resulted in the problem. The agent I worked with agreed to issue a credit to me for service I had been paying for and not receiving, I believe this was a \$565 credit. Months went by and I did not see the credit so I called to find out what was going on.</p> <p>I spent a lot of time, several hours, trying to get an answer. Hold times were long, calls were disconnected after being on hold for a long time. I finally spoke with an agent who said they showed the credit however I needed to talk with risk management as the credit was for loss of business.</p> <p style="text-align: right;"><i>(Please continue on next page)</i></p>

Mailing Address: PO Box 1088 Salem, OR 97308-1088	Street Address: 201 High St. SE Suite 100 Salem, OR 97301
Telephone: (503) 378-6678	Web Site: http://www.puc.state.or.us
Filing Center Email Address: puc.filingcenter@state.or.us	

Section 2: Complaint (continued)

A lady in risk management told me this was not the case at all, this was a billing issue and sent me back to customer service. Who sent me back to risk management again. This continued until I gave up and emailed them from their website. This email, and all subsequent emails, was never responded to by Centurylink, though I can prove they were received and read.

Note that at no time prior to my asking about the status of my credit did Centurylink notify me that they had decided to not honor the credit I had promised.

I finally filed a complaint with the PUC and Abby Lesh worked with Centurylink for months to no avail, they refused to honor the credit they had promised me.

The other problem I had is my business is in a location where a strong DSL connection is not available. The DSL I had with Centurlink was advertised at 1.5 Mbps. downloads. Over time this deteriorated until it reached a speed of .07 Mbps. Centurylink technical support told me the node I was on was overloaded and there was nothing they could do about. They also told me if that is the best connection I could get I should be grateful to get that.

In the end I was forced to drop Centurylink and switch to Verizon wireless for phone and Internet. When I closed my account Centurylink billed me a substantial early termination fee.

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

3. What do you want the utility or the PUC to do to resolve your complaint? *(We have authority to order refunds where appropriate, but cannot grant money damages.)*

Issue a refund to me for the amount they agreed to and waive any early termination fees. As I no longer have service with them the original credit that was promised is no longer applicable.

4. Consumer Services provided you with a copy of your informal case record. Do you want us 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:

- a. I have been refused an application for new service.
- b. I was disconnected.
- c. I received a notice that my service will be disconnected, but I have not yet been disconnected.

If you checked b. or c., fill in disconnection date here:

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

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

Issue is not about connection or disconnection, it is about a credit promised for service that was not provided. Also being charged a early termination fee when no contract should have been active and CenturyLink failed to provide reasonable service.

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, such as prepaying estimated monthly utility charges? If so, please describe the financial arrangements. Be specific.

Section 4: Additional Documents

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

Please black out any drivers' license numbers, social security numbers, bank routing numbers and bank account numbers before sending us your documents.

Please see next page

Section 5: Filing Options

Are you able to put your complaint into Word or text-searchable .pdf format and scan your other documents to .pdf format to email them to us?

Yes. **I am able to file my documents using email (Electronic Filing).**

Attach your complaint (and any additional documents you wish to add) as an attachment to an email addressed to: puc.filingcenter@state.or.us.

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

Please note: Our 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.

No. **I request a waiver of PUC electronic filing rules because I cannot prepare and submit documents electronically. I request permission to send copies of my documents by U. S. Mail to the Filing Center.**

Please mail the signed and dated original paper documents to the following mailing address:

**Public Utility Commission of Oregon
Formal Complaint
PO Box 1088
Salem, OR 97308-1088**

Section 6: Signature and Date

James Varco

09/22/2016

Complainant Signature (Your typewritten name represents your signature)

Date

PRINT

Oregon Public Utility Commission

Specialist: Lesh, Abby R

Name: VARCO CONSULTING

Commercial

Addresses: PO BOX 597, ELMIRA OR 97437 (MAIL)
23999 SKY LANE, ELMIRA OR 97437 (LOC) (INVOLVED)

Phones: (541) 935-4537 (WORK) (Involved)
(541) 935-4535 (HOME)

Contacts: VARCO, JIM (OWN)

Subject: CLOSED CASE REFERRED TO DOJ

COMPLAINT	SERVICE	LOCAL SERVICE	REPAIR
Company: 0031 T QWESTC	QWEST CORPORATION		
Open: 4/12/2016 arlesh TELE	Close: 9/2/2016 arlesh TELE		Docket #:
COMPLAINT	CUSTOMER SERVICE	NO RETURN CONTACT	
Company: 0031 T QWESTC	QWEST CORPORATION		
Open: 4/12/2016 arlesh TELE	Close: 9/2/2016 arlesh TELE		Docket #:
COMPLAINT	BILLING	LOCAL SERVICE	CREDIT
Company: 0031 T QWESTC	QWEST CORPORATION		
Open: 4/12/2016 arlesh TELE	Close: 9/2/2016 arlesh TELE		Determination: CUSTOMER SERVICE - FAULT
			Docket #:
INQUIRY	NO JURISDICTION	BROADBAND	SERVICE
Company: 0031 T QWESTC	QWEST CORPORATION		
Open: 4/12/2016 arlesh TELE	Close: 9/2/2016 arlesh TELE		Docket #:
	Savings: 39.50		
COMPLAINT	CUSTOMER SERVICE	MISINFORMATION	CREDIT
Company: 0031 T QWESTC	QWEST CORPORATION		
Open: 4/12/2016 arlesh TELE	Close: 9/2/2016 arlesh TELE		Docket #:

Call Taken: 4/12/2016
Open Date: 4/12/2016

Taken By: Watson, Jeffrey C
Opened By: Lesh, Abby R

Disconnect Notice Due:

Disconnected:

Out of Service:

4/12/2016

CODE DETAIL

COMPLAINT - SERVICE - LOCAL SERVICE - REPAIR

Jim Varco states that in October 2015, he was advised by one of his customers via email that

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

Varco's incoming line was not working. The representative at CenturyLink Qwest told him CenturyLink/Qwest turned off his incoming calls for several months by mistake.

COMPLAINT - CUSTOMER SERVICE - NO RETURN CONTACT

Jim Varco states he emailed CenturyLink Qwest on 3/18/16 asking for help with a credit he was supposed to receive, and also his broadband issues. He never received a response. He sent follow-up messages that also went unanswered.

COMPLAINT - BILLING - LOCAL SERVICE - CREDIT

Jim Varco states that CenturyLink Qwest (CLQ) turned off his incoming calls for several months. He feels he should not have to pay for the service during the time it did not work

COMPLAINT - CUSTOMER SERVICE - MISINFORMATION - CREDIT

Jim Varco states CenturyLink Qwest (CLQ) turned off his incoming calls for several months. On 10/21/15, CLQ offered to credit \$545. It was not applied, and when he called in March to check on it, he was told it was flagged for Risk Management to review. The original representative did not tell him the credit had to be approved. As of 4/12/16, he still has not heard whether or not they will issue the credit.

INQUIRY - NO JURISDICTION - BROADBAND - SERVICE

Jim Varco states he was paying for 1.5 MBPS, but he was only receiving .4 MBPS.

4/12/2016

CPNI CenturyLink/Qwest CPNI AUTHORIZED

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

4/12/2016 2:09:00 PM

CALL TAKEN BY JEFF

Jim Varco called to report that a credit he was promised has not been applied to his account for his business phone. He is having a difficult time getting responses from CenturyLink/Qwest (CLQ) on the issue.

10/21/2015 - Jim was notified by a customer through e-mail that the phone line to his business was not working. Jim normally helps his customers through e-mail, so it was not unusual for his business phone to not be ringing for weeks at a time. He contacted CLQ immediately and a representative identified that they had made a mistake and turned off incoming calls for his business line several months earlier. The rep offered a credit of \$545 for the loss of service. Jim accepted the offer.

3/2016 (approx.) - Jim, having noticed that he had not seen the credit on any bill after a reasonable amount of time, called CLQ. A billing rep told him the credit was pending, but was flagged for review by Risk Management since the credit was applied for loss of business from the issue, not as a loss of service credit. He was transferred to Risk Management, where they told him that this was a billing issue and sent him back. That rep sent him back to Risk Management. That rep sent him back to billing. There was no resolution provided on this phone call.

3/18 - Jim sent an email to CLQ using their online help form. He received an automated reply

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

confirming they had received the message.

3/25 - Having not received any further help, Jim wrote an email to the address that had sent him the confirmation e-mail explaining his issue. When he sent the email, he requested a read receipt, which was provided shortly after he sent it.

Jim has yet to hear from CLQ on this issue, and wants to know how to get his credit applied. He also wants help determining how to fix his internet speeds, which are advertised at 1.5 MBPS but are being delivered at .4 MBPS. I advised Jim that we would assign his case to an investigator, and that we would go to the company to determine what needs to be done for his credit. I also advised that although broadband issues are non-jurisdictional, we could provide his information to the DOJ for investigation.

4/13/2016 4:21:00 PM EMAIL TO CLQ - ?'S

From: LESH Abby
Sent: Wednesday, April 13, 2016 4:21 PM
To: CenturyLink
Subject: New Case - Jim Varco

1. Please tell me when and why the incoming calls stopped.
2. Please verify when the incoming calls were restored.
3. Please tell me what was promised to Jim on 10/21/15 regarding a refund. He states he was promised \$545. Does that cover all of the amount he was owed?
4. Why has a credit not been applied?
5. When should the credit be applied, and for what amount?
6. Is the credit going to be in check form?
7. If you have an explanation as to why his internet speed was slow, please provide the reason.
8. How long does it usually take to reply to an email from the customer? Has anyone responded to his emails?
9. Please verify the broadband service was cancelled, and the date.

Any other pertinent information would be greatly appreciated.

Thank you!

Abby Lesh
Consumer Specialist
Oregon Public Utility Commission
503-378-6600 | 1-800-522-2404

4/14/2016 9:59:00 AM EMAIL FROM CLQ - ACK (TOM)

From: Spenner, Thomas [mailto:Thomas.Spenner@CenturyLink.com]
Sent: Thursday, April 14, 2016 9:59 AM
To: LESH Abby
Subject: RE: New Case - Jim Varco

Account Name: VARCO CONSULTING
Open Date: 4/12/2016
Analyst: Lesh, Abby R

Abby,

I'll look into this legacy Qwest complaint.

Thank you,

Tom Spenner

CenturyLink Customer Advocacy
Consumer/Small Business Sales and Care
999 Main St.
Boise, ID 83702
877 284-1239 ext: 2129268215
tspenne@CenturyLink.com

4/20/2016 9:35:00 AM CALL FROM CUSTOMER - STATUS

Jim contacted me to get the status of the complaint. I let him know I am still waiting on a response from CLQ.

He also let me know he switched his service to Verizon Wireless 4/19.

4/27/2016 1:07:00 PM EMAIL FROM CLQ - RESPONSE

From: Spenner, Thomas [mailto:Thomas.Spenner@CenturyLink.com]
Sent: Wednesday, April 27, 2016 1:07 PM
To: LESH Abby
Subject: RE: New Case - Jim Varco

April 27, 2016

Hello Abby,

This is in response to the complaint filed by Jim Varco.

I do apologize for any concerns or inconvenience that our customer has experienced, and I also appreciate the opportunity given to resolve this issue for our customer.

Q: Please tell me when and why the incoming calls stopped.

A: Notes indicate the customer transferred service on 12/29/2014 to their current address. Notes also show they agreed to changed services from a market expansion line to a business line with long distance & internet service. That phone call is not available and feedback has been submitted to the supervisor of the representative who issued the order for potential coaching opportunities.

Q: Please verify when the incoming calls were restored.

A: On Oct 21, 2015 the feature Call Forwarding Don't Answer was added to the account at no

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

charge.

Q: Please tell me what was promised to Jim on 10/21/15 regarding a refund. He states he was promised \$545. Does that cover all of the amount he was owed?

A: Notes show a credit was submitted for approval and rejected on 11/02/2015 totaling \$609.52.

Q: Why has a credit not been applied?

A: CenturyLink doesn't credit customer's for inconvenience or loss of business.

Q: When should the credit be applied, and for what amount?

A: The credit in question was rejected as CTL doesn't compensate customers for loss of business. Feedback has been submitted to the supervisor of the representative who submitted the credit for potential coaching opportunities.

Q: Is the credit going to be in check form?

A: No credit was issued.

Q: If you have an explanation as to why his internet speed was slow, please provide the reason.

A: Since that's unregulated we've asked technical support to reach out to the customer.

Q: How long does it usually take to reply to an email from the customer? Has anyone responded to his emails?

A: We show one email sent to support on 3/18/2016 and do not see a reply to it. Feedback has been submitted to the manager of that department for potential coaching opportunities.

I trust this provides the necessary information to close this complaint as it pertains to CenturyLink. If you have any additional questions, and/or need additional information, please let me know.

Thank you,

Tom Spenner

CenturyLink Customer Advocacy
Consumer/Small Business Sales and Care
999 Main St.
Boise, ID 83702
877 284-1239 ext: 2129268215
tspenne@CenturyLink.com

5/4/2016 4:16:00 PM

EMAIL FROM CUSTOMER - CC TO CLQ

From: Jim Varco [mailto:JimV@VarcoConsulting.com]

Sent: Wednesday, May 04, 2016 4:16 PM

To: centurylink.support@centurylink.com

Cc: CONSUMER PUC

Subject: RE: [AR] CenturyLink Priority Request

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

On March 25, 2016 I emailed you and asked for my DSL service to be discontinued due to consistent extremely slow speeds to the point it was not useable. So far I have not received an acknowledgement of that request, nor do I believe the DSL has been discontinued. It is not being used.

I now want to go further and discontinue the service to 541-935-4537 entirely as I have switched to another carrier. I called CenturyLink about this last week and was told that there would a be \$250 fee for early termination of a contract.

This fee will not be voluntarily paid as the entire reason for terminating the contract is because CenturyLink has failed to provide the service they contracted with me to provide. With DSL speeds at 10% or less of what was promised I cannot operate my business. When I questioned support as to why the speed was so slow I was told that the node I am on is overloaded, resulting in the slow-downs. The support person temporarily removed a "cap" on the service and reported speeds did increase. When I asked if the cap could be left off I was told "no, because CenturyLink could not guarantee to deliver that higher speed at all times".

At your service,
Jim Varco

Varco Consulting, Inc.
P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Office
(541) 543-6276 Cell
www.VarcoConsulting.com

5/4/2016 4:48:00 PM

EMAIL FROM CUSTOMER - CLQ RECEIVED EMAIL

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Wednesday, May 04, 2016 4:48 PM
To: CONSUMER PUC
Subject: RE: Varco Consulting

Hi Abby,

See attached proof that CenturyLink read my last email.

At your service,
Jim Varco

Varco Consulting, Inc.
P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Office
(541) 543-6276 Cell
www.VarcoConsulting.com

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

5/5/2016 8:45:00 AM EMAIL TO CUSTOMER - ACK

From: LESH Abby
Sent: Thursday, May 05, 2016 8:45 AM
To: 'jimV@VarcoConsulting.com'
Subject: RE: Varco Consulting

Jim,

I have received the information and will be calling you later today.

Thank you!

Abby Lesh
Consumer Specialist
Oregon Public Utility Commission
503-378-5229

5/5/2016 4:45:00 PM VOICE MAIL TO CUSTOMER - INFO PROVIDED

I left a message for Jim stating the credit he was promised is being denied because CLQ does not credit customers for inconvenience or loss of business. Coaching has been provided to the representative who promised the credit.

I let him know I will go back to CLQ and confirm the cancellation of his account, and then I will contact him once I receive a response.

5/5/2016 4:52:00 PM EMAIL TO CLQ - ADD ?'S

From: LESH Abby
Sent: Thursday, May 05, 2016 4:52 PM
To: 'Spenner, Thomas'
Subject: RE: New Case - Jim Varco

Tom,

1. The customer states he emailed on 3/25/16 to cancel his broadband. He did not receive a response. Please confirm the email was received and cancellation was completed.
2. The customer states he was told he would be charged an early termination fee of \$250 for cancelling his phone service. Please confirm this conversation. Can the fee be waived?
3. Please confirm you received and responded to the email on 4/27/16 which addresses the issues above.

Thank you.

Abby Lesh
Consumer Specialist

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

Oregon Public Utility Commission
503-378-5229

5/6/2016 11:15:00 AM CALL FROM CUSTOMER

He was told the credit was for the service he wasn't receiving from CLQ, not for loss of business. They never talked about loss of business. I let him know I would go back to CLQ and let them know that was the situation.

5/6/2016 11:23:00 AM EMAIL TO CLQ - ADD ?'S

From: LESH Abby
Sent: Friday, May 06, 2016 11:23 AM
To: 'Spenner, Thomas'
Subject: RE: New Case - Jim Varco

Tom,

I spoke with the customer this morning, and he states when he was told he would be getting the credit, it was for paying for a service he was not receiving. It had nothing to do with convenience or loss of business. He was unable to receive calls, so the service was unusable to him. Please let me know if you are willing to reconsider on the credit he was promised.

Thank you.

Abby Lesh
Consumer Specialist
Oregon Public Utility Commission
503-378-5229

5/6/2016 11:32:00 AM EMAIL FROM CUSTOMER - MORE INFO

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Friday, May 06, 2016 11:32 AM
To: 'CONSUMER PUC' <consumerpuc@state.or.us>
Subject: RE: Future enhancement feedback for setup sheets

Hi Abby,

Some food for thought.

For Centurylink to determine "loss of business" we would have had to get into lengthy discussions about how much business I do and how much it has changed due to what they did to me, and probably much more. This never happened.

I believe you said they say the calls were not recorded, each call as part of their greeting made it clear the call was being recorded.

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

Jim

5/6/2016 11:58:00 AM EMAIL FROM CUSTOMER - MORE INFO

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Friday, May 06, 2016 11:58 AM
To: CONSUMER PUC
Subject: RE: Future enhancement feedback for setup sheets

Hi Abby,

More food for thought. If this credit was for loss of business, what have they done about a credit for the service they billed me for and did not provide for months?

Jim

5/6/2016 12:34:00 PM EMAIL FROM CLQ - RESPONSE

From: Spenner, Thomas [mailto:Thomas.Spenner@CenturyLink.com]
Sent: Friday, May 06, 2016 12:34 PM
To: LESH Abby
Subject: RE: New Case - Jim Varco

Abby,

1. The customer states he emailed on 3/25/16 to cancel his broadband. He did not receive a response. Please confirm the email was received and cancellation was completed.

A: We find no record of receiving email on 3/25/2016 and no notations regarding a request to cancel.

2. The customer states he was told he would be charged an early termination fee of \$250 for cancelling his phone service. Please confirm this conversation. Can the fee be waived?

A: The cancellation fee was \$333.00 and was shown on the May 2016 bill. There are no notations regarding said conversation and the fee is valid and will not be credited. Each bill the customer received showed the term commitment as shown on the April 2016 bill:

"Savings

Thank you for being a valued Core Connect customer. You have entered into an agreement to maintain this service until 12-29-2017. If you remove this service before that date, your bill will be assessed an early termination fee up to \$600 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."

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

3. Please confirm you received and responded to the email on 4/27/16 which addresses the issues above.

In case you never received my reply to your email of April 27th:

****Tom added the response already received on 4/27****

3. I spoke with the customer this morning, and he states when he was told he would be getting the credit, it was for paying for a service he was not receiving. It had nothing to do with convenience or loss of business. He was unable to receive calls, so the service was unusable to him. Please let me know if you are willing to reconsider on the credit he was promised.

A: CenturyLink is not willing to reconsider this matter.

Also the internet service is still active and has been used since the telephone number 5419354537 ported out. If the customer still wishes to have that service disconnected please advise and we'll have an order issued to do so.

Thank you,

Tom Spenner

CenturyLink Customer Advocacy
Consumer/Small Business Sales and Care
999 Main St.
Boise, ID 83702
877 284-1239 ext: 2129268215
tspenne@CenturyLink.com

5/6/2016 1:10:00 PM EMAIL TO CLQ - ADD ?'S

From: LESH Abby
Sent: Friday, May 06, 2016 1:10 PM
To: 'Spenner, Thomas'
Subject: FW: [AR] CenturyLink Priority Request
Importance: High

Tom,

1. Below is the email sent on 5/4/2016. It was not sent on 4/27/2016 as I previously stated. Have you responded to the email below?

****Posted email sent by Jim Varco to CLQ on 5/4/16 at 4:16 pm.**

2. Also, below is a copy of the email sent 3/25/2016 to cancel the broadband. He would like it canceled as of that date. Please explain why you state this email was not received by CLQ.

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

From: Jim Varco [mailto:JimV@VarcoConsulting.com]

Sent: Friday, March 25, 2016 11:05 AM

To: centurylink.support@centurylink.com

Subject: RE: [AR] CenturyLink Priority Request

Importance: High

Hi,

Please consider this email to be a request to immediately discontinue the DSL service for my line 541-935-4537. This is due to unacceptable speeds that I have not been able to resolve working with Support:

Please reply and confirm my request has been addressed.

At your service,
Jim Varco

Varco Consulting, Inc.
P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Phone
(866) 494-4537 Toll Free
(541) 543-6276 Cell
(541) 935-4536 Fax
www.VarcoConsulting.com

3. I received your response. I am unsure how you felt that answered the question.

Abby Lesh
Consumer Specialist
Oregon Public Utility Commission
503-378-5229

5/9/2016 10:06:00 AM EMAIL FROM CLQ - RESPONSE

From: Spenner, Thomas [mailto:Thomas.Spenner@CenturyLink.com]

Sent: Monday, May 09, 2016 10:06 AM

To: LESH Abby

Subject: RE: [AR] CenturyLink Priority Request

Abby,

Thank you for sending the below email thread as it's the first time I've seen it. We can only speculate why CTL has no record of any of the email shown below.

Per the customer request we have issued a disconnect order for the unregulated internet service

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

that will complete at the close of business today, 5/9/2016. We do show the customer continued using the internet service after 4/25/2016, 1.9 GB of data. As a courtesy we've issued a credit for that unregulated service back to the port out date of April 25th. Credit (78.99/30) X 15 days (4/25 - 5/09/2016) + \$39.50. When the final bill prints in approximately 2 weeks it'll show the balance of credit for the unregulated internet service removed 5/9/2016.

Thank you,

Tom Spenner

CenturyLink Customer Advocacy
Consumer/Small Business Sales and Care
999 Main St.
Boise, ID 83702
877 284-1239 ext: 2129268215
tspenne@CenturyLink.com

5/9/2016 11:34:00 AM EMAIL TO CLQ - ADD ?'S

From: LESH Abby
Sent: Monday, May 09, 2016 11:34 AM
To: 'Spenner, Thomas'
Subject: RE: [AR] CenturyLink Priority Request

Tom,

1. Has anyone responded to the email he sent 5/6? It seems there may be an issue with the online email system. He still has not received a response to the email he sent 3/18, or any other email he sent.
2. Please explain why you are not crediting him back to 3/25 when he put in the request. You did not have an answer as to why it was not received, but you have the proof he sent it on that date.
3. Have you reconsidered the credits for him not having phone service due to CLQ's error? Again, the credit was for the amount he was paying for service, which he was not receiving. It was for loss of service due to CLQ's error, and it had nothing to do with loss of business.

Thank you.

Abby Lesh
Consumer Specialist
Oregon Public Utility Commission
503-378-5229

5/9/2016 11:35:00 AM CALL FROM CUSTOMER - UPDATE

I let him know CLQ is stating they are willing to apply a credit back to 4/25, but I feel the credit should be back to 3/25 when the request was put in. I let him know if CLQ declines, I will forward the complaint to the DOJ. I let him know I also asked about the credit again, and about responses

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

to his emails. I said I would contact him when I get a response.

5/9/2016 12:08:00 PM EMAIL FROM CUSTOMER - EMAIL TO CLQ

From: Jim Varco [mailto:JimV@VarcoConsulting.com]

Sent: Monday, May 09, 2016 12:08 PM

To: CONSUMER PUC

Subject: Varco Consulting

Hi Abby,

Here is the full text I just emailed to Centurylink via the email option on their website:

I will not pay the latest billing from Centurylink in the amount of \$559.68 until the dispute we are currently in is satisfactorily resolved. As we are in a dispute I would strongly encourage you not to make an adverse credit reporting entries. If you do I will exercise all options available to me for any harm you cause.

5/11/2016 12:18:00 PM EMAIL FROM CLQ - RESPONSE (WILL NOT CREDIT)

From: Spenner, Thomas [mailto:Thomas.Spenner@CenturyLink.com]

Sent: Wednesday, May 11, 2016 12:18 PM

To: LESH Abby

Subject: RE: [AR] CenturyLink Priority Request

Abby,

1. Has anyone responded to the email he sent 5/6? It seems there may be an issue with the online email system. He still has not received a response to the email he sent 3/18, or any other email he sent.

A: My understanding is the representative who replied to the 3/18 email was trained in residential service not business and intended to forward it to the business department. They apparently answered it instead of forwarding it. Feedback has been submitted to their supervisor for potential coaching opportunities. If the business team had received said email they would have advised the customer that cancelation of unregulated internet service, or any other service for that matter, cannot be done via email and the telephone number for Retention would have been in the reply. Had the customer contacted customer service they would have been transferred to retention, but we have no record of the customer calling in to cancel service. We also have no record of emails between 3/18 and 5/09/2016.

The customer email of May 09th stated they were not going to pay their bill. The email response on 5/10/2016 advised that payment arrangements need to be made over the telephone with Financial Services and the telephone number to call to make arrangements was provided. We do not show the customer has contacted the financial department.

2. Please explain why you are not crediting him back to 3/25 when he put in the request. You did not have an answer as to why it was not received, but you have the proof he sent it on that date.

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

A: Disconnection of any service is never done via email. Had the customer received an email response they would have been advised to call the Retention department. CTL is not crediting the unregulated internet service as the customer continued to use that service beyond April 25, 2016 after their telephone number ported to another carrier. As a courtesy we did credit the internet service back to April 25th. CenturyLink would only consider additional crediting of unregulated internet service if the customer had ceased using the product.

3. Have you reconsidered the credits for him not having phone service due to CLQ's error? Again, the credit was for the amount he was paying for service, which he was not receiving. It was for loss of service due to CLQ's error, and it had nothing to do with loss of business.

A: CTL is not reconsidering issuing credits as telephone service was provided under 5419354537. We have no record in either customer service or repair that it didn't function correctly. Incoming calls were never blocked or interrupted and there were no service orders issued after the transfer of service occurred that would have caused an interruption of incoming calls. The customer's telephone if called would have rung.

Thank you,

Tom Spenner

CenturyLink Customer Advocacy
Consumer/Small Business Sales and Care
999 Main St.
Boise, ID 83702
877 284-1239 ext: 2129268215
tspenne@CenturyLink.com

5/12/2016 8:04:00 AM EMAIL TO CLQ - WHEN CAN WE TALK ON PHONE?

From: LESH Abby
Sent: Thursday, May 12, 2016 8:04 AM
To: 'Spenner, Thomas'
Subject: RE: [AR] CenturyLink Priority Request

Tom,

I would like to talk to you on the phone regarding this complaint. When would be a good time for you?

Thank you.

Abby Lesh
Consumer Specialist
Oregon Public Utility Commission
503-378-5229

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

5/12/2016 8:22:00 AM EMAIL FROM CLQ - APPT TIME

From: Spenner, Thomas [mailto:Thomas.Spenner@CenturyLink.com]

Sent: Thursday, May 12, 2016 8:22 AM

To: LESH Abby

Subject: RE: [AR] CenturyLink Priority Request

Abby,

If you would please call the number shown below we can discuss the complaint at 1 PM MST time today.

Thank you,

Tom Spenner

CenturyLink Customer Advocacy
Consumer/Small Business Sales and Care
999 Main St.
Boise, ID 83702
877 284-1239 ext: 2129268215
tspenne@CenturyLink.com

5/12/2016 10:19:00 AM EMAIL FROM CUSTOMER - IGNORING COLLECTION CALLS

From: Jim Varco [mailto:JimV@VarcoConsulting.com]

Sent: Thursday, May 12, 2016 10:19 AM

To: 'CONSUMER PUC' <consumerpuc@state.or.us>

Subject: RE: CenturyLink.com Customer Support

Hi Abby,

I received an automated call yesterday and again just now from Centurylink, saying if I am the person responsible for the account to press 1. In both cases I hung up as I am sure it is a collection call.

Jim

5/12/2016 10:47:00 AM EMAIL FROM CUSTOMER - SMART PHONE USED WIFI

From: Jim Varco [mailto:JimV@VarcoConsulting.com]

Sent: Thursday, May 12, 2016 10:47 AM

To: CONSUMER PUC

Subject: RE: CenturyLink.com Customer Support

Hi Abby,

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

When we talked you mentioned that Centurylink said I continued to use the DSL after I had asked for it to be disconnected. Turns out this was accidentally true. A smartphone was still set to use it. On the other side of the coin had they disconnected the line when I asked the smartphone trying to use it would have come to my attention immediately when it failed.

Cordially,
Jim

5/12/2016 11:30:00 AM CALL TO CLQ - RESPONSE REVIEW

I called Tom and went over his responses.

One of my original questions and his response is below:

"Q: Please tell me when and why the incoming calls stopped.

A: Notes indicate the customer transferred service on 12/29/2014 to their current address. Notes also show they agreed to changed services from a market expansion line to a business line with long distance & internet service. That phone call is not available and feedback has been submitted to the supervisor of the representative who issued the order for potential coaching opportunities."

I asked for clarification regarding his most recent response stating:

"CTL is not reconsidering issuing credits as telephone service was provided under 5419354537. We have no record in either customer service or repair that it didn't function correctly. Incoming calls were never blocked or interrupted and there were no service orders issued after the transfer of service occurred that would have caused an interruption of incoming calls. The customer's telephone if called would have rung."

I said from the original question, it would be safe to assume it was set up incorrectly, which is why they would provide coaching. Nowhere in the original response or through the case did he state the customer's calls had not actually stopped. He just needed to enter a code to start the call forwarding. I let him know that would have been very helpful information to know. He apologized for not making it clear.

He states the representative did not put in any repair ticket to fix the issue. Only the credit, and there was a note that he did not have service. Again, Tom stated he did have service, and she told him incorrect information.

I addressed the issue with the emails. He again said the email should have been forwarded to the business department, and if it had been forwarded, he would have gotten a response. He would have also found out he had to call to cancel. I reminded Tom that the error was on CLQ's end, and not the customer. It was not his fault the email was not forwarded, yet CLQ will not honor his original cancellation date. He confirmed they would not provide credit back to 3/25 when the email was sent since there was usage.

I confirmed he was also not going to waive any of the early termination fee. I told Tom it is

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

unfortunate because the customer was told he was not receiving calls due to CLQ's error, which if it is correct or not, it is the information he had from CLQ, and a credit would be applied. CLQ then refused to apply the credit because it was put in as loss of business. Not once was he told, and it was not clearly stated to me, that the credit was not issued because he did indeed have service. So all along, he thinks he hasn't received service he was paying for, and CLQ was denying him the credit. Also, he was not receiving the internet speed he was paying for. Then on top of everything, CLQ did not respond to his emails. He then cancels because to the best of his knowledge (provided by a CLQ rep), CLQ was not holding up their end of the contract for phone or internet. But now he also has to pay an early termination fee. Tom stated the fee will not be credited because it said at the bottom of each bill he was in a contract, and a fee would be applied if he cancelled.

5/16/2016 1:29:00 PM

EMAIL FROM PHIL TO CLQ - HIGHER LEVEL REVIEW REQ

From: BOYLE Phil

Sent: Monday, May 16, 2016 1:29 PM

To: 'Lake, Steph'

Cc: 'Grate, Phil'

Subject: Jim Varco complaint

Steph,

I think we need a higher level review of the responses we received in this complaint and the lack of resolution for the customer (see attached case).

In short, this customer called CenturyLink on 10/21/15 to report that he was not receiving calls at his business. The representative he spoke with told him that CenturyLink (CTL) said the company had made a mistake and turned off his incoming calls. The representative offered the customer a \$545 credit for the loss of service, which the customer accepted.

In March of 2016, the customer noticed that he had not received the promised credit, so he called CTL again to inquire about it. He was informed that the credit was pending, but that it had been flagged for review by Risk Management because it had been coded as "loss of business". He was transferred to Risk Management (Nancy, ID# 18273) where he was told it was a billing issue and they sent him back to billing. The billing rep (Thomas, ID# TMCDERM) agreed this was a billing issue and not a "loss of business" issue, but there was nothing he could do about it. He gave the customer the number for Risk Management. The customer again called Risk Management and reviewed the situation with him. The rep put the customer on hold while he spoke to someone else, then came back and said they agreed this was a billing issue, not a "loss of business" issue. The rep said he would get billing onto a 3-way call to straighten this out, but while he was on hold the call disconnected. He called back to Risk Management yet again and reached the person who had evidently been consulted by the other risk management person on the previous call who affirmed that this was a billing issue and not something Risk Management should be involved with. This rep also attempted to initiate a 3-way call with billing, but once the call connected with billing the risk management person dropped off the call. In the end, nothing was resolved on this phone call. Part of the confusion here is that the credit was flagged as "business loss", which I know CTL will not pay for - this credit should have been flagged as "loss of service" (confirmed by multiple CTL

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

reps), for which the customer should be entitled to the originally promised credits.

On March 18, having been unsuccessful with the earlier phone call, the customer sent an email via CTL's online help form. He received an automated confirmation that his email had been received and would be responded to within 1 business day, but he never received a response. Being frustrated that he was not having any success in getting the loss of service credit he was promised and receiving no response to his online help email, on March 25 he sent another email through online help asking that his DSL service be discontinued immediately. He received an automated confirmation that his email had been received. Still, no response from CTL. On March 27, the customer sent yet another email to online help detailing his sad story as detailed above, still no response.

Being frustrated at having received zero responses to his emails to CenturyLink's online help, he called CTL the week of April 25th and asked that both his DSL and voice service be disconnected. He was advised there would be a \$250 early termination fee as he was under contract for the DSL. He feels he should not have to pay an early termination fee because the DSL service he received was unusable, having regularly only received about 10% of the speed advertised. The customer sent yet another email to CTL online help dated May 4 reiterating that he had requested his DSL be disconnected on March 25 and that he now wants his voice service disconnected as well, but he never received a response to this email either.

When the PUC investigator (Abby) sent questions to the CTL liaison's, early responses received from Thomas did not provide answers to her questions. For example, in one questions she asked, "Please tell me when and why the incoming calls stopped". The answer she received was, "Notes indicate the customer transferred service on 12/29/2014 to their current address. Notes also show they agreed to changed services from a market expansion line to a business line with long distance & internet service. That phone call is not available and feedback has been submitted to the supervisor of the representative who issued the order for potential coaching opportunities. This answer is not responsive to the question. It also seems to indicate that the original representative that the customer spoke with provided the customer with incorrect information (a coaching opportunity). In another question Abby asked, "Please verify when the incoming calls were restored". The answer received was, "On Oct 21, 2015 the feature Call Forwarding Don't Answer was added to the account at no charge". Again, not responsive to the question. In answer to her question about why the promised credits had not been issued, Thomas stated, "CenturyLink doesn't credit customer's for inconvenience or loss of business". As early shown this should not have been flagged as a "loss of business" issue, it should have been flagged as "loss of service" which several CTL reps agreed with.

After much back and forth, Thomas finally agreed to discontinue the DSL service starting April 25th, but he refused to issue credit back to March 25th when the customer first requested disconnection via online help. Thomas noted that service cannot be discontinued via online help emails but must be done by speaking to a representative. Also, Thomas stated there is no proof that the customer sent email requests to discontinue DSL prior to April 25, although we have records that show positively that CenturyLink received his emails starting March 25th. However, since this is a DSL issue there is nothing we can do but plead with you to do the right thing.

Account Name: VARCO CONSULTING
Open Date: 4/12/2016
Analyst: Lesh, Abby R

With regard to the loss of service credits that were originally promised but later denied because it was incorrectly flagged as a "loss of business" issue, I am asking that the "loss of service" credits promised back in October 2015 be reinstated.

Please advise.

Phil Boyle
OPUC

5/24/2016 1:08:00 PM EMAIL FROM CLQ TO PHIL

From: Lake, Steph [mailto:Steph.Lake@CenturyLink.com]
Sent: Tuesday, May 24, 2016 1:08 PM
To: BOYLE Phil
Cc: Grate, Phil
Subject: RE: Jim Varco complaint

Hello Phil, and thank you for your patience,

I am sorry that Thomas' responses didn't clear up Abby's questions as well as they could have.

When the PUC investigator (Abby) sent questions to the CTL liaison's, early responses received from Thomas did not provide answers to her questions. For example, in one questions she asked, "Please tell me when and why the incoming calls stopped". The answer she received was, "Notes indicate the customer transferred service on 12/29/2014 to their current address. Notes also show they agreed to changed services from a market expansion line to a business line with long distance & internet service. That phone call is not available and feedback has been submitted to the supervisor of the representative who issued the order for potential coaching opportunities. This answer is not responsive to the question. It also seems to indicate that the original representative that the customer spoke with provided the customer with incorrect information (a coaching opportunity).

The customer had a market expansion line that automatically forwarded calls to the customer's other number. The customer replaced the market expansion line with a business package. The business package includes a call forwarding feature. The call forwarding feature in the business package requires that the customer program it to forward calls to his other number. The customer did not receive forwarded calls because he failed to program the call forward feature in his business package.

As you know, CenturyLink has a limited retention period for recordings of calls with service representatives. Because the retention period for this customer's call had already expired, the only action Thomas could take was to notify the representative's manager in case the manager determined, based on the facts of the case, that there was a need for the representative to receive coaching.

In another question Abby asked, "Please verify when the incoming calls were restored". The answer received was, "On Oct 21, 2015 the feature Call Forwarding Don't Answer was added to

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

the account at no charge". Again, not responsive to the question. In answer to her question about why the promised credits had not been issued, Thomas stated, "CenturyLink doesn't credit customer's for inconvenience or loss of business". As early shown this should not have been flagged as a "loss of business" issue, it should have been flagged as "loss of service" which several CTL reps agreed with.

There was no loss of service. The customer received the service included in the business package-including call forwarding-but failed to program the call forwarding feature in the business package. CenturyLink added Call Forwarding Don't Answer to the customer's account so that calls would be automatically forwarded to the customer's other number without any need for the customer to program the call forwarding feature in the business package.

By all means, I do apologize that the customer's expectations were that he would receive a large credit. However, this is a situation in which the customer failed to use the service correctly not a situation in which the customer lost service. And, as you are aware, CenturyLink does not credit customers for loss of business.

I do not know why CenturyLink did not respond to the customer's email with instruction to call to disconnect his service, which is what I would have expected he would have received after submitting his request. Due to the fact that the customer did not receive a reply and intended to have his service disconnected, I will honor a courtesy credit back to March 25th in the amount of \$123.94 for the entire package, taxes, fees and surcharges which will leave the customer with a balance of \$335.68 that is past due.

Thank you

Steph Lake
Supervisor Operations
CenturyLink Customer Advocacy Group
Consumer/Small Business Sales and Care
999 Main St.
Boise, ID 83702
208 384-2094
Steph.Lake@CenturyLink.com

5/24/2016 2:00:00 PM VOICE MAIL TO CUSTOMER - REQ CALL BACK

5/25/2016 10:31:00 AM VOICE MAIL FROM CUSTOMER - RTN MY CALL

5/25/2016 2:23:00 PM EMAIL FROM CUSTOMER - RTN CALL

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Wednesday, May 25, 2016 2:23 PM
To: LESH Abby

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

Subject: RE: [AR] CenturyLink Priority Request

Hi Abby,

Please call me at 541-543-6276.

At your service,
Jim Varco

Varco Consulting, Inc.
P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Office
(541) 543-6276 Cell
www.VarcoConsulting.com

5/26/2016 8:08:00 AM

CALL FROM CUSTOMER - GOING OVER RESPONSE FROM CLQ

I explained the final response from CLQ.

I asked if he remember the representative telling him to put in the code to initiate the call forwarding. He said he never even knew it was set up on a different account. He was not advised of any code that was needed. I let him know CLQ is refusing to provide the credit. He is very upset CLQ is not providing the credit after promising it to him.

I let him know CLQ was not able to give a good reason for why his emails were not responded to. CLQ is going to honor his cancellation of the broadband as of 3/25/2016. This gave him a credit of \$123.94, and left a remaining balance of \$335.68.

He asked how he would go about serving papers to CLQ. I asked if he has an attorney, and he said he does. I advised his attorney would be able to determine where to send the papers.

He states CLQ broke their end of the contract by not providing the broadband service he was paying for. I let him know I will send his broadband concerns to DOJ, and they would be contacting him.

6/1/2016 10:27:00 AM

EMAIL FROM CUSTOMER - PUC ENFORCEMENT ?'S

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Wednesday, June 01, 2016 10:27 AM
To: 'LESH Abby' <abby.lesh@state.or.us>
Subject: RE: [AR] CenturyLink Priority Request

Hi Abby,

Please explain why the PUC cannot take any enforcement action regarding the credit for service that was not provided.

Account Name: VARCO CONSULTING
Open Date: 4/12/2016
Analyst: Lesh, Abby R

At your service,
Jim Varco

Varco Consulting, Inc.
P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Office
(541) 543-6276 Cell
www.VarcoConsulting.com

6/1/2016 11:08:00 AM EMAIL FROM CUSTOMER - WANTS PROOF OF CONTRACT

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Wednesday, June 01, 2016 11:08 AM
To: LESH Abby
Subject: RE: [AR] CenturyLink Priority Request

Hi Abby,

Can you ask CenturyLink to provide proof that I had a current contract with them? As I had made no changes that I can remember in years, the only thing I can think of that would result in a current contract is the changes to my account that they themselves made that resulted in this situation.

At your service,
Jim Varco

Varco Consulting, Inc.
P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Office
(541) 543-6276 Cell
www.VarcoConsulting.com

6/2/2016 8:15:00 AM CALL FROM CUSTOMER - MORE INFO

Jim called me to see if I had received his emails. I explained I am out on Wednesday, and I had been filtering through my emails.

He wants to know why he would still be in a contract, since he hasn't made any changes to the business account in over 15 years. I asked what happened in 12/2014. CLQ states he transferred service to his current address. He said his address and mailing address has never changed.

He said he had a home line *4535 which is billed seperately, and then the business line, *4537, and a DSL line for the business. He and his wife decided they needed a 2nd DSL for personal use. They called and added a DSL to the personal account. He said he never made any changes to the business, and nothing about the business was discussed.

Account Name: VARCO CONSULTING
Open Date: 4/12/2016
Analyst: Lesh, Abby R

I let him know I would take this information back to CLQ and see what we can do. I also informed him of the formal process, which he may end up having to do if we cannot help him to his satisfaction.

**6/2/2016 8:54:00 AM EMAIL FROM CUSTOMER - CONFIRMED DSL ADDED
12/2014**

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Thursday, June 02, 2016 8:54 AM
To: 'LESH Abby' <abby.lesh@state.or.us>
Subject: RE: [AR] CenturyLink Priority Request

Hi Abby,

A review of my payment history to CenturyLink shows that the personal account had the DSL added about the time you mentioned, December 2014, as I first paid for the DSL in early 2015.

At your service,
Jim Varco

Varco Consulting, Inc.
P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Office
(541) 543-6276 Cell
www.VarcoConsulting.com

6/2/2016 9:10:00 AM EMAIL FROM CUSTOMER - CONFIRMED ADDRESS AND #'S

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Thursday, June 02, 2016 9:10 AM
To: LESH Abby
Subject: RE: [AR] CenturyLink Priority Request

Hi Abby,

For clarification, we have been at this physical address for 20 years. We switched our mail to a PO box in 2005 after burglars took our mail from the mailbox on the street. The street address and PO Box are used for both our personal and business accounts with CenturyLink.

Personal phone: 541-935-4535
Business phone: 541-935-4537

There is no reason CenturyLink should show any address changes.

At your service,
Jim Varco

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

Varco Consulting, Inc.

P.O. Box 597

Elmira, OR 97437

(541) 935-4537 Office

(541) 543-6276 Cell

www.VarcoConsulting.com

6/13/2016 8:29:00 AM

**EMAIL FROM CUSTOMER - CHANGE TO NAME ON BILLS IN
2012**

From: Jim Varco [mailto:JimV@VarcoConsulting.com]

Sent: Monday, June 13, 2016 8:29 AM

To: LESH Abby

Subject: RE: [AR] CenturyLink Priority Request

Hi Abby,

You told me Centurylink considers I have a new contract due to an address change in late 2014, as I recall.

I found a bill from them from 2012, using the same address as they have now, my PO Box.

One difference was they showed the name as "James Varco", not "Varco Consulting", which would be an error on their part as this is and always has been, a business account.

At your service,

Jim Varco

Varco Consulting, Inc.

P.O. Box 597

Elmira, OR 97437

(541) 935-4537 Office

(541) 543-6276 Cell

www.VarcoConsulting.com

6/13/2016 8:39:00 AM

EMAIL TO CUSTOMER - STILL LOOKING INTO SITUATION

From: LESH Abby

Sent: Monday, June 13, 2016 8:39 AM

To: 'JimV@VarcoConsulting.com'

Subject: RE: [AR] CenturyLink Priority Request

Jim,

We are still looking into the situation. The wording the liaison used may not have been the most clear. It has to do with how the account was set up before. When we get more information, it will be easier to explain. I will keep you updated.

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

Abby Lesh
Consumer Specialist
Oregon Public Utility Commission
503-378-5229

6/13/2016 12:16:00 PM EMAIL FROM CUSTOMER - CLQ KEEPS TRYING TO COLLECT MONEY

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Monday, June 13, 2016 12:16 PM
To: LESH Abby
Subject: RE: [AR] CenturyLink Priority Request

Hi Abby,

I keep getting calls from Centurylink, I am hanging up on them.

At your service,
Jim Varco

Varco Consulting, Inc.
P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Office
(541) 543-6276 Cell
www.VarcoConsulting.com

6/13/2016 12:23:00 PM EMAIL TO CUSTOMER - WILL REQ CALLS TO STOP

From: LESH Abby
Sent: Monday, June 13, 2016 12:23 PM
To: 'JimV@VarcoConsulting.com'
Subject: RE: [AR] CenturyLink Priority Request

Jim,

I will request the calls stop, but I can't guarantee they will. The amount is still in dispute and under investigation.

Abby Lesh
Consumer Specialist
Oregon Public Utility Commission
503-378-5229

6/17/2016 9:06:00 AM EMAIL TO STEPH BY DEANNA - RECONSIDER CREDIT

From: RIOS Deanna
Sent: Friday, June 17, 2016 9:06 AM

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

To: 'Steph.Lake@CenturyLink.com'

Cc: LESH Abby; BOYLE Phil

Subject: OPEN COMPLAINT - VARCO CONSULTING - 541-935-4537

Importance: High

Hi Steph,

Phil was out of the office when I reviewed this case with Abby, and he asked that I follow up on this complaint for him.

The customer has advised he is receiving internal collection calls; please have any collection efforts suspended until the complaint is resolved.

When Abby spoke with Mr. Varco to close his complaint on 5/6/16, she learned new information. During the discussion, she advised him CLQ's records show that when he transferred service it was changed from a market expansion line to a business package. Under the business package, the call forwarding is programmed by the customer. He was not receiving his calls because he did not program it. Mr. Varco stated he has lived at this location for 20 years and ran his business out of the same location for 15 years; therefore, this was not a "transfer of service on 12/20/14 to their current address," as there was no change in the physical address/location.

Remote call forwarding works out of the central office, whereas call forwarding works out of the customer's home. There would have been no reason for a "transfer" because the customer never changed physical locations. Why was the term "transferred to his current address" used when there was no change in his location? There would have no need to change his phone set up.

He also stated he never made any changes to the business account at that time; however, at that time, he added internet to his PERSONAL account only. He states he never brought up his business account, and the representative never advised Mr. Varco of any changes to his business account.

What do the account notes show regarding contact from the customer for 12/20/14 on his PERSONAL ACCOUNT?

I understand a courtesy credit of \$123.94 was issued for an effective cancellation date of 3/25/16 towards the "entire package, taxes, fees and surcharges." Please provide a breakdown of the remaining \$335.68 (i.e. regulated, unregulated, etc.).

Please provide this customer's billing statements from December 2014 - March 2015 for our review.

There has been numerous contacts from the customer since 5/26/16. Please review the case record for all contacts from this date to the present for further consideration.

<< File: Case Record.rtf >>

Based on the new information Abby received, we want to give CLQ another opportunity to review

Account Name: VARCO CONSULTING
Open Date: 4/12/2016
Analyst: Lesh, Abby R

the situation and reconsider crediting the account to a zero balance. Our next step will be advising the customer of his right to file a formal complaint, which would be resolved by one of our ALJs, if he is not satisfied with the resolution at the informal complaint level. I look forward to your response.

Deanna Rios
Leadworker|Sr Compliance Specialist
Oregon Public Utility Commission
8:00 a.m. - 4:30 p.m.
503-378-5226 TEL
503-378-5743 FAX
deanna.rios@state.or.us

6/20/2016 11:22:00 AM EMAIL FROM CLQ - BREAKDOWN OF CHARGES

From: Lake, Steph [mailto:Steph.Lake@CenturyLink.com]
Sent: Monday, June 20, 2016 11:22 AM
To: RIOS Deanna
Cc: LESH Abby; BOYLE Phil
Subject: RE: OPEN COMPLAINT - VARCO CONSULTING - 541-935-4537

Hello Deanna, thank you for your patience,

I have request no treatment on the account until this is considered resolved.

Remote call forwarding is done at the central office, in order for him to have the business package we had to transfer the service to the customer's physical address rather than the central office. That is what we are referring to as transferring the service.

Upon looking at his personal account (I looked up 541-935-4535 and believe this to be his personal account) I went through his billing back to 05/02/14 and the customer had internet the entire time. I don't see any service orders anytime around 12/14 on the personal account. The notes on his personal account on 121214 state: cci (customer called in) to make changes to bus account, trans to business. There are no other notes from December 2014 other than system notes regarding payments made.

Notes from the business account on 121214 state: Did a t & f (to and from transfer) to home and added core connect. Both of these accounts are located at the same address of 23999 Sky Ln, Elmira.

Further notes from the business account:

102115 issued credit for phone services he was out since dec on a business line that should've had call forwarding to another number, was never set up, set up call forwarding
031716 called about the 545 credit sent to the number that was on the credit
031816 csr rep ubaldo says cust wants to spk with supr note in qbat crd cancelled nds to call unicast, he went back to let cust know and cant transf cust to me, will cb
0318 wanted to speak with a supervisor regarding credit that was rejected cust was informed to

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

call unistar for credits and submit a claim

0318 cust says service was not set up correctly and thus impacted his business \$545 cr was issued but rejected due to nature of claim, must to to unicast

0318 wanted sup wouldn't tell me what was going on looked at note and gave centurylink.com/contactus

0506 via Oregon puc cust asked dsl to be disconnected, D42730865 dd 05092016

0509 \$39.50 credit Oregon puc complaint, credit dsl from pon date 0425 thru 050916 or 15 days at \$78.99

0524 \$123.94 credit customer intended to disconnect all services on 032516 when emailed cust service, didn't receive a reply and wasn't able to accomplish disc until a later date, agreed as a courtesy to adj 1 month of service from 032516 - 042516 for all monthly reoccurring charges \$123.94

The \$345.33 breaks down as:

Regulated \$218.88

Unregulated with L/D \$163.73

Ancillary \$37.31 credit

Thank you

Steph Lake

Supervisor Operations

CenturyLink Customer Advocacy Group

Consumer/Small Business Sales and Care

999 Main St.

Boise, ID 83702

Steph.Lake@CenturyLink.com

7/7/2016 10:57:00 AM

CALL FROM CUSTOMER - STATUS

He states he is still getting collection calls from CLQ. He received one in the last week.

I let him know his complaint has been escalated to senior staff and the liaison's manager. I informed him the senior working on his case is not in today, but when she returns, I will talk with her and make sure we contact him with a status update.

7/19/2016 10:50:00 AM

EMAIL FROM CUSTOMER - CLQ STILL TRYING TO COLLECT

From: Jim Varco [mailto:JimV@VarcoConsulting.com]

Sent: Tuesday, July 19, 2016 10:50 AM

To: 'LESH Abby' <abby.lesh@state.or.us>

Subject: RE: [AR] CenturyLink Priority Request

Hi Abby,

Attached is a photo of the caller ID for the latest call from CenturyLink this morning.

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

At your service,
Jim Varco

Varco Consulting, Inc.
P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Office
(541) 543-6276 Cell
www.VarcoConsulting.com

7/21/2016 1:07:00 PM

EMAIL FROM CUSTOMER - CLQ STILL TRYING TO COLLECT

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Thursday, July 21, 2016 1:07 PM
To: LESH Abby
Subject: RE: [AR] CenturyLink Priority Request

Hi Abby,

And here is a call from this morning.

Do you want me to log all of these calls, or have I established that they are continuing to call me long after they were told not to?

At your service,
Jim Varco

Varco Consulting, Inc.
P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Office
(541) 543-6276 Cell
www.VarcoConsulting.com

7/21/2016 1:20:00 PM

EMAIL TO CUSTOMER - WILL NOT NEED TO CONTINUE TO LOG

From: LESH Abby
Sent: Thursday, July 21, 2016 1:20 PM
To: 'JimV@VarcoConsulting.com'
Subject: RE: [AR] CenturyLink Priority Request

You will not need to log them. Thank you!

7/29/2016 3:32:00 PM

EMAIL TO STEPH BY DEANNA - FINAL ?S BEFORE OFFERING FORMAL

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

From: RIOS Deanna

Sent: Friday, July 29, 2016 3:32 PM

To: Steph.Lake@CenturyLink.com

Cc: LESH Abby; BOYLE Phil

Subject: OPEN COMPLAINT - VARCO CONSULTING - 541-935-4537 - REQUEST FOR ADD'L INFORMATION

Steph,

1. Mr. Varco states he was never told he needed to set up call forwarding. When was the customer educated he would need to start using the call forwarding feature with the new plan? Is this information provided in writing, or would the sales representative have told him directly?

2. Would the sales representative be able to tell his calls had been forwarded directly with his old package when he set Mr. Varco up with the new account?

3. As I looked through the bill copies, I had a hard time understanding some of the charges. On page 6 of his 5/4/15 statement, under Service Summary of charges, it looks like he is receiving additional long distance charges. Please explain what these charges are for, as he has unlimited long distance included in the package rate. These charges were on each of the statements. Below is an image of what I'm looking at for your reference.

[Pasted here was an excerpt from the customer's (please put bill date here) as an example of the billing charges in question. An electronic copy has been attached for reference.]

4. Please provide a breakdown of the regulated amount due. If the ETF is included, are you willing to waive the ETF considering the confusion and complexity of this complaint?

It appears we may be at an impasse with this customer if we cannot resolve the above issues. If that is case, we will be advising him of his right to file a formal complaint on the regulated issues.

As a note, the customer never stopped receiving collection calls. He is receiving at least one or more per week.

Thanks!

Deanna Rios

Leadworker|Sr Compliance Specialist

Oregon Public Utility Commission

8:00 a.m. - 4:30 p.m.

503-378-5226 TEL

503-378-5743 FAX

deanna.rios@state.or.us

8/1/2016 3:28:00 PM

EMAIL FROM CLQ - FINAL RESPONSE, WILL NOT CREDIT

From: Lake, Steph [mailto:Steph.Lake@CenturyLink.com]

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

Sent: Monday, August 01, 2016 3:28 PM

To: RIOS Deanna

Cc: LESH Abby; BOYLE Phil

Subject: RE: OPEN COMPLAINT - VARCO CONSULTING - 541-935-4537 - REQUEST FOR ADD'L INFORMATION

Hello Deanna,

1. Mr. Varco states he was never told he needed to set up call forwarding. When was the customer educated he would need to start using the call forwarding feature with the new plan? Is this information provided in writing, or would the sales representative have told him directly?

There are no notes pertaining to the representative educating the customer on how to use their new line features, and the call would not be available after this much time has passed. I have a request in with another department to look at the archives for a welcome letter that we generally would send out to the customers to see if we can obtain a copy. I can speculate on what I would imagine the conversation was to include, but that does not help.

2. Would the sales representative be able to tell his calls had been forwarded directly with his old package when he set Mr. Varco up with the new account?

The representative should have definitely known that a remote call forwarding line is programmed on our side.

3. As I looked through the bill copies, I had a hard time understanding some of the charges. On page 6 of his 5/4/15 statement, under Service Summary of charges, it looks like he is receiving additional long distance charges. Please explain what these charges are for, as he has unlimited long distance included in the package rate. These charges were on each of the statements. Below is an image of what I'm looking at for your reference.

After reviewing the bill, I see that the \$5.00 charge is for another unlimited long distance incoming plan for his 800#, on top of his unlimited long distance plan included in his package price. The \$2.99 charge is for access line charges, but he has a waiver of those charges on the next page.

4. Please provide a breakdown of the regulated amount due. If the ETF is included, are you willing to waive the ETF considering the confusion and complexity of this complaint?

The \$345.33 breaks down as:

Regulated \$218.88

Unregulated with L/D \$163.73

Ancillary \$37.31 credit

The note from 12/12/14 states customer ordered core connect 1 term and agreed

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

Each of his bills stated: Thank you for being a valued core connect customer. You have entered into an agreement to maintain this service until 12-29-2017. If you remove this service before that date, your bill will be assessed an early termination fee up to \$600 per line.

CenturyLink provided discounts every month to his rack rate to because of the contract, if we were to deduct the discounts as if he wasn't in a contract and waive the etf, the bill would be even larger.

As a note, the customer never stopped receiving collection calls. He is receiving at least one or more per week.

I have taken an additional step to stop the collection efforts, he should not get additional calls at this time.

Thank you for your patience, and I hope this answers your concerns adequately. If I am able to obtain the welcome letter I will forward that as well, I imagine I'll have it tomorrow if so.

Steph Lake
Supervisor Operations
CenturyLink Customer Advocacy Group
Consumer/Small Business Sales and Care
999 Main St.
Boise, ID 83702
Steph.Lake@CenturyLink.com

8/22/2016 9:44:00 AM VOICE MAIL TO CUSTOMER - NO CREDITS, FORMAL INFO

I left a message for Jim stating we received the final response from CLQ, and they are unwilling to make any credits. I explained his next steps would be to go formal. I asked him to call me back so I could go over the process with him.

8/26/2016 12:35:00 PM EMAIL FROM CUSTOMER - STATUS?

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Friday, August 26, 2016 12:35 PM
To: LESH Abby
Subject: RE: [AR] CenturyLink Priority Request

Hi Abby,

I thought I would check in and see where we are at with this, it has been awhile.

At your service,
Jim Varco

Varco Consulting, Inc.

Account Name: VARCO CONSULTING
Open Date: 4/12/2016
Analyst: Lesh, Abby R

P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Office
(541) 543-6276 Cell
www.VarcoConsulting.com

8/26/2016 1:00:00 PM EMAIL TO CUSTOMER - PLEASE CALL ME

From: LESH Abby
Sent: Friday, August 26, 2016 1:00 PM
To: 'JimV@VarcoConsulting.com'
Subject: RE: [AR] CenturyLink Priority Request

Jim,

Yes, I left a voicemail for you on August 22nd. Please call me to review the final answer.

Thank you!

Abby Lesh
Consumer Specialist
Oregon Public Utility Commission
503-378-5229

8/26/2016 1:25:00 PM CALL FROM CUSTOMER - TO CLOSE

Jim called me. I asked if he had not received my voicemail, and he said he had, but thought it was old.

I let him know CLQ is not willing to make any credits to the account. I let him know the next steps would be to do the formal process. I explained the formal process, and he agreed he would like to move forward. I let him know I would send the packet by email.

I let him know I would send the broadband portion to the DOJ for him.

8/26/2016 1:56:00 PM EMAIL TO CUSTOMER - WILL GET FORMAL TO HIM ON MONDAY

From: LESH Abby
Sent: Friday, August 26, 2016 1:56 PM
To: 'JimV@VarcoConsulting.com'
Subject: RE: [AR] CenturyLink Priority Request

Jim,

I will need to have the formal packet reviewed before it is emailed, so I will likely not have it to you until Monday. I hope that's ok.

Account Name: VARCO CONSULTING

Open Date: 4/12/2016

Analyst: Lesh, Abby R

Have a good weekend.

Abby Lesh
Consumer Specialist
Oregon Public Utility Commission
503-378-5229

8/26/2016 2:13:00 PM EMAIL TO DOJ - BROADBAND REFERRAL

From: LESH Abby
Sent: Friday, August 26, 2016 2:13 PM
To: 'help@oregonconsumer.gov'
Subject: PUC Referral to DOJ - Broadband Issues

****All attachments for the case were sent****

This case was investigated, but I still wanted to send the unregulated portion to you.

The customer was paying for 1.5 mbps, but was getting as low as .07 download speed, and .13 upload speed. He tried working with CLQ to improve the speeds, but he continued to have issues. He later cancelled due to paying for speeds he was not receiving.

CLQ is charging him early termination fees for cancelling before the end of his contract. The customer feels it is unfair because CLQ was not providing the service he agreed to. CLQ refused to waive the fees.

Abby Lesh
Consumer Specialist
Oregon Public Utility Commission
503-378-6600 | 1-800-522-2404

8/28/2016 DETERMINATION

COMPLAINT:

Jim Varco states CenturyLink Qwest (CLQ) turned off his incoming calls for several months. On 10/21/15, CLQ offered to credit \$545. It was not applied, and when he called in March to check on it, he was told it was flagged for Risk Management to review. The original representative did not tell him the credit had to be approved. As of 4/12/16, he still has not heard whether or not they will issue the credit.

DETERMINATION:

A customer service fault is assigned to CenturyLink Qwest for not informing the customer a promised credit was provisional, and then did not contact the customer to inform him the credit was denied.

FINDINGS:

Jim was informed by a customer his business line was not working. He contacted CenturyLink Qwest (CLQ), and the CSR advised his business line was turned off in error since December of

Account Name: VARCO CONSULTING
Open Date: 4/12/2016
Analyst: Lesh, Abby R

2014.

Per CLQ, her note states, "102115 issued credit for phone services he was out since dec on a business line that should've had call forwarding to another number, was never set up, set up call forwarding."

Jim was not advised the credit was provisional. The credit was flagged by Risk Management, and denied because the credit was put through for "loss of business."

CLQ did not contact the customer to inform him the credit was denied.

8/29/2016 CASE SUMMARY

Complaint: Jim Varco stated that in October 2015, he was advised by one of his clients that his CenturyLink/Qwest (CLQ) business line was not receiving incoming calls. A representative told him CLQ had turned off his incoming service by mistake. She offered to credit him for the monthly charges for the time the service didn't work, but the credit was later overridden by the Risk Management group.

Outcome of Investigation: Note: Dates are not consistent. Agreement is that everything happened in December 2014.

The business is run out of the customer's home. He had this set up for 15 years. He had a Market Expansion Line (MEL) so calls to the business rang on his home phone.

Per CLQ, on 12/29/14, Mr. Varco called CLQ, giving his home phone number. The home service had broadband. The record shows the call was to "make changes to the business account" so he was transferred to the business group. He then changed from a MEL to a regular business line (Core Connect) with long distance and broadband. One of the features under Core Connect is call forwarding, which must be programmed by the customer. If the Varco's were not getting calls forwarded, it was because the customer did not program the feature. Therefore, a credit for the monthly charges would not be appropriate.

Mr. Varco states that he never intended to drop the MEL. He agrees he called CLQ in December 2014. However, it was to add broadband to his personal account, not to make changes the business. They were using the internet only for the business and his wife wanted to add it to their home service for personal use. He assumed the existing broadband was on the business account. Because he was unaware that he'd changed to Core Connect, he didn't know he had to program the call forwarding. The representative did not go over the features with him or mention anything about having to program call forwarding. He doesn't believe he should have to pay the monthly charges for something he didn't intend to change, and was not clearly informed how to use.

8/30/2016 11:25:00 AM EMAIL TO CUSTOMER - FORMAL INFORMATION

From: LESH Abby
Sent: Tuesday, August 30, 2016 11:02 AM
To: 'JimV@VarcoConsulting.com'
Subject: RE: Formal Complaint

Account Name: VARCO CONSULTING
Open Date: 4/12/2016
Analyst: Lesh, Abby R

Jim,

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 and all attachments.

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. You will send your completed formal complaint to puc.filingcenter@state.or.us.

If you have any questions regarding the filing of your complaint, please feel free to contact me.

Sincerely,

Abby Lesh
Consumer Specialist
Oregon Public Utility Commission
503-378-5229

9/2/2016 11:34:00 AM EMAIL TO CLQ - CLOSED CASE

From: LESH Abby
Sent: Friday, September 02, 2016 11:34 AM
To: CenturyLink
Subject: Closed Case - Varco Consulting

Abby Lesh
Consumer Specialist
Oregon Public Utility Commission
503-378-6600 | 1-800-522-2404

Attachments to Case:

4/12/2016 4:20:56 PM	Customer Emails with CenturyLink
5/4/2016 3:51:00 PM	Customer Emails with CenturyLink
5/5/2016 8:50:12 AM	CLQ Email Confirmation of Receipt
5/9/2016 12:08:25 PM	Varco Consulting Email to CLQ Regarding Final Bill
7/26/2016 9:13:27 AM	4537 Dec 2014
7/26/2016 9:13:41 AM	4537 Jan 2015
7/26/2016 9:13:51 AM	4537 Feb 2015
7/26/2016 9:14:01 AM	4537 Mar 2015
7/26/2016 9:14:12 AM	4537 Apr 2015
7/26/2016 9:14:23 AM	4537 May 2015
7/29/2016 3:55:00 PM	Email to CLQ with Bill Copy

LESH Abby

From: Jim Varco <JimV@VarcoConsulting.com>
Sent: Friday, April 01, 2016 2:32 PM
To: centurylink.support@centurylink.com
Subject: RE: [AR] CenturyLink Priority Request

Importance: High

Am I going to get a response???

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Sunday, March 27, 2016 7:25 AM
To: 'centurylink.support@centurylink.com' <centurylink.support@centurylink.com>
Subject: RE: [AR] CenturyLink Priority Request
Importance: High

Hi,

On October 21, 2015 I was notified by a prospective customer (by email) that they were not able to call me. This prompted me to call CenturyLink, and in the end it was determined that they had made a change to my service that disabled my phone number. After some discussion the rep agreed to issue me a credit for \$545 to reimburse me for the service I had not received for several months.

I waited and waited and bill after bill came in with no credits showing, so I finally called last week to find out what was going on. I was told the credit was there however was on hold and that I needed to talk with risk management. I was transferred there and talked with Nancy, ID 18273. Reviewed this issue with her and she told me it is a billing issue and should not go to her department. She transferred me back to CenturyLink and after being on hold for 20 minutes or so the call was cut off.

Several more calls with long holds took place, some were cut off. Finally I got through to Thomas in Billing, ID TMCDERM. He said that this was flagged as compensation for loss of business, hence why it needed to go to risk management. He agreed with me that this is actually a billing issue however there was nothing he could do about it. He gave me the number for risk management and I called and reviewed this with them again. The rep put me on hold and consulted with someone, then came back and said this was a billing issue. She said she would put a call in to Billing and stay on the line with me. While on hold the call was ended.

I called back again and the rep I talked with happened to be the one the previous rep and consulted with. She affirmed this is a billing issue and not something they need to be involved in. She also agreed to call billing and stay on the line, and the call was transferred to billing however she was not on the line. When a rep came on I asked to speak with a Manager.

So after spending several hours and a dozen or so phone calls I have gotten nowhere on getting this credit. I am no longer interested in a credit, please send me a check for the \$545 immediately. I expect to receive a check for that amount no later than April 15, 2016. This is theft, billing me for service I never received and if I do not receive the check by April 15 I will take action against CenturyLink.

I suggest a prompt response to this email would be in CenturyLink's best interest.

At your service,
Jim Varco

Varco Consulting, Inc.

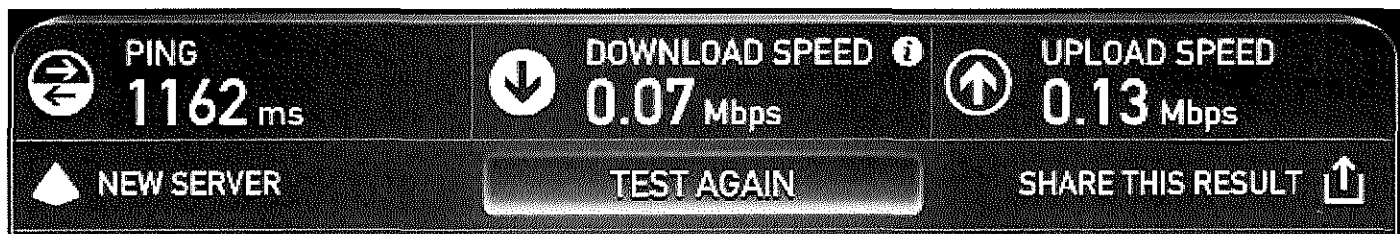
P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Office
(541) 543-6276 Cell
www.VarcoConsulting.com

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Friday, March 25, 2016 11:05 AM
To: 'centurylink.support@centurylink.com' <centurylink.support@centurylink.com>
Subject: RE: [AR] CenturyLink Priority Request
Importance: High

Hi,

Please consider this email to be a request to immediately discontinue the DSL service for my line 541-935-4537. This is due to unacceptable speeds that I have not been able to resolve working with Support:



Please reply and confirm my request has been addressed.

At your service,
Jim Varco

Varco Consulting, Inc.

P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Phone
(866) 494-4537 Toll Free
(541) 543-6276 Cell
(541) 935-4536 Fax
www.VarcoConsulting.com

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Friday, March 25, 2016 9:22 AM
To: 'centurylink.support@centurylink.com' <centurylink.support@centurylink.com>
Subject: RE: [AR] CenturyLink Priority Request
Importance: High

When will I receive a response?

At your service,
Jim Varco

Varco Consulting, Inc.

P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Phone
(866) 494-4537 Toll Free
(541) 543-6276 Cell
(541) 935-4536 Fax
www.VarcoConsulting.com

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

From: centurylink.support@centurylink.com [mailto:centurylink.support@centurylink.com]
Sent: Friday, March 18, 2016 9:44 AM
To: JimV@VarcoConsulting.com
Subject: [AR] CenturyLink Priority Request



Thank you for submitting your request for immediate attention. CenturyLink appreciates your business.
Our goal is to provide each customer with the personal attention they deserve.
You will receive a follow up email within 1 business day from the department who will be assisting you with your request. Our normal business hours are Monday through Friday (7a-7p CST).
Thank you for your patience as we work to make your service everything you expect.
-CenturyLink Support Team
Copyright © 2012 CenturyLink, Inc. All Rights Reserved.
This is the link for the Privacy Policy
<http://www.centurylink.com/Pages/AboutUs/Legal/PrivacyPolicy/>



CenturyLink values your business and respects your privacy. For more information about how we use information we collect online, read the CenturyLink online [Privacy Policy](#).

©2015 CenturyLink, Inc. All Rights Reserved. The name CenturyLink and the pathways logo are the property of CenturyLink, Inc. All other marks are the property of their respective owners.

LESH Abby

From: CONSUMER PUC
Sent: Thursday, May 05, 2016 8:23 AM
To: LESH Abby
Subject: FW: [AR] CenturyLink Priority Request

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Wednesday, May 04, 2016 4:16 PM
To: centurylink.support@centurylink.com
Cc: CONSUMER PUC
Subject: RE: [AR] CenturyLink Priority Request

On March 25, 2016 I emailed you and asked for my DSL service to be discontinued due to consistent extremely slow speeds to the point it was not useable. So far I have not received an acknowledgement of that request, nor do I believe the DSL has been discontinued. It is not being used.

I now want to go further and discontinue the service to 541-935-4537 entirely as I have switched to another carrier. I called CenturyLink about this last week and was told that there would a be \$250 fee for early termination of a contract.

This fee will not be voluntarily paid as the entire reason for terminating the contract is because CenturyLink has failed to provide the service they contracted with me to provide. With DSL speeds at 10% or less of what was promised I cannot operate my business. When I questioned support as to why the speed was so slow I was told that the node I am on is overloaded, resulting in the slow-downs. The support person temporarily removed a "cap" on the service and reported speeds did increase. When I asked if the cap could be left off I was told "no, because CenturyLink could not guarantee to deliver that higher speed at all times".

At your service,
Jim Varco

Varco Consulting, Inc.

P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Office
(541) 543-6276 Cell
www.VarcoConsulting.com

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Friday, April 01, 2016 2:32 PM
To: 'centurylink.support@centurylink.com' <centurylink.support@centurylink.com>
Subject: RE: [AR] CenturyLink Priority Request
Importance: High

Am I going to get a response???

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Sunday, March 27, 2016 7:25 AM
To: 'centurylink.support@centurylink.com' <centurylink.support@centurylink.com>
Subject: RE: [AR] CenturyLink Priority Request
Importance: High

Hi,

On October 21, 2015 I was notified by a prospective customer (by email) that they were not able to call me. This prompted me to call CenturyLink, and in the end it was determined that they had made a change to my service that disabled my phone number. After some discussion the rep agreed to issue me a credit for \$545 to reimburse me for the service I had not received for several months.

I waited and waited and bill after bill came in with no credits showing, so I finally called last week to find out what was going on. I was told the credit was there however was on hold and that I needed to talk with risk management. I was transferred there and talked with Nancy, ID 18273. Reviewed this issue with her and she told me it is a billing issue and should not go to her department. She transferred me back to CenturyLink and after being on hold for 20 minutes or so the call was cut off.

Several more calls with long holds took place, some were cut off. Finally I got through to Thomas in Billing, ID TMCDERM. He said that this was flagged as compensation for loss of business, hence why it needed to go to risk management. He agreed with me that this is actually a billing issue however there was nothing he could do about it. He gave me the number for risk management and I called and reviewed this with them again. The rep put me on hold and consulted with someone, then came back and said this was a billing issue. She said she would put a call in to Billing and stay on the line with me. While on hold the call was ended.

I called back again and the rep I talked with happened to be the one the previous rep and consulted with. She affirmed this is a billing issue and not something they need to be involved in. She also agreed to call billing and stay on the line, and the call was transferred to billing however she was not on the line. When a rep came on I asked to speak with a Manager.

So after spending several hours and a dozen or so phone calls I have gotten nowhere on getting this credit. I am no longer interested in a credit, please send me a check for the \$545 immediately. I expect to receive a check for that amount no later than April 15, 2016. This is theft, billing me for service I never received and if I do not receive the check by April 15 I will take action against CenturyLink.

I suggest a prompt response to this email would be in CenturyLink's best interest.

At your service,
Jim Varco

Varco Consulting, Inc.

P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Office
(541) 543-6276 Cell
www.VarcoConsulting.com

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Friday, March 25, 2016 11:05 AM

To: 'centurylink.support@centurylink.com' <centurylink.support@centurylink.com>

Subject: RE: [AR] CenturyLink Priority Request

Importance: High

Hi,

Please consider this email to be a request to immediately discontinue the DSL service for my line 541-935-4537. This is due to unacceptable speeds that I have not been able to resolve working with Support:

The image shows a speed test results banner with a dark background and white text. It is divided into three main sections for performance metrics. The first section on the left shows a ping icon and the text 'PING 1162 ms'. The middle section shows a download icon and the text 'DOWNLOAD SPEED 0.07 Mbps'. The right section shows an upload icon and the text 'UPLOAD SPEED 0.13 Mbps'. Below these sections are three buttons: 'NEW SERVER' with a server icon, 'TEST AGAIN' in a rounded rectangle, and 'SHARE THIS RESULT' with an upward arrow icon.

PING 1162 ms	DOWNLOAD SPEED 0.07 Mbps	UPLOAD SPEED 0.13 Mbps
NEW SERVER	TEST AGAIN	SHARE THIS RESULT

Please reply and confirm my request has been addressed.

At your service,
Jim Varco

Varco Consulting, Inc.

P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Phone
(866) 494-4537 Toll Free
(541) 543-6276 Cell
(541) 935-4536 Fax
www.VarcoConsulting.com

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

From: Jim Varco [mailto:JimV@VarcoConsulting.com]
Sent: Friday, March 25, 2016 9:22 AM
To: 'centurylink.support@centurylink.com' <centurylink.support@centurylink.com>
Subject: RE: [AR] CenturyLink Priority Request
Importance: High

When will I receive a response?

At your service,
Jim Varco

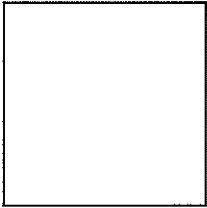
Varco Consulting, Inc.

P.O. Box 597
Elmira, OR 97437
(541) 935-4537 Phone
(866) 494-4537 Toll Free
(541) 543-6276 Cell

(541) 935-4536 Fax
www.VarcoConsulting.com

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

From: centurylink.support@centurylink.com [<mailto:centurylink.support@centurylink.com>]
Sent: Friday, March 18, 2016 9:44 AM
To: JimV@VarcoConsulting.com
Subject: [AR] CenturyLink Priority Request



Thank you for submitting your request for immediate attention. CenturyLink appreciates your business.

Our goal is to provide each customer with the personal attention they deserve.

You will receive a follow up email within 1 business day from the department who will be assisting you with your request. Our normal business hours are Monday through Friday (7a-7p CST).

Thank you for your patience as we work to make your service everything you expect.

-CenturyLink Support Team

Copyright © 2012 CenturyLink, Inc. All Rights Reserved.

This is the link for the Privacy Policy

<http://www.centurylink.com/Pages/AboutUs/Legal/PrivacyPolicy/>

CenturyLink values your business and respects your privacy. For more information about how we use information we collect online, read the CenturyLink online [Privacy Policy](#).

©2015 CenturyLink, Inc. All Rights Reserved. The name CenturyLink and the pathways logo are the property of CenturyLink, Inc. All other marks are the property of their respective owners. ■

LESH Abby

From: CenturyLink.Support <CenturyLink.Support@centurylink.com>
Sent: Wednesday, May 04, 2016 4:22 PM
To: Jim Varco
Subject: Read: RE: [AR] CenturyLink Priority Request

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

LESH Abby

From: CONSUMER PUC
Sent: Monday, May 09, 2016 12:07 PM
To: LESH Abby
Subject: FW: Varco Consulting

From: Jim Varco [<mailto:JimV@VarcoConsulting.com>]
Sent: Monday, May 09, 2016 12:08 PM
To: CONSUMER PUC
Subject: Varco Consulting

Hi Abby,

Here is the full text I just emailed to Centurylink via the email option on their website:

I will not pay the latest billing from Centurylink in the amount of \$559.68 until the dispute we are currently in is satisfactorily resolved. As we are in a dispute I would strongly encourage you not to make an adverse credit reporting entries. If you do I will exercise all options available to me for any harm you cause.

And a screenshot:

Customer Service - E-mail us

We can provide e-mail support on your CenturyLink products and services.

Your Information *Required Fields

First name:*
Last name:*
E-mail address: *
Confirm your e-mail address:*

Are you a CenturyLink customer?:* Yes No

10-digit home phone or account number:* First ten digits of the account number listed on your bill

3 digit customer code: Last three numbers of the account number listed on your bill

Last four digits of social security number: Last 4 digits of social security number

Billing address: Street address, City, State and Zip code

Topic:*

How can we help you?*

I will not pay the latest billing from Centurylink in the amount of \$559.69 until the dispute we are currently in is satisfactorily resolved. As we are in a dispute I would strongly encourage you not to make an adverse

For CenturyLink account related issues, we require that you include your account number (including your phone number and 3 digit customer code). This information can be found near the top of your My Account Summary page or on your bill. If you cannot locate your 3 digit customer code, you may provide your phone billing address or last four digits of your social security number as an alternative.

SUBMIT >



Search

[Shop](#) [My Account](#) [Support](#)

[Bundles](#) [Internet](#) [Home Phone](#) [Prism® TV](#) [Home Security](#) [Wireless](#) [Special Offers](#) [Quick Bill Pay](#)

Thank You

Thank you for contacting CenturyLink™ with your questions.
A CenturyLink representative will respond to you via email within the next few business days.
Please know that emails are sometimes re-routed to another department for proper handling which may extend the time it takes to provide you with a complete resolution.
If you need immediate assistance, please visit the Contact Us page for additional contact options.

At your service,
Jim Varco

Varco Consulting, Inc.

P.O. Box 597

Elmira, OR 97437

(541) 935-4537 Office

(541) 543-6276 Cell

www.VarcoConsulting.com

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

BILL SUMMARY

JIM VARCO
 PO BOX 597
 ELMIRA OR 97437 0597

Account 541-935-4537 179
 Billing Date Dec 04, 2014

Previous Balance	
Charges	31.72
Payment DEC 03	-31.72
Balance Forward	\$0.00

New Charges		For questions, call
CenturyLink	1 800 603-6000	25.66
Long Distance Service	1 800 603-6000	5.98
New Charges		\$31.64

Total Amount Due by Dec 24, 2014 \$31.64

A late payment charge of 1.8% or \$.50, whichever is greater, may apply if amount due does not reach us by Jan 4, 2015, except Internet charges.

Business needs change regularly. As a valued business customer, we want to work with you to provide a complete and cost effective solution for your business. Call (888) 544-4495 today for a free account consultation with a dedicated business sales consultant. For billing or technical questions, please call (877) 453-9407.

Monthly Charges				
Charges from Dec 04 to Jan 04				
Qty▲	Description	Code	Item Rate	Amount
1	Business Measured Market Expansion Line(SM)	RD5	22.00	22.00
TOTAL MONTHLY CHARGES				\$22.00

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%	0.69
City Registration Fee at 5%	1.10
<i>This charge recovers fees imposed on CenturyLink by the municipality where your account is located. Recovery of these fees is restricted to customers residing within the corporate boundaries of the city.</i>	
Oregon Universal Service Surcharge of 8.5%	1.87
<i>This charge recovers the amount CenturyLink contributes to the Oregon Universal Service Fund. This fund helps keep basic exchange rates affordable.</i>	
TOTAL TAXES, FEES AND SURCHARGES SUMMARY	\$3.66

Account 541-935-4537 179
 Billing Date Dec 04, 2014

For Your Information

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

Tax Symbol Explanation: Explanation of tax symbols used throughout the bill

F - Federal Excise

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.

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.

TOTAL CENTURYLINK CHARGES \$25.66

Description	Amount
Long Distance Service Account Summary	
Charges For November	5.98
Total Long Distance Service Account Summary	5.98

Your LD Account Balance - CenturyLink Communications, LLC

Current Service Charges	\$5.06
Other Fees & Monthly Charges	
Federal Universal Service Fund	\$0.83
Fed Telecom Relay Service	\$0.07
Federal Regulatory Recovery	\$0.02
Subtotal	\$0.92
Current Total Charges	\$5.98

Account 541-935-4537 ☎ 179
 Billing Date Dec 04, 2014

Current Total Charges, detail by sub-account	
JIM VARCO CenturyLink Choice Unlimited	
Current Service Charges	\$5.06
Federal Universal Service Fund	\$0.83
Fed Telecom Relay Service	\$0.07
Federal Regulatory Recovery	\$0.02
Subtotal	\$5.98
Current Total Charges	\$5.98

Service Summary of Charges	
JIM VARCO	
Usage Nonrecur. Monthly Total	
Calls Min:Sec Charges Charges Charges	
Plan/Feature Chrgs 0:00 0.00 0.00 5.00	\$5.00
8XX Service 2 1:00 0.06 0.00 0.00	\$0.06
Total 2 1:00 \$0.06 \$0.00 \$5.00	\$5.06
Summary of Usage Reports	
Domestic Summary Report	
JIM VARCO CenturyLink Choice Unlimited	
8XX INTERSTATE DAY 2 1:00	\$0.06
Subtotal 2 1:00	\$0.06
Total 2 1:00	\$0.06

Service Detail - Plan/Feature Charges	
JIM VARCO	
Nonrecurring Monthly Total	
Description Qty. Period Charges Charges Charges	
8XX Subscription Fee 1 OCT 24-NOV 23 0.00 5.00	\$5.00
Total Plan/Feature Charges \$0.00 \$5.00	\$5.00

Service Detail - 8XX Service Usage						
JIM VARCO						
866-494-4537 ☎						
Date	Time	Place	Number	Type	Minutes	Amount
Oct 31	9:34 A	Fr GOLDEN VLY MN	866 494-4537 763 228-3273	0	0:30	0.03
Oct 31	9:59 A	Fr GOLDEN VLY MN	866 494-4537 763 228-3273	0	0:30	0.03
Total calls for 866-494-4537 ☎ 2 1:00						\$0.06

Account 541-935-4537 179

Billing Date Dec 04, 2014

New Charges

Local and Other Services

Description▲	Amount
Monthly Charges	22.00
Taxes, Fees and Surcharges	
City Registration Fee at 5%	1.10
Federal Excise at 3%	0.69
Oregon Universal Service Surcharge of 8.5%	1.87
Subtotal	\$25.66

Long Distance Service

Description▲	Amount
Carrier Computed Charges	5.06
Taxes, Fees and Surcharges	
Carrier Computed Taxes	0.92
Subtotal	\$5.98

Total New Charges \$31.64

BILL SUMMARY

JIM VARCO
PO BOX 597
ELMIRA OR 97437 0597

Account 541-935-4537 ☎ 179
Billing Date Jan 04, 2015

Previous Balance		
Charges		31.64
Payment DEC 29		-31.64
Balance Forward		\$0.00
New Charges		
	For questions, call:	
CenturyLink	1 800 603-6000 ☎	155.21
Long Distance Service	1 800 603-6000 ☎	10.75
New Charges		\$165.96
Total Amount Due by Jan 24, 2015		\$165.96

A late payment charge of 1.8% or \$.50, whichever is greater, may apply if amount due does not reach us by Feb 4, 2015, except Internet charges.

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.

If this company has not been authorized call 1 800 922-1879 ☎.

Business needs change regularly. As a valued business customer, we want to work with you to provide a complete and cost effective solution for your business. Call (888) 544-4495 ☎ today for a free account consultation with a dedicated business sales consultant. For billing or technical questions, please call (877) 453-9407 ☎.

Savings

Thank you for being a valued Core Connect customer. You have entered into an agreement to maintain this service until 12-29-2017. If you remove this service before that date, your bill will be assessed an early termination fee up to \$600 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.

Monthly Charges
Charges from Jan 04 to Feb 04

Qty▲	Description	Code	Item Rate	Amount
1	Non-Telecom Svc Surcharge	NT1	1.99	1.99
1	Extended Area Service Unlimited Local Calling Business	TBX	3.05	3.05
1	Federal Access Charge	9LM	6.50	6.50
1	Access Recovery Charge	9ZR23	1.28	1.28
1	Core Connect 1 (3Yr Term)	BSKC3	85.00	85.00

*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.*

Internet Service

Qty▲	Description	Code	Item Rate	Amount
1	Internet Cost Recovery Fee	C8RBB	0.99	0.99

TOTAL MONTHLY CHARGES \$98.81

Account 541-935-4537 179

Billing Date Jan 04, 2015

Discounts & Adjustments Summary
Customer Subscription Discounts

Description▲	Amount
\$20 High-Speed	
Internet Credit	-20.00
TOTAL DISCOUNTS	-\$20.00

Dec 29, 2014 Order Number F 85780044

Transfer Service to New Address

Qty▲	Description	Code	Item Rate	Amount
	Credit for Service Previously Billed at \$22.00 from Dec 29 to Jan 04		-22.00	-3.67

Dec 29, 2014 Order Number T 85780044

Service Installed at New Address

541 935-4537 ☎

Qty▲	Description	Code	Item Rate	Amount
1	Core Connect 1 (3Yr Term)	BSKCC3	85.00	
1	Internet Cost Recovery Fee	C8RBB	.99	
1	6 DA Call Allowance	D7V6X		
1	Three-Way Calling	ESC		
1	Call Forwarding	ESM		
1	HSI Bus 1.5M/896K	GRLZB		
1	Core Service Pack	NM079		
1	Caller ID Name & Number	NNK		
1	Last Call Return	NSQ		
1	Non-Telecom Svc Surcharge	NT1	1.99	
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	3.05	
1	Business Line	1FB		
1	Federal Access Charge	9LM	6.50	
1	Access Recovery Charge	9ZR23	1.28	
0	CC QCB Plus NRC	NR9TK		50.00
	Partial Month's Charge for Services Added, Dec 29 to Jan 04		98.81	15.46

TOTAL SERVICE ADDITIONS & CHANGES \$62.79

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%	1.95
City Registration Fee at 5%	-0.18
<i>This charge recovers fees imposed on CenturyLink by the municipality where your account is located. Recovery of these fees is restricted to customers residing within the corporate boundaries of the city.</i>	
Facility Relocation Cost Recovery Fee at \$.15 per access line	0.15
Federal Universal Serv Fund at 16.8%	1.53
<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>	
Oregon PUC fee as required by law	0.13
<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>	
Oregon Universal Service Surcharge of 8.5%	9.19
<i>This charge recovers the amount CenturyLink contributes to the Oregon Universal Service Fund. This fund helps keep basic exchange rates affordable.</i>	
Residential Service Protection Fund at \$.09 per access line	0.09
<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>	
State 911 at \$.75 per access line	0.75
<i>This surcharge, funds the cost of providing emergency services communications systems in your community.</i>	

TOTAL TAXES, FEES AND SURCHARGES SUMMARY **\$13.61**

Account 541-935-4537 179

Billing Date Jan 04, 2015

For Your Information

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

CenturyLink Tax Identification Number: 84-0273800

Tax Symbol Explanation: Explanation of tax symbols used throughout the bill

F - Federal Excise

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.

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.

TOTAL CENTURYLINK CHARGES \$155.21

Description▲	Amount
Long Distance Service Account Summary	
Charges For December	6.20
Total Long Distance Service Account Summary	6.20

Taxes, Fees and Surcharges Summary

Description▲	Amount
Federal Regulatory Recovery	0.08
Federal Telecom Relay Service Fee	0.29
Federal Universal Service Fund at 16.8%	3.43
Oregon Universal Service Surcharge of 8.5%	0.75

TOTAL TAXES, FEES AND SURCHARGES SUMMARY \$4.55

Account 541-935-4537 179
 Billing Date Jan 04, 2015

Your LD Account Balance – CenturyLink Communications, LLC	
Current Service Charges	\$5.25
Other Fees & Monthly Charges	
Federal Universal Service Fund	\$0.86
Fed Telecom Relay Service	\$0.07
Federal Regulatory Recovery	\$0.02
Subtotal	\$0.95
Current Total Charges	\$6.20

Current Total Charges, detail by sub-account	
JIM VARCO CenturyLink Choice Unlimited	
Current Service Charges	\$5.25
Federal Universal Service Fund	\$0.86
Fed Telecom Relay Service	\$0.07
Federal Regulatory Recovery	\$0.02
Subtotal	\$6.20
Current Total Charges	\$6.20

Service Summary of Charges	
JIM VARCO	
Usage Nonrecur. Monthly Total	
Calls Min:Sec Charges Charges Charges	
Plan/Feature Chrgs 0:00 0.00 0.00 5.00	\$5.00
8XX Service 6 4:36 0.25 0.00 0.00	\$0.25
Total 6 4:36 \$0.25 \$0.00 \$5.00	\$5.25
Summary of Usage Reports	
Domestic Summary Report	
JIM VARCO CenturyLink Choice Unlimited	
8XX INTERSTATE DAY 3 2:54	\$0.16
8XX INTERSTATE NITE 3 1:42	\$0.09
Subtotal 6 4:36	\$0.25
Total 6 4:36	\$0.25

Service Detail – Plan/Feature Charges	
JIM VARCO	
Nonrecurring Monthly Total	
Description Qty. Period Charges Charges Charges	
8XX Subscription Fee 1 NOV 24-DEC 23 0.00 5.00	\$5.00
Total Plan/Feature Charges \$0.00 \$5.00	\$5.00

Account 541-935-4537 ☎ 179

Billing Date Jan 04, 2015

Service Detail - 8XX Service Usage

JIM VARCO

866-494-4537 ☎

Date	Time	Place	Number	Type	Minutes	Amount
Dec 03	7:36 A	Fr LITTLE ROCK AR	866 494-4537 501 324-4113	0	0:36	0.03
Dec 04	3:04 P	Fr NWPTRICHEY FL	866 494-4537 727 534-4918	0	1:54	0.10
Dec 08	11:58 A	Fr LITTLE ROCK AR	866 494-4537 501 324-4113	0	0:30	0.03
Dec 09	7:47 A	Fr LITTLE ROCK AR	866 494-4537 501 324-4113	0	0:36	0.03
Dec 10	7:57 A	Fr LITTLE ROCK AR	866 494-4537 501 324-4113	0	0:30	0.03
Dec 11	8:01 A	Fr LITTLE ROCK AR	866 494-4537 501 324-4113	0	0:30	0.03
Total calls for 866-494-4537 ☎ 6 4:36						\$0.25

Local and Other Services	
Description▲	Amount
Discount Summary	-20.00
Monthly Charges	98.81
Service Additions and Changes	62.79
Taxes, Fees and Surcharges	
City Registration Fee at 5%	-0.18
Facility Relocation Cost Recovery Fee at \$.15 per line	0.15
Federal Excise at 3%	1.95
Federal Universal Serv Fund at 16.8%	1.53
Oregon PUC fee as required by law	0.13
Oregon Universal Service Surcharge of 8.5%	9.19
Residential Service Protection Fund at \$.09 per access line	0.09
State 911 at \$.75 per access line	0.75
Subtotal	\$155.21
Long Distance Service	
Description▲	Amount
Carrier Computed Charges	5.25
Taxes, Fees and Surcharges	
Carrier Computed Taxes	0.95
Federal Regulatory Recovery	0.08
Federal Telecom Relay Service Fee	0.29
Federal Universal Serv Fund at 16.8%	3.43
Oregon Universal Service Surcharge of 8.5%	0.75
Subtotal	\$10.75
Total New Charges	\$165.96

BILL SUMMARY

JIM VARCO
PO BOX 597
ELMIRA OR 97437 0597

Account 541-935-4537 ☎ 179
Billing Date Feb 04, 2015

Previous Balance	
Charges	165.96
Payment JAN 31	-165.96
Balance Forward	\$0.00
New Charges	
	For questions, call:
CenturyLink	1 800 603-6000 ☎ 187.52
Long Distance Service	1 800 603-6000 ☎ 9.85
New Charges	\$197.37
Total Amount Due by Feb 22, 2015	\$197.37

A late payment charge of 1.8% or \$.50, whichever is greater, may apply if amount due does not reach us by Mar 4, 2015, 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.

Business needs change regularly. As a valued business customer, we want to work with you to provide a complete and cost effective solution for your business. Call (888) 544-4495 ☎ today for a free account consultation with a dedicated business sales consultant. For billing or technical questions, please call (877) 453-9407 ☎.

Account 541-935-4537 ☎ 179
Billing Date Feb 04, 2015

Savings

Thank you for being a valued Core Connect customer. You have entered into an agreement to maintain this service until 12-29-2017. If you remove this service before that date, your bill will be assessed an early termination fee up to \$600 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.

Monthly Charges
Charges from Feb 04 to Mar 04

Qty▲	Description	Code	Item Rate	Amount
1	Non-Telecom Svc Surcharge	NT1	1.99	1.99
1	Extended Area Service Unlimited Local Calling Business	TBX	3.05	3.05
1	Federal Access Charge	9LM	6.50	6.50
1	Access Recovery Charge	9ZR23	1.28	1.28
1	Core Connect 1 (3Yr Term)	BSKC3	85.00	85.00

*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.*

Internet Service

Qty▲	Description	Code	Item Rate	Amount
1	Internet Cost Recovery Fee	C8RBB	0.99	0.99

TOTAL MONTHLY CHARGES **\$98.81**

Discounts & Adjustments Summary

Customer Subscription Discounts

Description▲	Amount
\$20 High-Speed	
Internet Credit	-20.00

TOTAL DISCOUNTS **-\$20.00**

Service Additions & Changes

Jan 14, 2015 Order Number R 87882397

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

TOTAL SERVICE ADDITIONS & CHANGES **\$99.99**


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%	1.78
Facility Relocation Cost Recovery Fee at \$.15 per access line	0.15
Federal Universal Serv Fund at 16.8%	1.31
<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>	
Oregon PUC fee as required by law	0.13
<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>	
Oregon Universal Service Surcharge of 8.5%	4.51
<i>This charge recovers the amount CenturyLink contributes to the Oregon Universal Service Fund. This fund helps keep basic exchange rates affordable.</i>	
Residential Service Protection Fund at \$.09 per access line	0.09
<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>	
State 911 at \$.75 per access line	0.75
<i>This surcharge, funds the cost of providing emergency services communications systems in your community.</i>	

TOTAL TAXES, FEES AND SURCHARGES SUMMARY \$8.72

For Your Information

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

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

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.

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.

TOTAL CENTURYLINK CHARGES \$187.52

Description▲	Amount
Long Distance Service Account Summary	
Charges For January	5.95
Total Long Distance Service Account Summary	5.95

Taxes, Fees and Surcharges Summary

Description▲	Amount
Federal Regulatory Recovery	0.07
Federal Telecom Relay Service Fee	0.25
Federal Universal Service Fund at 16.8%	2.94
Oregon Universal Service Surcharge of 8.5%	0.64

TOTAL TAXES, FEES AND SURCHARGES SUMMARY \$3.90

Your LD Account Balance – CenturyLink Communications, LLC

Current Service Charges	\$7.99
Discounts and Promotions	-\$2.99

Other Fees & Monthly Charges

Federal Universal Service Fund	\$0.86
Fed Telecom Relay Service	\$0.07
Federal Regulatory Recovery	\$0.02
Subtotal	\$0.95
Current Total Charges	\$5.95

Current Total Charges, detail by sub-account

JIM VARCO CenturyLink Choice Unlimited

Current Service Charges	\$5.00
Federal Universal Service Fund	\$0.86
Fed Telecom Relay Service	\$0.07
Federal Regulatory Recovery	\$0.02
Subtotal	\$5.95

JIM VARCO Core Connect Unlimited Long Distance

Current Service Charges	\$2.99
Discounts and Promotions	\$2.99CR
Subtotal	
Current Total Charges	\$5.95

Discounts and Promotions Report

JIM VARCO Core Connect Unlimited Long Distance	
Description Amount	
Plan/Feature Charges	
Access Line Charge Waiver	\$2.99CR
Subtotal	\$2.99CR
Total	\$2.99CR

Account 541-935-4537 ☎ 179
 Billing Date Feb 04, 2015

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 7.99	\$7.99
Total 0:00 \$0.00 \$0.00 \$7.99	\$7.99
JIM VARCO	
Usage Nonrecur. Monthly Total	
Calls Min:Sec Charges Charges Charges Charges	
Plan/Feature Chrgs 0:00 0.00 0.00 5.00	\$5.00
Total 0:00 \$0.00 \$0.00 \$5.00	\$5.00
JIM VARCO	
Usage Nonrecur. Monthly Total	
Calls Min:Sec Charges Charges Charges Charges	
Plan/Feature Chrgs 0:00 0.00 0.00 2.99	\$2.99
Total 0:00 \$0.00 \$0.00 \$2.99	\$2.99

Service Detail - Plan/Feature Charges

JIM VARCO	
Nonrecurring Monthly Total	
Description Qty. Period Charges Charges Charges	
8XX Subscription Fee 1 DEC 24-JAN 23 0.00 5.00	\$5.00
Total Plan/Feature Charges \$0.00 \$5.00	\$5.00
JIM VARCO	
Nonrecurring Monthly Total	
Description Qty. Period Charges Charges Charges	
Access Line Charge 1 DEC 29-JAN 23 0.00 2.99	\$2.99
Total Plan/Feature Charges \$0.00 \$2.99	\$2.99
Access Line Charge Report	
JIM VARCO	
Phone Number Line Type Charges	
541-935-4537 ☎ Access Line Charge	\$2.99
Total Access Line Charges	\$2.99

Account 541-935-4537 179

Billing Date Feb 04, 2015

New Charges

Local and Other Services

Description	Amount
Discount Summary	-20.00
Monthly Charges	98.81
Service Additions and Changes	99.99

Taxes, Fees and Surcharges

Facility Relocation Cost Recovery Fee at \$.15 per line	0.15
Federal Excise at 3%	1.78
Federal Universal Serv Fund at 16.8%	1.31
Oregon PUC fee as required by law	0.13
Oregon Universal Service Surcharge of 8.5%	4.51
Residential Service Protection Fund at \$.09 per access line	0.09
State 911 at \$.75 per access line	0.75

Subtotal \$187.52

Long Distance Service

Description	Amount
Carrier Computed Charges	5.00

Taxes, Fees and Surcharges

Carrier Computed Taxes	0.95
Federal Regulatory Recovery	0.07
Federal Telecom Relay Service Fee	0.25
Federal Universal Serv Fund at 16.8%	2.94
Oregon Universal Service Surcharge of 8.5%	0.64

Subtotal \$9.85

Total New Charges \$197.37



BILL SUMMARY

JIM VARCO
 PO BOX 597
 ELMIRA OR 97437 0597

Account 541-935-4537 ☎ 179
 Billing Date Mar 04, 2015

Previous Balance		
Charges		197.37
Payment MAR 02		-197.37
Balance Forward		\$0.00
New Charges		
	For questions, call:	
CenturyLink	1 800 603-6000 ☎	87.53
Long Distance Service	1 800 603-6000 ☎	9.85
New Charges		\$97.38
Total Amount Due by Mar 22, 2015		\$97.38

A late payment charge of 1.8% or \$.50, whichever is greater, may apply if amount due does not reach us by Apr 4, 2015, except Internet charges.

Business needs change regularly. As a valued business customer, we want to work with you to provide a complete and cost effective solution for your business. Call (888) 544-4495 ☎ today for a free account consultation with a dedicated business sales consultant. For billing or technical questions, please call (877) 453-9407 ☎.



Account 541-935-4537 ☎ 179
 Billing Date Mar 04, 2015

Monthly Charges
Charges from Mar 04 to Apr 04

Qty▲	Description	Code	Item Rate	Amount
1	Non-Telecom Svc Surcharge	NT1	1.99	1.99
1	Extended Area Service Unlimited Local Calling Business	TBX	3.05	3.05
1	Federal Access Charge	9LM	6.50	6.50
1	Access Recovery Charge	9ZR23	1.28	1.28
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

Qty▲	Description	Code	Item Rate	Amount
1	Internet Cost Recovery Fee	C8RBB	0.99	0.99

TOTAL MONTHLY CHARGES **\$98.81**



Account 541-935-4537 ☎ 179
 Billing Date Mar 04, 2015

Discounts & Adjustments Summary
Customer Subscription Discounts

Description▲	Amount
\$20 High-Speed	
Internet Credit	-20.00
TOTAL DISCOUNTS	-\$20.00



Account 541-935-4537 179

Billing Date Mar 04, 2015

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%	1.78
Facility Relocation Cost Recovery Fee at \$.15 per access line	0.15
Federal Universal Serv Fund at 16.8%	1.31
<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>	
Oregon PUC fee as required by law	0.13
<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>	
Oregon Universal Service Surcharge of 8.5%	4.51
<i>This charge recovers the amount CenturyLink contributes to the Oregon Universal Service Fund. This fund helps keep basic exchange rates affordable.</i>	
Residential Service Protection Fund at \$.09 per access line	0.09
<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>	
State 911 at \$.75 per access line	0.75
<i>This surcharge, funds the cost of providing emergency services communications systems in your community.</i>	

TOTAL TAXES, FEES AND SURCHARGES SUMMARY \$8.72



Account 541-935-4537 179
Billing Date Mar 04, 2015

For Your Information

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

CenturyLink Tax Identification Number: 84-0273800

Tax Symbol Explanation: Explanation of tax symbols used throughout the bill

F - Federal Excise

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.

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.



TOTAL CENTURYLINK CHARGES \$87.53

Account 541-935-4537 179
Billing Date Mar 04, 2015

Description▲	Amount
Long Distance Service Account Summary	
Charges For February	5.95
Total Long Distance Service Account Summary	5.95



Account 541-935-4537 ☎ 179

Billing Date Mar 04, 2015

Taxes, Fees and Surcharges Summary	
Description▲	Amount
Federal Regulatory Recovery	0.07
Federal Telecom Relay Service Fee	0.25
Federal Universal Service Fund at 16.8%	2.94
Oregon Universal Service Surcharge of 8.5%	0.64
TOTAL TAXES, FEES AND SURCHARGES SUMMARY	\$3.90

Account 541-935-4537 ☎ 179

Billing Date Mar 04, 2015

Your LD Account Balance - CenturyLink Communications, LLC	
Current Service Charges	\$7.99
Discounts and Promotions	-\$2.99
Other Fees & Monthly Charges	
Federal Universal Service Fund	\$0.86
Fed Telecom Relay Service	\$0.07
Federal Regulatory Recovery	\$0.02
Subtotal	\$0.95
Current Total Charges	\$5.95

Account 541-935-4537 ☎ 179

Billing Date Mar 04, 2015

Current Total Charges, detail by sub-account	
JIM VARCO CenturyLink Choice Unlimited	
Current Service Charges	\$5.00
Federal Universal Service Fund	\$0.86
Fed Telecom Relay Service	\$0.07
Federal Regulatory Recovery	\$0.02
Subtotal	\$5.95
JIM VARCO Core Connect Unlimited Long Distance	
Current Service Charges	\$2.99
Discounts and Promotions	\$2.99CR
Subtotal	
Current Total Charges	\$5.95

Account 541-935-4537 ☎ 179
 Billing Date Mar 04, 2015

Discounts and Promotions Report

JIM VARCO Core Connect Unlimited Long Distance

Description	Amount
Plan/Feature Charges	
Access Line Charge Waiver	\$2.99CR
Subtotal	\$2.99CR
Total	\$2.99CR

Account 541-935-4537 ☎ 179
 Billing Date Mar 04, 2015

Service Summary of Charges

All accounts				
Usage Nonrecur. Monthly Total				
Calls	Min:Sec	Charges	Charges	Charges
Plan/Feature	Chrgs	0:00	0.00	0.00 7.99
Total	0:00	\$0.00	\$0.00	\$7.99
JIM VARCO				
Usage Nonrecur. Monthly Total				
Calls	Min:Sec	Charges	Charges	Charges
Plan/Feature	Chrgs	0:00	0.00	0.00 5.00
Total	0:00	\$0.00	\$0.00	\$5.00
JIM VARCO				
Usage Nonrecur. Monthly Total				
Calls	Min:Sec	Charges	Charges	Charges
Plan/Feature	Chrgs	0:00	0.00	0.00 2.99
Total	0:00	\$0.00	\$0.00	\$2.99

Account 541-935-4537 179

Billing Date Mar 04, 2015

Service Detail - Plan/Feature Charges

JIM VARCO

Nonrecurring Monthly Total

Description Qty. Period Charges Charges Charges

8XX Subscription Fee 1 JAN 24-FEB 23 0.00 5.00 \$5.00

Total Plan/Feature Charges \$0.00 \$5.00 \$5.00

JIM VARCO

Nonrecurring Monthly Total

Description Qty. Period Charges Charges Charges

Access Line Charge 1 JAN 24-FEB 23 0.00 2.99 \$2.99

Total Plan/Feature Charges \$0.00 \$2.99 \$2.99

Access Line Charge Report

JIM VARCO

Phone Number Line Type Charges

541-935-4537 Access Line Charge \$2.99

Total Access Line Charges \$2.99



Account 541-935-4537 179

Billing Date Mar 04, 2015

New Charges	
Local and Other Services	
Description▲	Amount
Discount Summary	-20.00
Monthly Charges	98.81
Taxes, Fees and Surcharges	
Facility Relocation Cost Recovery Fee at \$.15 per line	0.15
Federal Excise at 3%	1.78
Federal Universal Serv Fund at 16.8%	1.31
Oregon PUC fee as required by law	0.13
Oregon Universal Service Surcharge of 8.5%	4.51
Residential Service Protection Fund at \$.09 per access line	0.09
State 911 at \$.75 per access line	0.75
Subtotal	\$87.53
Long Distance Service	
Description▲	Amount
Carrier Computed Charges	5.00
Taxes, Fees and Surcharges	
Carrier Computed Taxes	0.95
Federal Regulatory Recovery	0.07
Federal Telecom Relay Service Fee	0.25
Federal Universal Serv Fund at 16.8%	2.94
Oregon Universal Service Surcharge of 8.5%	0.64
Subtotal	\$9.85
Total New Charges	\$97.38



BILL SUMMARY

JIM VARCO
PO BOX 597
ELMIRA OR 97437 0597

Account 541-935-4537 ☎ 179
Billing Date Apr 04, 2015

Previous Balance	
Charges	97.38
Payment APR 05	-97.38
Balance Forward	\$0.00

New Charges		For questions, call:
CenturyLink	1 800 603-6000 ☎	87.57
Long Distance Service	1 800 603-6000 ☎	9.96
New Charges		\$97.53

Total Amount Due by Apr 24, 2015 \$97.53

A late payment charge of 1.8% or \$.50, whichever is greater, may apply if amount due does not reach us by May 4, 2015, except Internet charges.
Business needs change regularly. As a valued business customer, we want to work with you to provide a complete and cost effective solution for your business. Call (888) 544-4495 ☎ today for a free account consultation with a dedicated business sales consultant. For billing or technical questions, please call (877) 453-9407 ☎.



Account 541-935-4537 ☎ 179
Billing Date Apr 04, 2015

Savings

Thank you for being a valued Core Connect customer. You have entered into an agreement to maintain this service until 12-29-2017. If you remove this service before that date, your bill will be assessed an early termination fee up to \$600 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.



Account 541-935-4537 179

Billing Date Apr 04, 2015

Monthly Charges

Charges from Apr 04 to May 04

Qty▲	Description	Code	Item Rate	Amount
1	Non-Telecom Svc Surcharge	NT1	1.99	1.99
1	Extended Area Service Unlimited Local Calling Business	TBX	3.05	3.05
1	Federal Access Charge	9LM	6.50	6.50
1	Access Recovery Charge	9ZR23	1.28	1.28
1	Core Connect 1 (3Yr Term)	BSKC3	85.00	85.00

*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.*

Internet Service

Qty▲	Description	Code	Item Rate	Amount
1	Internet Cost Recovery Fee	C8RBB	0.99	0.99

TOTAL MONTHLY CHARGES \$98.81



Account 541-935-4537 179

Billing Date Apr 04, 2015

Discounts & Adjustments Summary

Customer Subscription Discounts

Description▲	Amount
\$20 High-Speed	
Internet Credit	-20.00
TOTAL DISCOUNTS	-\$20.00



Account 541-935-4537 179
 Billing Date Apr 04, 2015

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%	1.78
Facility Relocation Cost Recovery Fee at \$.15 per access line	0.15
Federal Universal Serv Fund at 17.4%	1.35
<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>	
Oregon PUC fee as required by law	0.13
<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>	
Oregon Universal Service Surcharge of 8.5%	4.51
<i>This charge recovers the amount CenturyLink contributes to the Oregon Universal Service Fund. This fund helps keep basic exchange rates affordable.</i>	
Residential Service Protection Fund at \$.09 per access line	0.09
<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>	
State 911 at \$.75 per access line	0.75
<i>This surcharge, funds the cost of providing emergency services communications systems in your community.</i>	

TOTAL TAXES, FEES AND SURCHARGES SUMMARY \$8.76



Account 541-935-4537 ☎ 179

Billing Date Apr 04, 2015

For Your Information

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

Tax Symbol Explanation: Explanation of tax symbols used throughout the bill

F - Federal Excise

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.

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.

TOTAL CENTURYLINK CHARGES

\$87.57

Account 541-935-4537 ☎ 179

Billing Date Apr 04, 2015

Description▲	Amount
Long Distance Service Account Summary	
Charges For March	5.95
Total Long Distance Service Account Summary	5.95

Account 541-935-4537 179

Billing Date Apr 04, 2015

Taxes, Fees and Surcharges Summary

Description	Amount
Federal Regulatory Recovery	0.07
Federal Telecom Relay Service Fee	0.25
Federal Universal Service Fund at 17.4%	3.05
Oregon Universal Service Surcharge of 8.5%	0.64

TOTAL TAXES, FEES AND SURCHARGES SUMMARY \$4.01

Account 541-935-4537 179

Billing Date Apr 04, 2015

Your LD Account Balance - CenturyLink Communications, LLC

Current Service Charges	\$7.99
Discounts and Promotions	-\$2.99

Other Fees & Monthly Charges

Federal Universal Service Fund	\$0.86
Fed Telecom Relay Service	\$0.07
Federal Regulatory Recovery	\$0.02
Subtotal	\$0.95
Current Total Charges	\$5.95

Account 541-935-4537 ☎ 179
 Billing Date Apr 04, 2015

Current Total Charges, detail by sub-account

JIM VARCO CenturyLink Choice Unlimited

Current Service Charges	\$5.00
Federal Universal Service Fund	\$0.86
Fed Telecom Relay Service	\$0.07
Federal Regulatory Recovery	\$0.02
Subtotal	\$5.95

JIM VARCO Core Connect Unlimited Long Distance

Current Service Charges	\$2.99
Discounts and Promotions	\$2.99CR
Subtotal	\$5.95

Current Total Charges \$5.95

Important Notice: Effective April 1, 2015, customers with the Choice Long Distance Plus plan will notice the name change to Choice Monthly Minimum. No action is required of you as this does not change your rates, terms or conditions. If you have questions about this notice, please call a Customer Care Representative at the phone number printed on your monthly bill. Thank you for choosing CenturyLink, we value you as our customer.

Account 541-935-4537 ☎ 179
 Billing Date Apr 04, 2015

Discounts and Promotions Report

JIM VARCO Core Connect Unlimited Long Distance	
Description	Amount
Plan/Feature Charges	
Access Line Charge Waiver	\$2.99CR
Subtotal	\$2.99CR
Total	\$2.99CR

Account 541-935-4537 ☎ 179
 Billing Date Apr 04, 2015

Service Summary of Charges

All accounts			
Usage Nonrecur. Monthly Total			
Calls Min:Sec	Charges	Charges	Charges
Plan/Feature	Chrgs	0:00 0.00 0.00	7.99
Total 0:00	\$0.00 \$0.00	\$7.99	\$7.99
JIM VARCO			
Usage Nonrecur. Monthly Total			
Calls Min:Sec	Charges	Charges	Charges
Plan/Feature	Chrgs	0:00 0.00 0.00	5.00
Total 0:00	\$0.00 \$0.00	\$5.00	\$5.00
JIM VARCO			
Usage Nonrecur. Monthly Total			
Calls Min:Sec	Charges	Charges	Charges
Plan/Feature	Chrgs	0:00 0.00 0.00	2.99
Total 0:00	\$0.00 \$0.00	\$2.99	\$2.99

Account 541-935-4537 ☎ 179
 Billing Date Apr 04, 2015

Service Detail - Plan/Feature Charges

JIM VARCO			
Nonrecurring Monthly Total			
Description Qty.	Period	Charges	Charges
8XX Subscription Fee	1 FEB 24-MAR 23	0.00 5.00	\$5.00
Total Plan/Feature	Charges	\$0.00 \$5.00	\$5.00
JIM VARCO			
Nonrecurring Monthly Total			
Description Qty.	Period	Charges	Charges
Access Line Charge	1 FEB 24-MAR 23	0.00 2.99	\$2.99
Total Plan/Feature	Charges	\$0.00 \$2.99	\$2.99
Access Line Charge Report			
JIM VARCO			
Phone Number Line Type Charges			
541-935-4537 ☎	Access Line Charge		\$2.99
Total Access Line	Charges		\$2.99



Account 541-935-4537 179

Billing Date Apr 04, 2015

New Charges

Local and Other Services

Description▲	Amount
Discount Summary	-20.00
Monthly Charges	98.81
Taxes, Fees and Surcharges	
Facility Relocation Cost Recovery Fee at \$.15 per line	0.15
Federal Excise at 3%	1.78
Federal Universal Serv Fund at 17.4%	1.35
Oregon PUC fee as required by law	0.13
Oregon Universal Service Surcharge of 8.5%	4.51
Residential Service Protection Fund at \$.09 per access line	0.09
State 911 at \$.75 per access line	0.75
Subtotal	\$87.57

Long Distance Service

Description▲	Amount
Carrier Computed Charges	5.00
Taxes, Fees and Surcharges	
Carrier Computed Taxes	0.95
Federal Regulatory Recovery	0.07
Federal Telecom Relay Service Fee	0.25
Federal Universal Serv Fund at 17.4%	3.05
Oregon Universal Service Surcharge of 8.5%	0.64
Subtotal	\$9.96

Total New Charges \$97.53



BILL SUMMARY

JIM VARCO
PO BOX 597
ELMIRA OR 97437 0597

Account 541-935-4537 ☎ 179
Billing Date May 04, 2015

Previous Balance		
Charges		97.53
Payment MAY 02		-97.53
Balance Forward		\$0.00
New Charges		
	For questions, call:	
CenturyLink	1 800 603-6000 ☎	87.57
Long Distance Service	1 800 603-6000 ☎	9.99
New Charges		\$97.56
Total Amount Due by May 23, 2015		\$97.56

A late payment charge of 1.8% or \$.50, whichever is greater, may apply if amount due does not reach us by Jun 4, 2015, except Internet charges.

Business needs change regularly. As a valued business customer, we want to work with you to provide a complete and cost effective solution for your business. Call (888) 544-4495 ☎ today for a free account consultation with a dedicated business sales consultant. For billing or technical questions, please call (877) 453-9407 ☎.



Account 541-935-4537 179
Billing Date May 04, 2015

Monthly Charges
Charges from May 04 to Jun 04

Qty▲	Description	Code	Item Rate	Amount
1	Non-Telecom Svc Surcharge	NT1	1.99	1.99
1	Extended Area Service Unlimited Local Calling Business	TBX	3.05	3.05
1	Federal Access Charge	9LM	6.50	6.50
1	Access Recovery Charge	9ZR23	1.28	1.28
1	Core Connect 1 (3Yr Term)	BSKC3	85.00	85.00

*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.*

Internet Service

Qty▲	Description	Code	Item Rate	Amount
1	Internet Cost Recovery Fee	C8RBB	0.99	0.99

TOTAL MONTHLY CHARGES \$98.81



Account 541-935-4537 179
Billing Date May 04, 2015

Discounts & Adjustments Summary
Customer Subscription Discounts

Description▲	Amount
\$20 High-Speed	
Internet Credit	-20.00

TOTAL DISCOUNTS -\$20.00



Account 541-935-4537 179
Billing Date May 04, 2015

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%	1.78
Facility Relocation Cost Recovery Fee at \$.15 per access line	0.15
Federal Universal Serv Fund at 17.4%	1.35
<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>	
Oregon PUC fee as required by law	0.13
<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>	
Oregon Universal Service Surcharge of 8.5%	4.51
<i>This charge recovers the amount CenturyLink contributes to the Oregon Universal Service Fund. This fund helps keep basic exchange rates affordable.</i>	
Residential Service Protection Fund at \$.09 per access line	0.09
<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>	
State 911 at \$.75 per access line	0.75
<i>This surcharge, funds the cost of providing emergency services communications systems in your community.</i>	
TOTAL TAXES, FEES AND SURCHARGES SUMMARY	\$8.76



Account 541-935-4537 179
Billing Date May 04, 2015

For Your Information

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

Effective July 1, 2015, National Directory Assistance calls completed by your local telephone company will increase to \$2.80, and all other directory assistance calls will increase to \$1.78. The late payment charge assessed on entire unpaid balances for High Speed Internet will increase to \$7.00. The convenience fee for one-time payments completed with the assistance of a CenturyLink Representative will increase to \$5.00/pay.

Tax Symbol Explanation: Explanation of tax symbols used throughout the bill

F - Federal Excise

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.

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.

TOTAL CENTURYLINK CHARGES \$87.57

Account 541-935-4537 179
Billing Date May 04, 2015

Description▲	Amount
Long Distance Service Account Summary	
Charges For April	5.98
Total Long Distance Service Account Summary	5.98

Account 541-935-4537 ☎ 179
Billing Date May 04, 2015

Taxes, Fees and Surcharges Summary

Description	Amount
Federal Regulatory Recovery	0.07
Federal Telecom Relay Service Fee	0.25
Federal Universal Service Fund at 17.4%	3.05
Oregon Universal Service Surcharge of 8.5%	0.64
TOTAL TAXES, FEES AND SURCHARGES SUMMARY	\$4.01

Account 541-935-4537 ☎ 179
Billing Date May 04, 2015

Your LD Account Balance - CenturyLink Communications, LLC

Current Service Charges	\$7.99
Discounts and Promotions	-\$2.99
Other Fees & Monthly Charges	
Federal Universal Service Fund	\$0.89
Fed Telecom Relay Service	\$0.07
Federal Regulatory Recovery	\$0.02
Subtotal	\$0.98
Current Total Charges	\$5.98

Account 541-935-4537 ☎ 179
Billing Date May 04, 2015

Current Total Charges, detail by sub-account

JIM VARCO CenturyLink Choice Unlimited

Current Service Charges	\$5.00
Federal Universal Service Fund	\$0.89
Fed Telecom Relay Service	\$0.07
Federal Regulatory Recovery	\$0.02
Subtotal	\$5.98

JIM VARCO Core Connect Unlimited Long Distance

Current Service Charges	\$2.99
Discounts and Promotions	\$2.99CR
Subtotal	
Current Total Charges	\$5.98

Account 541-935-4537 ☎ 179

Billing Date May 04, 2015

Discounts and Promotions Report

JIM VARCO Core Connect Unlimited Long Distance

Description Amount

Plan/Feature Charges

Access Line Charge Waiver \$2.99CR

Subtotal \$2.99CR

Total \$2.99CR

Account 541-935-4537 ☎ 179

Billing Date May 04, 2015

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 7.99 \$7.99

Total 0:00 \$0.00 \$0.00 \$7.99 \$7.99

JIM VARCO

Usage Nonrecur. Monthly Total

Calls Min:Sec Charges Charges Charges Charges

Plan/Feature Chrgs 0:00 0.00 0.00 5.00 \$5.00

Total 0:00 \$0.00 \$0.00 \$5.00 \$5.00

JIM VARCO

Usage Nonrecur. Monthly Total

Calls Min:Sec Charges Charges Charges Charges

Plan/Feature Chrgs 0:00 0.00 0.00 2.99 \$2.99

Total 0:00 \$0.00 \$0.00 \$2.99 \$2.99

Account 541-935-4537 179
Billing Date May 04, 2015

Service Detail - Plan/Feature Charges

JIM VARCO

Nonrecurring Monthly Total

Description	Qty.	Period	Charges	Charges	Charges
8XX Subscription Fee	1	MAR 24-APR 23	0.00	5.00	\$5.00
Total Plan/Feature Charges			\$0.00	\$5.00	\$5.00

JIM VARCO

Nonrecurring Monthly Total

Description	Qty.	Period	Charges	Charges	Charges
Access Line Charge	1	MAR 24-APR 23	0.00	2.99	\$2.99
Total Plan/Feature Charges			\$0.00	\$2.99	\$2.99

Access Line Charge Report

JIM VARCO

Phone Number Line Type Charges

541-935-4537 Access Line Charge					\$2.99
Total Access Line Charges					\$2.99



Account 541-935-4537 179

Billing Date May 04, 2015

New Charges

Local and Other Services

Description▲	Amount
Discount Summary	-20.00
Monthly Charges	98.81
Taxes, Fees and Surcharges	
Facility Relocation Cost Recovery Fee at \$.15 per line	0.15
Federal Excise at 3%	1.78
Federal Universal Serv Fund at 17.4%	1.35
Oregon PUC fee as required by law	0.13
Oregon Universal Service Surcharge of 8.5%	4.51
Residential Service Protection Fund at \$.09 per access line	0.09
State 911 at \$.75 per access line	0.75
Subtotal	\$87.57

Long Distance Service

Description▲	Amount
Carrier Computed Charges	5.00
Taxes, Fees and Surcharges	
Carrier Computed Taxes	0.98
Federal Regulatory Recovery	0.07
Federal Telecom Relay Service Fee	0.25
Federal Universal Serv Fund at 17.4%	3.05
Oregon Universal Service Surcharge of 8.5%	0.64
Subtotal	\$9.99

Total New Charges \$97.56

LESH Abby

Subject: FW: OPEN COMPLAINT - VARCO CONSULTING - 541-935-4537 - REQUEST FOR ADD'L INFORMATION

From: RIOS Deanna
Sent: Friday, July 29, 2016 3:32 PM
To: Steph.Lake@CenturyLink.com
Cc: LESH Abby; BOYLE Phil
Subject: OPEN COMPLAINT - VARCO CONSULTING - 541-935-4537 - REQUEST FOR ADD'L INFORMATION

Steph,

1. Mr. Varco states he was never told he needed to set up call forwarding. When was the customer educated he would need to start using the call forwarding feature with the new plan? Is this information provided in writing, or would the sales representative have told him directly?
2. Would the sales representative be able to tell his calls had been forwarded directly with his old package when he set Mr. Varco up with the new account?
3. As I looked through the bill copies, I had a hard time understanding some of the charges. On page 6 of his 5/4/15 statement, under Service Summary of charges, it looks like he is receiving additional long distance charges. Please explain what these charges are for, as he has unlimited long distance included in the package rate. These charges were on each of the statements. Below is an image of what I'm looking at for your reference.

Account 541-935-4537 179
Billing Date May 04, 2015

Service Summary of Charges					
All accounts					
Usage Nonrecur. Monthly Total					
Calls Min:Sec Charges Charges Charges					
Plan/Feature Chrgs	0:00	0.00	0.00	7.99	\$7.99
Total	0:00	\$0.00	\$0.00	\$7.99	\$7.99
JIM VARCO					
Usage Nonrecur. Monthly Total					
Calls Min:Sec Charges Charges Charges					
Plan/Feature Chrgs	0:00	0.00	0.00	5.00	\$5.00
Total	0:00	\$0.00	\$0.00	\$5.00	\$5.00
JIM VARCO					
Usage Nonrecur. Monthly Total					
Calls Min:Sec Charges Charges Charges					
Plan/Feature Chrgs	0:00	0.00	0.00	2.99	\$2.99
Total	0:00	\$0.00	\$0.00	\$2.99	\$2.99

4. Please provide a breakdown of the regulated amount due. If the ETF is included, are you willing to waive the ETF considering the confusion and complexity of this complaint?

It appears we may be at an impasse with this customer if we cannot resolve the above issues. If that is case, we will be advising him of his right to file a formal complaint on the regulated issues.

As a note, the customer never stopped receiving collection calls. He is receiving at least one or more per week.

Thanks!

Deanna Rios

Leadworker|Sr Compliance Specialist

Oregon Public Utility Commission

8:00 a.m. – 4:30 p.m.

503-378-5226 TEL

503-378-5743 FAX

deanna.rios@state.or.us

This e-mail may contain information that is privileged, confidential, or otherwise exempt from disclosure under applicable law. If you are not the addressee or it appears from the context or otherwise that you have received this e-mail in error, please advise me immediately by reply e-mail, keep the contents confidential, and immediately delete the message and any attachments from your system.

!

From: Lake, Steph [<mailto:Steph.Lake@CenturyLink.com>]

Sent: Monday, June 20, 2016 11:22 AM

To: RIOS Deanna

Cc: LESH Abby; BOYLE Phil

Subject: RE: OPEN COMPLAINT - VARCO CONSULTING - 541-935-4537

Hello Deanna, thank you for your patience,

I have request no treatment on the account until this is considered resolved.

Remote call forwarding is done at the central office, in order for him to have the business package we had to transfer the service to the customer's physical address rather than the central office. That is what we are referring to as transferring the service.

Upon looking at his personal account (I looked up 541-935-4535 and believe this to be his personal account) I went through his billing back to 05/02/14 and the customer had internet the entire time. I don't see any service orders anytime around 12/14 on the personal account. The notes on his personal account on 121214 state: cci (customer called in) to make changes to bus account, trans to business. There are no other notes from December 2014 other than system notes regarding payments made.

Notes from the business account on 121214 state: Did a t & f (to and from transfer) to home and added core connect. Both of these accounts are located at the same address of 23999 Sky Ln, Elmira.

Further notes from the business account:

102115 issued credit for phone services he was out since dec on a business line that should've had call forwarding to another number, was never set up, set up call forwarding

031716 called about the 545 credit sent to the number that was on the credit

031816 csr rep ubaldo says cust wants to spk with supr note in qbat crd cancelled nds to call unical, he went back to let cust know and cant transf cust to me, will cb

0318 wanted to speak with a supervisor regarding credit that was rejected cust was informed to call unistar for credits and submit a claim
0318 cust says service was not set up correctly and thus impacted his business \$545 cr was issued but rejected due to nature of claim, must to to unicall
0318 wanted sup wouldn't tell me what was going on looked at note and gave centurylink.com/contactus 0506 via Oregon puc cust asked dsl to be disconnected, D42730865 dd 05092016
0509 \$39.50 credit Oregon puc complaint, credit dsl from pon date 0425 thru 050916 or 15 days at \$78.99
0524 \$123.94 credit customer intended to disconnect all services on 032516 when emailed cust service, didn't receive a reply and wasn't able to accomplish disc until a later date, agreed as a courtesy to adj 1 month of service from 032516 – 042516 for all monthly reoccurring charges \$123.94

The \$345.33 breaks down as:
Regulated \$218.88
Unregulated with L/D \$163.73
Ancillary \$37.31 credit

Thank you

Steph Lake

Supervisor Operations

CenturyLink Customer Advocacy Group

Consumer/Small Business Sales and Care

999 Main St.

Boise, ID 83702

Steph.Lake@CenturyLink.com



CenturyLink

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

From: RIOS Deanna [<mailto:deanna.rios@state.or.us>]
Sent: June 17, 2016 10:06 AM
To: Lake, Steph
Cc: LESH Abby; BOYLE Phil
Subject: OPEN COMPLAINT - VARCO CONSULTING - 541-935-4537
Importance: High

Hi Steph,

Phil was out of the office when I reviewed this case with Abby, and he asked that I follow up on this complaint for him.

The customer has advised he is receiving internal collection calls; please have any collection efforts suspended until the complaint is resolved.

When Abby spoke with Mr. Varco to close his complaint on 5/6/16, she learned new information. During the discussion, she advised him CLQ's records show that when he transferred service it was changed from a market expansion line to a business package. Under the business package, the call forwarding is programmed by the customer. He was not receiving his calls because he did not program it. Mr. Varco stated he has lived at this location for 20 years and ran his business out of the same location for 15 years; therefore, this was not a "transfer of service on 12/20/14 to their current address," as there was no change in the physical address/location.

Remote call forwarding works out of the central office, whereas call forwarding works out of the customer's home. There would have been no reason for a "transfer" because the customer never changed physical locations. Why was the term "transferred to his current address" used when there was no change in his location? There would have no need to change his phone set up.

He also stated he never made any changes to the business account at that time; however, at that time, he added internet to his PERSONAL account only. He states he never brought up his business account, and the representative never advised Mr. Varco of any changes to his business account.

What do the account notes show regarding contact from the customer for 12/20/14 on his PERSONAL ACCOUNT?

I understand a courtesy credit of \$123.94 was issued for an effective cancellation date of 3/25/16 towards the "entire package, taxes, fees and surcharges." Please provide a breakdown of the remaining \$335.68 (i.e. regulated, unregulated, etc.).

Please provide this customer's billing statements from December 2014 - March 2015 for our review.

There has been numerous contacts from the customer since 5/26/16. Please review the case record for all contacts from this date to the present for further consideration.

Based on the new information Abby received, we want to give CLQ another opportunity to review the situation and reconsider crediting the account to a zero balance. Our next step will be advising the customer of his right to file a formal complaint, which would be resolved by one of our ALJs, if he is not satisfied with the resolution at the informal complaint level. I look forward to your response.

Deanna Rios

Leadworker|Sr Compliance Specialist
Oregon Public Utility Commission
8:00 a.m. – 4:30 p.m.
503-378-5226 TEL
503-378-5743 FAX

deanna.rios@state.or.us

This e-mail may contain information that is privileged, confidential, or otherwise exempt from disclosure under applicable law. If you are not the addressee or it appears from the context or otherwise that you have received this e-mail in error, please advise me immediately by reply e-mail, keep the contents confidential, and immediately delete the message and any attachments from your system.

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

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

UCB 68

Served electronically at Salem, Oregon, 9/23/2016, to: carla.butler@centurylink.com

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

VARCO CONSULTING, INC.,

Complainant,

vs.

QWEST CORPORAITON d/b/a CENTURYLINK,

Defendant.

A copy of a complaint filed against Qwest Corporation d/b/a CenturyLink is attached. The Public Utility Commission must receive an Answer from the defendant or its attorneys by October 10, 2016.

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

You must submit filings electronically to the Commission as described in OAR 860-001-0170. A copy of your filing will automatically be sent to the complainant when it is processed by the Filing Center.

PUBLIC UTILITY COMMISSION OF OREGON



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

Attachments: Complaint
Notice of Contested Case Rights and Procedures

c: William Hendricks, at tre.hendricks@centurylink.com (w/attachments)
Philip Grate, at phil.grate@centurylink.com (w/attachments)



Oregon

Kate Brown, Governor

Public Utility Commission

201 High St SE Suite 100

Salem, OR 97301

Mailing Address: PO Box 1088

Salem, OR 97308-1088

Consumer Services

1-800-522-2404

Local: 503-378-6600

Administrative Services

503-373-7394

September 23, 2016

ELECTRONIC SERVICE TO: jimv@varcoconsulting.com

James Varco
Varco Consulting, Inc.
P.O. Box 597
Elmira, Oregon 97437

RE: UCB 68, VARCO CONSULTING, INC., Complainant
v. QWEST CORPORAITON d/b/a CENTURYLINK, Defendant

The Commission has received your complaint and assigned it docket number UCB 68. 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:

* * * * *

(6) A complainant who has a registered dispute or formal complaint pending with the Commission is entitled to continued or restored service provided:

(a) Service was not terminated for tampering with utility property, stealing, diverting, or using unauthorized service, or failure to establish credit;

(b) A bona fide dispute exists in which the facts asserted entitle the complainant to service;

(c) When termination is based on nonpayment, the customer agrees to pay undisputed charges; and

(d) The complainant diligently pursues conflict resolution under the Commission's rules.

(7) If the conditions in section (6) of this rule are not satisfied, the utility has no obligation to provide continued service. * * *

James Varco
September 23, 2016
Page Two

Thus, Defendant has until October 10, 2016, to file its Answer. The Commission will assign an Administrative Law Judge to handle the complaint. If the matter is not resolved through the process of filings or your settlement discussions with the defendant, the case will be set for hearing and you will be notified of the time and place.

You must submit **future filings** electronically to the Commission. To make a filing electronically, please follow the steps below:

Filing with the Commission by electronic filing –

- a. Create or convert your document to Word or text-searchable pdf format so that you can attach it to an email; and
- b. You must date and sign your document. You may use an electronic signature, such as /s/ John Doe.
- c. Attach the document to an email.
- d. In the Subject Line of the email, type “Docket UCB 68, [description of your filing], [your name], and [date].
- e. Send the email to the Filing Center’s email address at puc.filingcenter@state.or.us;
- f. It is not necessary to send me a copy of your filing; and
- g. A copy of your filing will automatically be sent to the defendant’s representative when it is processed by the Filing Center.

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

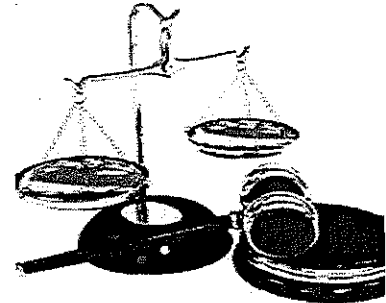


When do I file a formal complaint?

You may file a formal complaint if you and our Consumer Services Section cannot informally resolve your billing or service dispute with the utility.

How do I file a formal complaint?

Call the Consumer Services Section at (503) 378-6600 or 1-800-522-2404 for a formal complaint form. Fill it out and send the completed form to our Filing Center at puc.filingcenter@state.or.us or to the following address: Public Utility Commission of Oregon, PO Box 1088, Salem, OR 97308-1088.



What happens after I file a formal complaint?

When we receive your complaint, we will assign it a docket number and send a copy to the utility. The utility has 15 days to respond, and you will receive a copy of their response.

We apply the laws and rules and may reach a decision based solely on information in your complaint and the utility's response. In most cases, when we receive the utility's answer, we will assign an Administrative Law Judge (ALJ) to hear the complaint. The ALJ may first hold a prehearing conference to informally discuss the case with you and the utility, and to determine what proceedings are necessary to resolve it. If additional evidence is needed, the ALJ may schedule a hearing.

What happens to my utility service while my complaint is being heard?

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

Who's who in a formal complaint case?

You and the utility are called parties. You are the complainant and the utility is the defendant.

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 before the hearing that you need an attorney, you may ask the ALJ for a continuance to hire an attorney. The ALJ will not grant a continuance once the hearing starts unless you have a good reason for not hiring an attorney before the hearing.

How do I prepare for the hearing?

At the hearing each party may present evidence, ask questions of witnesses, object to evidence, and present argument. You may request information from the utility on issues in your complaint. At least 20 days before the hearing, you should give the ALJ a written list of your witnesses. If necessary, the ALJ can prepare subpoenas to order your witnesses to appear at the hearing. The ALJ will resolve disputes regarding witnesses.

If you want to use documents (such as bills, receipts, letters or other papers), let the ALJ know prior 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 time of the hearing.

Filing a Formal Complaint (cont.)

Consumer protection
Consumer law desig
Protection in the m
regulated

What happens at the hearing?

The hearing is similar to a trial before a judge without a jury. See ORS 756.518 to 756.610. As the complainant, you must prove that you are entitled to the requested relief.

The ALJ will decide the order in which evidence will be presented at the hearing. You and the utility will call witnesses and present evidence (orally or in writing) on all issues relating to your complaint. Testimony is given under oath. Witnesses may be asked questions by the opposing parties and the ALJ.

The ALJ will rule on any objections or motions, and will admit evidence into the official case record. After the evidence is offered, each party may give a closing statement. In the statement, you should explain how the facts and law support a ruling in your favor.

The ALJ or court reporter will record the hearing for the official record. 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. You may obtain a copy of an audio recording by paying the amount established in our 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. You may request the "Affidavit of Indigency" from our Administrative Hearings Division and provide it at the time you request the copy.

What happens after the hearing?

Based on the evidence in the record, the ALJ makes recommendations to the 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 issued by the Commissioners. *We cannot grant money damages or attorney fees.* You will receive a copy of the final order.

The final order will include information about how you may request us to reconsider the order or how you may appeal the decision to the Court of Appeals. See ORS 756.610.

Questions?

If you have questions about the process before filing a formal complaint, call the Consumer Services Section at (503) 378-6600 or (800) 522-2404. If you have questions after filing a formal complaint, call the Administrative Hearings Division at (503) 378-6678. We accept all relay calls.



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.