

1.) R14-2-505 B, 2., a Access Line Connection, Company Provided Utilities

They have not provided reliable telephone utility service I am paying for. All telecommunications services at some level go through their infrastructure, so there is no option to find another service.

2.) R14-2-507 A and C Provision of Service.

They knew about the problems as I reported them in a timely manner when I first recognized there was a problem.

3.) R14-2-510 G, 2, 3, & 5 Accounts and Records

The Centurylink staff has refused to produce the necessary records to resolve problems with service for my Small Business telephone.

The move in May and through August 2016

I called the Centurylink Small Business Phone Sales Department to check on scheduling a date in a couple of days for them to come and move my phone service to a different address. The new place for my office was a very short 19-minute drive from the first location.

The day I moved in to the new location, the technician, was late, did not turn on the line outside, and also had erroneously put my phone handset into an internet router and not into the empty phone jack. The technician argued and said that that was the way to do it. I mentioned to him that was not the way it was when I first signed up for service. He insisted he did it right and then gave me his personal cell phone number and told me to call him directly if I had any problems.

Some calls came in, but many problems occurred with those, including the fact that I could not hear anything when I answered the phone. Customers I reached by cell phone said they could not hear me when they called the phone I use for business. I had tried to make a few test calls with my own cell phone and with other people's phones and found there were many other problems. Some of which were that I could not use call forwarding, the call waiting and the call waiting caller ID did not work anymore, and my voicemail wasn't working right.

I called the business number for Centurylink's line repair support staff and reported all of these issues so that they could repaired them properly. One lady came out and said she couldn't find anything wrong, but the phone was not working when callers tried to reach me and the calls were still having all the same issues from before.

I again called in to report these issues, and this time they had sent two technicians out together. They solved the issues with the phone jack plugged into the internet router and seemed to have corrected problems with an unfunctional line outside and saw many problems with the programming. They did call their office to try to fix it, but trouble continued on the calls and with receiving all of the phone calls.

Also after a little while at this location, there was static on the line. At first, the technicians who came showed me the issues with wiring in and with the box in front of the property. Fiddling around with wires inside the box wasn't fixing it and eventually I was told that broken phone equipment and wiring underground was what mainly caused the static problem and to really fix it they would have to dig up the street. But they would not dig up the street because it was too expensive and too costly to do.

At that point, I told them I had found my new office location and would like my phone and service moved there rather than continue to fight with the static and other difficulties, despite that I was still performing repairs on things like plumbing and other items necessary for an office space. I moved to my permanent location at the end of August 2016.

The area supervisors had been informed that major repairs were needed here; however these supervisors did not solve the problems. At one point when Paul Miller finally reached out to me, he told me if there were any problems with the move to the permanent location to just call him directly and he would handle it. However, he did not answer or return my call or text when I reported these issues to him as requested.

September 2016 to November 2017

The move to the new location did not resolve the problems and things became much worse. They did not send a technician during the time window I was given nor did they turn on phone service outside my office the day of the move. The phone features were not functioning. It was also discovered that some of the calls were being misrouted to my voicemail and also to my cell phone number even though my cell phone has nothing to do with the Centurylink service.

The technician who came later that day, after the first one did not set up service to work at all, said he had to call the programming department to fix all the items but ended up leaving before everything was set up correctly because his shift was over. He told me someone else would be calling me to finish but they never did.

The issues continued and also a very loud crackling static noise had developed. At times I could not make outgoing calls or even receive most of my incoming business calls. The static came back a few times throughout the past year resulting in more problems for my business, my technicians who work for me, and my customers.

I reported this trouble but Centurylink never fixed the issues that I had reported many times over the course of several months. I was left with no choice other than to make a report to the Arizona Corporation Commission to get Centurylink to abide by the law and repair my telephone service.

Please see the Commission's copy of the email correspondence between me, Jenny Gomez at the Corporation Commission, and Greg Norman at Centurylink's Customer Care Department. No resolution was ever found despite the Commission's help or strong policies and procedures for Utility Services. Centurylink has denied that they are a utility service and has not made an effort to ensure correction of issues with the telephone service they are legally obligated to provide for me.

Nature of Relief Sought:

Complete and documented repair of my Centurylink Small Business phone account and reimbursement for my losses. The legal department at Centurylink requested information regarding the amount of my losses in September but I am still awaiting their response or any reimbursement.