

PC



Public Utilities Commission

19-1933-TP-CSS

00542007
Case Number

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

Formal Complaint Form

Stephanie Matheny
Customer Name (Please Print)

243 S. Main St
Customer Address

Matta OH 43158
City State Zip

Against

302092838
Account Number

Customer Service Address (if different from above)

CenturyLink
Utility Company Name

City State Zip

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

As a customer of CenturyLink I talked extensively to their representative about their "lifetime guarantee" basic rate of \$49.99 in 2010. As I was and still am on a fixed income I stressed the need for assurance that my basic rate would not increase. I was assured by their representative that although taxes, etc. may increase, my basic rate would not. There was no mention of a 5-Year Lock Program. Amazingly, now CenturyLink has advised that I can have a "lifetime guarantee" basic rate at \$96.99. Should I believe them this time? Are they kidding?

I am filing this complaint in hopes that the Commission will convince CenturyLink to abide by their original "lifetime guarantee". As far as CenturyLink continuing to urge certain customers to apply for "lifetime", she resented that I was forced to apply in the past and I resent it now. Why should those of us in reduced circumstances, who are doing their best to make due, be forced by these mega corporations to turn to "government programs"? And, as far as the "bundle" loophole - anyone who deals with a loved one with a life-threatening prolonged illness depends on a landline and the internet; not only for the latest medical advances but support. They do not depend on television service, a luxury many of us, including my family, do without.

Stephanie Matheny
Signature

740-962-5566
Customer Telephone Number

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