

NC  
FILE

Ohio

Public Utilities  
Commission

RECEIVED-DOCKETING DIV

2  
10-0453-TP-CSS  
Case Number

2010 APR -7 AM 11:25

Public Utilities Commission of Ohio  
Attn: Docketing  
180 E. Broad St.  
Columbus, OH 43215

Formal Complaint Form PUCO

Robert W. Dray  
Customer Name (Please Print)

525 N. Main St.  
Customer Address

Delphos Ohio 45833  
City State Zip

Against

302162863

\* "Embargo" Prev. Acc. No. 419-692-1074-442

100 CenturyLink Drive  
Customer Service Address (if different from above)

"CenturyLink"  
Utility Company Name

LA Monroe, LA 71203  
City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

\* Please call for complete details, 419-692-1074  
I am Perm. Totally Disabled with Spinal Cord Damage  
Losing the use of my legs, arms & eyesight, makes it very hard  
to write. Please get a copy of the "Embargo Phone Co"  
"Sept. of 2009 Bill, it shows the "Detailed Long Distance"  
"calls listed" under "Unlimited Long Distance Plan" that  
was under Embargo "Contract Agreement" in effect when  
CenturyLink took over Embargo. Embargo Agreement goes back to 1987.



Robert W. Dray  
525 N. Main St.  
Delphos, OH 45833



We'd do anything  
for this country!

Signature Robert W. Dray  
419-692-1074  
Customer Telephone Number

Thank you & God Bless you for  
your help.

180 East Broad Street  
Columbus, Ohio 43215-3793

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Technician SM Date Processed APR 07 2010  
Updated April 2, 2010  
(614) 466-3016  
www.PUCO.ohio.gov

**Robert Dray complaint against CenturyLink**

Has been a customer of CenturyLink/Embarq/Sprint/United Telephone for many years.

**Description of the issue:**

Has the Unlimited long distance plan for \$10.00 per month  
April 2009 received welcome packet from CenturyLink advising long distance plan would stay the same. Was receiving itemized long distance (billing detail) at that time.

Received billing detail until the October 2009 billing statement. At that time CenturyLink explained the billing detail was no longer available on the billing statement but the previous three months was available at their web site.

**Resolution sought:**

CenturyLink provide as part of the Unlimited long distance plan, long distance billing detail with each monthly statement as was the practice prior to October, 2009.