

FILE  
NC

# Ohio

## Public Utilities Commission

20-0084-TP-CSS

Case Number

VED-DOCKETING DIV

2020 JAN 13 PM 3:58

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

### Formal Complaint Form

MARSHALL G. Hites

Customer Name (Please Print)

208 Bruce St

Customer Address

BATON

City

OH

State

45320

Zip

**Against**

1-937-456-5339

Account Number

CASE ID: 00532845

(9407)

Customer Service Address (if different from above)

CENTURYLINK LLC

Utility Company Name

City

State

Zip

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

THIS COMPLAINT INVOLVES MAJOR AND UNRESOLVED + EXCESSIVE  
PROBLEMS WITH SERVICE AND TROUBLE WITH CABLE SYSTEM  
VIOLATING CONSUMER LAWS. IT WENT AWAY BY ORDER AND  
AND WORST TREATMENT BY A UTILITY-PHONE COMPANY IN MY  
LIFETIME PLUS 30+ YEARS BEING A QUALITY CUSTOMER  
THAT'S WENT ON FROM APRIL 2012 - OCTOBER 2019  
(SEE ATTACHED SHEETS)

NOTE: IT WAS SO BAD THEY FORCED US OUT THE DOOR  
AND WE HAVE DOCUMENTATION + WITNESSES TO PROVE THE CASE  
WE WENT WITH SPECTRUM IN 2019.

Marshall G. Hites  
Signature

1-937-456-5339

Customer Telephone Number

This is to certify that the images appearing are an  
accurate and complete reproduction of a case file  
document delivered in the regular course of business.  
Technician A Date Processed 1/13/20

**Complaint Against CenturyLink LLC Monroe, LA, PUCO Case ID 00532845**

**Complaint Background:**

First I had to have quadruple bypass in January 2019 and had to rely on my phone service to make calls that involved my health and related issues. In addition I have 2 major legal cases in process that involve US Army Veterans that have National implications. It was vital for us to have quality phone service when making calls to attorneys, elected officials, and others related to those cases. In addition, we relied on our phone service for business that potentially impacted our income and last we have several friends who have serious health issues that we have kept in contact by phone.

No utility or phone service is perfect but what we experienced with CenturyLink for the major part of 2019 went way beyond normal errors and service and in fact after being a long term customer I ended up being blamed by CenturyLink for our problems. Matt, an employee of CenturyLink, tried to fix the problem and ended up declaring the problem to be in CenturyLink's front office after he checked all possibilities in and right outside our home. Being blamed for the problem was one of the last straws after months of being passed around like a ping pong ball, routed to speak with reps in more than 5 states and then off shored to the Philippines to speak with a person who had poor English.

Let me say there are several witnesses and CenturyLink reps to this complaint who after enduring the same service problem for over 3 months routed me to Denver Colorado where reps started issuing ticket numbers and that was in late June 2019 which is what Chadwick Woods only reviewed and ended up blaming me for their problems. Prior to ticket numbers being assigned my calls for help were apparently entered into some kind of system for reps could see the date and time I had called in for service before late June 2019 when tickets began to be assigned. . Woods never referred to these calls. He and CenturyLink essentially forced me out the door after I endured months of their abuse and mishandling my account.

Prior to contacting Denver in late June 2019, while speaking with Brian, a CenturyLink technical support rep, he was on the line with me when the call was dropped by CenturyLink and he had to call me back. Brian experienced first handed what I and others had been for several months prior to that time. In addition, I would be on the phone and calls not loud enough to be heard and either fade out or be dropped when speaking with the party on that end. This included my heart surgeon's office, attorneys, elected officials, friends suffering health issues, and business contacts. It was devastating to us in many ways.

T212CLKREOBRE14

## Attachments:

Confirmation that PUCO and the FCC were contacted in early July 2019 due to the months of problems we had with CenturyLink service and having made every effort to get the problem resolved which should have been done several months prior and PUCO certainly has jurisdiction over the CenturyLink trouble report, call in system, and the manner an Ohio Customer is abused and mishandled by a utility which includes CenturyLink.

Letters and email correspondence to and from CenturyLink that shows the length of time and major problems I was having and includes key points:

- a. The problems predated the end of June 2019
- b. After being a long term customer I was abused and driven away from CenturyLink
- c. While Chadwick was amicable and started off well he ended up blaming me for their problems, failed to review CenturyLink's own report file before late June 2019, acknowledges CenturyLink made a proposal to settle and offer a lifetime 20 per month credit but refused to consider a fairer and just settlement for severe damages.
- d. Shows CenturyLink's internal system problems when they kept sending me demands to return their equipment when we had done so weeks before their harassment emails.
- e. Shows problems with CenturyLink's system by them billing me after they received the equipment when they still owed us.
- f. Shows that CenturyLink rejected a settlement proposal without any negotiation in good faith even though they clearly damaged us over a lengthy period of time that was excessive.
- g. Shows that CenturyLink wasn't even close in abiding by their own published values listed on their website.
- h. That CenturyLink placed no value on an Ohio customer of 30+ years.

## Closing:

PUCO should help to resolve this Complaint in a fair and just manner. Since I do not have the exposure to all the complaints PUCO receives concerning CenturyLink and other utilities I will accept a fair and just financial resolution to this complaint for as I said if it has to go to an attorney who specializes in this kind of case it will cost CenturyLink a lot more.

Also PUCO should be concerned that we discovered that MANY Ohio Customers are having difficulties with CenturyLink and also in Eaton and Preble County and a thorough investigation into CenturyLink's system and handling of Ohio Customers should be initiated for the welfare of ALL Ohio customers. I ask PUCO why did a reputable attorney have so much trouble with CenturyLink he had to go to Spectrum and secure better service for his office?

PUCO should be concerned that numerous CenturyLink customers were forced to leave and incurred the same problems I did in sending my equipment back and the local UPS depot located at Radio Shack informed me that they had heard from numerous customers the same kind of problems and complaint we had with that outfit.

PUCO needs to place a time limit on resolving this complaint and with my health issues am not to attend any conference but can be reached by phone or email at [gshiles1969@gmail.com](mailto:gshiles1969@gmail.com).

I close by saying thank you to the PUCO for their attention and consideration in this case and hopefully help to resolve this case in a fair and just manner and it will help many other Ohio Consumers.

**Gary Hiles**

---

**From:** "PUCO Consumer Call Center" <noreply@puc.state.oh.us>  
**Date:** Monday, July 08, 2019 5:36 PM  
**To:** <gshiles1969@gmail.com>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00521032



Dear Gary Hiles:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Your case number is 00521032.

A PUCO Call Center Representative will contact you as soon as possible  
to discuss your case.

Sincerely,

PUCO Call Center  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)



<https://www.facebook.com/PUCOOhio>

This message and any response to it may constitute a public record and thus may be  
publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0KEtso:ref

July 8, 2019

Federal Communications Commission  
Consumer Inquiries and Complaint Division  
Washington, D.C. 20554

Fax: 1-800-366-2382

Re: Hiles, Marshall – IC3363565

FCC/CICD,

I received a copy of the letter attached by Joni Duran and frankly what her letter and the attached record copy sent to the Ohio P.U.C.O and frankly what happened to date regarding my well founded consumer complaint is further supported by these 2 documents.

I want to reiterate I have been a loyal customer for over 30 years even before it was taken over by CenturyLink and to be quite frank I received no personal calls from CenturyLink to ask me about my complaint and these documents omit key facts justifying my complaint and also includes errors that could have been avoided had I had the courtesy of a personal contact before CenturyLink attempted to white wash the complaint.

It is further evidence CenturyLink needs to be investigated and that their internal systems are a mess. What I have experienced since the first of the year is the worst service I encountered since being a customer for over 30 years. I started when it was United Tel and then Sprint and have been a customer the entire time.

Let me say that there are some good and capable people who work for CenturyLink that are forced to use and operate in a system that is NOT easy to use, not customer friendly, and this must be stopped or CenturyLink mandated to get out of the business and sell it to a party who understands the value of excellent customer service. I suggest you look at their own website and review the numerous complaint messages. I would also state that their call in system is a debacle and causes MANY errors not being customer friendly or even accurate in many cases.

The next major problem is when you are forced to call in more than once being connected to different people and being told opposite things of previous CenturyLink Reps or frankly even lies. I was told by one Rep a service technician would be here on Tuesday, none came and there was not even a call to let me know. I was forced to call back the next day and then told a technician would be here 8 to 12 in the morning and with no call or one who came I was forced to call back early afternoon and eventually told I would be called that next morning and was not,

and that a technician would be out Friday. But let me say I had called in and complained about my service dropping long distance calls often in the middle of a call which is not only embarrassing but costly as I have frequently been involved in legal calls. Try speaking with an attorney or office of an elected official and this happen on a frequent basis.

The technician came out Friday and handled my internet system and a nice fellow came with him and inadvertently failed to connect my phone line to the proper system and I could not even get a dial tone and the problem was a CenturyLink problem it was not mine.

The attached notice from Jenny Owen has numerous errors. Jenny failed to note I had intense problems with long distance calls earlier than these dates and it was excessive and worse and it appeared the problem was either outside or programming in the office because after complaining it did improve but was never 100% free from the problem. It started to get worse again which prompted my recent calls and complaints.

I might add I was told different things by CenturyLink Reps as reasons for the service not being as expected, one said it was outside, another said it was a programming problem, another said at the box outside, and I was actually told some of this by a technician. I want to reiterate this has been the worst and most upsetting situation involving my phone service that I have endured since being a customer for over 30 years.

I was told by some rep the next time a technician came out to have him sign off on another credit in addition to the 50.00 since I had not been handled properly and my service had not been usable as it should have been and of course no one came again.

Let me say again when it was United Tel or Sprint and an office was located here in our County and town the system was superior and I cannot recall having any issues with service reps or technicians but frankly the service has deteriorated since CenturyLink has been in charge it certainly is not like it was in the good ole days. I should also say the attitudes of many people are far worse than it ever was in the good ole days and it must stop

I want to close by saying my Internet service has been better with a new modem box and it is just sad and tragic than someone with serious health issues would be forced to deal with service problems of this nature especially when they are and were avoidable. I might add that it appears customers rated CenturyLink 1.6 on a scale of 5.0 and that is not good and they should be concerned about it. It appears my service is working but it took me dropping calls while speaking with a CenturyLink Rep to drive home my point. Nuff said.

Regards,

s/ Marshall G Hiles

August 15, 2019

CenturyLink Inc.  
Legal Dept.  
Attn: Pat Fenner  
1801 California St. 10<sup>th</sup> Floor  
Denver, Colorado 80202

**Re: Customer Damages and Legal Action**

Dear Ms. Fenner.

I am writing you to advise you that CenturyLink is in serious legal trouble for causing me and my family serious harm and suffering that is clearly excessive way beyond acceptance and within reason. Your name and address was given to me when a CenturyLink rep learned how repeated and serious this case is and frankly may also be just reason to have an attorney file a class action lawsuit against CenturyLink. What has happened to me and in just the past few days was the last straw that broke the camel's back and CenturyLink will answer and pay serious damages for it especially when their negligence has been repeated over many weeks time.

I have been a customer from the beginning CenturyLink sadly took over my account after being with United Tel and Sprint long before that time. In fact the CenturyLink office was local and then moved to Dayton from Eaton and during that time I cannot recall any problems nearly like we have endured over the last 2-3 months.

I had major heart surgery several months ago and under a doctor's care for it and while speaking with my doctor's nurse on the phone the call was dropped and I could not even dial them back which is the same thing that has happened to long distance calls over the last 2-3 months without resolution even though attempts to resolve were tried by CenturyLink maybe.

So we are talking about serious disruptions of this nature while I have been involved in 2 major legal cases with even National implications and had calls dropped without being able to recover from those drops and those cases involve millions of dollars in addition to the serious harm done to me.

In addition to the repeated and bad service the CenturyLink call in system is and service is a nightmare not even close to the service we had for many years and it is going to change or their will by multiple lawsuits in the future. CenturyLink as a result has been reported to the PUCO and that will continue as well. While there have been some good professionals along the way I have even been routed to the Philippines and forced to rely on people whose English was poor.



A long standing customer in Eaton Ohio who for years could rely on service with people who could speak English well has now been forced to deal with a company whose utility service is in turmoil and forced to rely on offshore customer service after having gotten it locally for years and we are not going to endure this any longer. This may be the first lawsuit and complaint if it continues.

I have one of several attorneys I can turn this account over to handle with a damages demand but am sending you this letter in advance and it can be handled as by dealing with me direct or an attorney with a demand for a trial by jury. What is so conclusive is the fact when I was routed by CenturyLink to one of hundreds of service reps that call dropped during our conversation and he was a firsthand witness of this trouble and he called me back but the problem has of today NOT been resolved me and my family have suffered for it way beyond anything within reason and you can resolve this case direct with me or with my attorney.

I have copies of service tickets and emails this matter has gone on way too long and as a result any bills sent to us will not be paid until this matter is resolved both service and my claims with you. If cut off over it since CenturyLink caused this entire problem will result in another lawsuit where I will name the CEO, Board of Directors, and key individuals personally in addition to the company and they will answer and pay serious damages as a result.

My number is 1-937-456-5339 that is if your call is not dropped and you can check my service ticket file and get my email address.

Regards,



Marshall G Hiles  
208 Bruce St.  
Eaton, Ohio 45320

CC: PUCO of Ohio  
FCC  
City of Eaton  
Attorney

November 5, 2019

CenturyLink Inc.  
Chadwick Woods  
Customer Advocacy Group

**Re: Acct. # 302269407 Damages Demand**

Dear Chadwick and Ms. Fenner,

I think it is deplorable how I was abused and mistreated by CenturyLink after having been a long term 30+ year customer and spending a lot of money with a firm that cared less and did not handle my service problems correctly from the start.

First, the so called records you examined, while partly correct, CenturyLink did not produce to you the entire record of my contacts with CenturyLink concerning my problems starting in April of 2019 not July 2019.. In addition, it is insulting I would be blamed for your problems when your own people checked my connections at the pole and here at our house and found nothing wrong and your employee said to me the problem had to exist with your office and how it had been mishandled by programming. He also gave me his personal cell phone number.

Blaming me for an obvious situation created by CenturyLink was the last straw along with CenturyLink dropping a critical call to my heart doctor after I had undergone quadruple bypass. Not to mention the dropped calls to elected officials, lawyers working on key legal cases, business contacts, and personal friends some with life threatening issues as well as myself.

I followed all rules and procedures to get the trouble fixed and corrected and ended up even being routed to the Philippines after I had been routed to several States and spoke with numerous CenturyLink employees some who would be subpoenaed if necessary who even routed me to Ms. Fenner seeing my problem was so bad and not being fixed by your firm. They witnessed and saw it first handed Chadwick.

If this were some problem that would have been fixed in a reasonable time I would not have replaced CenturyLink with a firm where my service has been far better, the quality and tone of the calls far better, and the Internet service much faster and better.

Due to the damages I suffered over such a prolonged period of time I am demanding for damages the amount of \$ 15,000.00 and if I am forced to involve an attorney professional fees and litigation costs will be added and he has the right to determine the damages are far more than \$ 15,000.00. There is a time limit of 30 days to pay this amount to me. In addition, if necessary, I will name all CenturyLink Board of Directors as liable and let them answer for the length of the problems, remaining unfixed, the unnecessary abuse I encountered at the hands of CenturyLink and being forced to secure a far better phone service provider.

I also sent you the name of witnesses to my problems and their phone numbers and you never bothered to contact them but they will be available as witnesses to my problems and mistreatment by CenturyLink starting in April of 2019.

I was actually driven away from CenturyLink due to their inaction and attitude with conduct. I will never recommend CenturyLink to any other user and have already filed a major complaint with the FCC. I should never have been forced to come to this point.

Regards,  
s/Marshall G Hiles

cc: PUCO  
FCC  
Attorney

### **CenturyLink Damages Settlement Proposal**

First it should be acknowledged I have never incurred the kind of trouble, suffering, abuse, embarrassment, and difficulty I did at the hands of any utility or even CenturyLink that I did with my phone service since the spring of this year. Not only has my phone service been excessively troublesome but in my effort to get my service fixed and back to normality, I encountered additional problems from CenturyLink's call in system that created additional problems in what should have been an effective reporting system with immediate repair

I would add that I have been a customer of the CenturyLink phone system, United Telephone and then Sprint before taken over by CenturyLink, for over 30 years. My record speaks for itself and adds greater support to this Settlement Proposal and what took place with CenturyLink since the spring of 2019. The problems we had with CenturyLink as a utility provider since that time were unprecedented and beyond the scope of service problems. The record is confirmed by the tickets and numbers of people I spoke to at CenturyLink during that time. One of the most revealing facts supporting my claim for damages occurred when I had to call CenturyLink and my service was interrupted when I was on the phone with Brian who became a witness to my plight and had to call me back. In addition to Brian there are numerous CenturyLink witnesses to this case.

Since the spring of 2019 this family has been the victims of their health issues and doctors being affected by the phone service, calls being dropped to attorneys that involve major legal issues, calls dropped in the middle of conversations with attorneys and elected official offices, business calls being dropped, calls to friends and other that combined has been the source of great pain and unnecessary trouble.

After sending a complaint to Pat Fenner my case was assigned to Chadwick Woods to act as my consumer advocate. Chadwick was very professional and did his best to settle my case. He saw first hand the numerous tickets that were generated by this case and as a result offered to waive the August payment of about 130.00 to which I accepted but rejected his offer of subtracting 20.00 per month from our bill on a lifetime basis one of the reasons being CenturyLink could raise charges at any time essentially nullifying that reduction. I said I would prefer a cash settlement with an explanation of the monthly charges and am submitting this proposal to CenturyLink. A lot of consideration with the opinions of others preceded this proposal with the opinions of others being able to evaluate my suffering and related damages.

I want to point out if I have to have this proposal submitted to CenturyLink by an attorney then the amount to settle will be higher due to the cost of obtaining an attorney.

## **PROPOSAL**

1. The August 2019 charges will be waived by CenturyLink.  
(This was agreed to and accepted).
2. CenturyLink to provide an explanation of monthly charges to me the customer.
3. CenturyLink to provide a cash settlement of \$ 15,000.00 to me to cover all damages and to be paid within a week after settlement agreement.

s/Marshall G Hiles 9/17/19

cc: PUCO  
Attorney  
Rep Smith  
Chadwick Woods

**Gary Hiles**

---

**From:** "Gary Hiles" <gshiles1969@gmail.com>  
**Date:** Sunday, September 29, 2019 7:21 PM  
**To:** "Customer Advocacy (Execs)" <ctl.execs@centurylink.com>  
**Subject:** Update Hiles Case

Chadwick this is getting insane and I had to email to tell you that I also had a call to drop to an area codes 1-202 number my House Reps Office and today hear this it dropped during my talk with my 91 year old aunt 1-513-795-7000 who is not well and I told you I have about had it. What is CenturyLink trying to push me? If I have to take legal action it will end up being one of the biggest actions ever taken against a utility company and I will name the CEO and Directors in addition to the company if this problem is not fixed pronto and a just settlement is reached and it better be done very soon. If you were me you'd be as upset and trust me I have it all documented with witnesses. Nothing personal.

regards,  
 Gary Hiles

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

**From:** Gary Hiles  
**Sent:** Saturday, September 28, 2019 10:46 AM  
**To:** Customer Advocacy (Execs)  
**Subject:** Fw: Settlement Propoosal from Hiles [ref:\_00D412HUz0.\_5004NahG3M:ref]

Chadwick it is outrageous and I will be calling the FCC and FTC Monday. I was talking with my good former NBA player friend by phone on a number I reported to CenturyLink months ago at 1-513-793-3909 AND AT 1028 AM SATURDAY MORNING YOUR PITIFUL COMPANY DROPPED THE CALL AGAIN AND HE IS A ALSO A WITNESS. CenturyLink better get this corrected or the price to settle is going up and or I may leave and switch as well I suppose that is what they want right Chadwick? But that will not occur without CenturyLink paying for damages. It will be the subject of major news and we will not stop until justice is served and CenturyLink either gets out of the business or they are forced out by angry customers.

I have been damaged excessively and had it.  
 Gary Hiles

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

**From:** Gary Hiles  
**Sent:** Friday, September 27, 2019 10:18 AM  
**To:** Customer Advocacy (Execs)  
**Subject:** Fw: Settlement Propoosal from Hiles [ref:\_00D412HUz0.\_5004NahG3M:ref]

Chadwick just to let you know I spoke to one of my attorneys offices about this case and hear this they were having so much trouble with CenturyLink

they changed their phone service to Spectrum and have had no problems like they were with CenturyLink since. So he has first hand knowledge of my problems. I trust I will hear from you soon but this gives even more teeth to my case and CenturyLink better wake up they have serious problems in Eaton and I can tell you phone consumers here are not going to take this much longer.

regards,  
Marshall G Hiles

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

From: Gary Hiles  
Sent: Tuesday, September 24, 2019 3:22 PM  
To: Customer Advocacy (Execs)  
Subject: Re: Settlement Proposal from Hiles [ref:\_00D412HUz0.\_5004NahG3M:ref]

I AM DISGUSTED Chadwick. You can let your manager know it still is NOT right as I dropped a long distance call again and just tried a dear friend who has Parkinson disease on his cell phone at 1-540-271-2548 and got a fast busy and then a message we cannot complete your call as dialed and reached him on the same number 1-2 weeks ago and to dial \*611 OF COURSE THAT DID NOT WORK EITHER. This is absolutely punitive and I am not going to take it much longer without severe penalties and actions being taken against CenturyLink.

I am going to speak with one of my attorneys and advise them of this mess and how I have been mishandled and treated by Centurylink and this entire mess.

regards,  
Gary Hiles

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

From: Customer Advocacy (Execs)  
Sent: Friday, September 20, 2019 2:49 PM  
To: [gshiles1969@gmail.com](mailto:gshiles1969@gmail.com)  
Subject: Re: Settlement Proposal from Hiles [ref:\_00D412HUz0.\_5004NahG3M:ref]

Gary,  
Sorry I haven't gotten back to you, it has been a little busy the past few days. I also wanted to let you know that my manager has been out of the office on bereavement, so we have not had a chance to look over everything and discuss the next step that we would take or that you will need to take. She is expected to be back in the office on Monday and I know she will have a ton of things to come back to, but I will let her know that we need to discuss and will send you an update as I get it.

Chadwick

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

From: Gary Hiles [[gshiles1969@gmail.com](mailto:gshiles1969@gmail.com)]

Sent: 9/17/2019 2:29 PM  
To: [ctl.execs@centurylink.com](mailto:ctl.execs@centurylink.com)  
Subject: Re: Settlement Propoosal from Hiles [ ]

Chadwick thanks and as you could see nothing against you personally and as said will work with you to arrive at a fair and just settlement given the severity of this case and my proposal was not knee jerk action but researched and discussed with others prior to making my proposal.

If you have any questions or want to speak with witnesses as I gave you some already or need any data let me know.

regards,  
Gary Hiles

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

From: Customer Advocacy (Execs)  
Sent: Tuesday, September 17, 2019 1:43 PM  
To: [gshiles1969@gmail.com](mailto:gshiles1969@gmail.com)  
Subject: RE: Settlement Propoosal from Hiles [ ]

Gary,  
Thanks for sending me the information and I will set up a time to discuss this with my manager. I will get any and all information that I am provided your way as soon as I get it.

Chadwick Woods

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

From: Gary Hiles [[gshiles1969@gmail.com](mailto:gshiles1969@gmail.com)]  
Sent: 9/17/2019 12:29 PM  
To: [ctl.execs@centurylink.com](mailto:ctl.execs@centurylink.com)  
Subject: Settlement Propoosal from Hiles

Chadwick here is a copy of the settlement proposal let me know to whom and the address of where it needs to go and if I need to do so and you cannot send it on from here.

I am weary of all this Chadwick.

Thanks  
Gary Hiles

### CenturyLink Damages Settlement Proposal

First it should be acknowledged I have never incurred the kind of trouble, suffering, abuse, embarrassment, and difficulty I did at the hands of any utility or even CenturyLink that I did with my phone service since the spring of this year. Not only has my phone service been excessively troublesome but in my effort to get my service fixed and back to normality,



I encountered additional problems from CenturyLink's call in system that created additional problems in what should have been an effective reporting system with immediate repair

I would add that I have been a customer of the CenturyLink phone system, United Telephone and then Sprint before taken over by CenturyLink, for over 30 years. My record speaks for itself and adds greater support to this Settlement Proposal and what took place with CenturyLink since the spring of 2019. The problems we had with CenturyLink as a utility provider since that time were unprecedented and beyond the scope of service problems. The record is confirmed by the tickets and numbers of people I spoke to at CenturyLink during that time. One of the most revealing facts supporting my claim for damages occurred when I had to call CenturyLink and my service was interrupted when I was on the phone with Brian who became a witness to my plight and had to call me back. In addition to Brian there are numerous CenturyLink witnesses to this case.

Since the spring of 2019 this family has been the victims of their health issues and doctors being affected by the phone service, calls being dropped to attorneys that involve major legal issues, calls dropped in the middle of conversations with attorneys and elected official offices, business calls being dropped, calls to friends and other that combined has been the source of great pain and unnecessary trouble.

After sending a complaint to Pat Fenner my case was assigned to Chadwick Woods to act as my consumer advocate. Chadwick was very professional and did his best to settle my case. He saw first handed the numerous tickets that were generated by this case and as a result offered to waive the August payment of about 130.00 to which I accepted but rejected his offer of subtracting 20.00 per month from our bill on a lifetime basis one of the reasons being CenturyLink could raise charges at any time essentially nullifying that reduction. I said I would prefer a cash settlement with an explanation of the monthly charges and am submitting this proposal to CenturyLink. A lot of consideration with the opinions of others preceded this proposal with the opinions of others being able to evaluate my suffering and related damages.

I want to point out if I have to have this proposal submitted to CenturyLink by an attorney then the amount to settle will be higher due to the cost of obtaining an attorney.

1

## PROPOSAL

1. The August 2019 charges will be waived by CenturyLink.  
(This was agreed to and accepted).
2. CenturyLink to provide an explanation of monthly charges to me the customer.

3. CenturyLink to provide a cash settlement of \$ 15,000.00 to me to cover all damages  
and to be paid within a week after settlement agreement.

s/Marshall G Hiles 9/17/19

cc: PUCO  
Attorney  
Rep Smith  
Chadwick Woods

2

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

From: Gary Hiles  
Sent: Tuesday, September 17, 2019 11:18 AM  
To: Customer Advocacy (Execs)  
Subject: Re: CenturyLink Complaint In Progress [ ]

Chadwick a complaint based on a service issue but it MUST be considered what happens how when and to whom and if it is excessive then damages must be paid for something that is so egregious and not within the scope of basic service issues. Not to say so would be giving anyone carte blanche in how they acted or their service caused such excessive harm. Also let me know if I need to send this proposal to ? and will do so plus send you a copy. The record also needs to be considered in this one. Let me point out if a deduction in charges at the rate you stated for life would occur that could be ? but taking 20 years would be close to 5000.00 and I declined for the reasons I gave and plus the gravity of the offense and damages.

regards,  
Gary Hiles

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

From: Customer Advocacy (Execs)  
Sent: Tuesday, September 17, 2019 11:05 AM  
To: [gshiles1969@gmail.com](mailto:gshiles1969@gmail.com)  
Subject: Re: CenturyLink Complaint In Progress [ ]

]

Gary,

Sorry I missed your call this morning as I have been working with another customer getting their services restored. I did listen to your voicemail, however, and you are more than welcome to send the proposal over and I will review with my boss. I do want you to know, as I mentioned before, that since you declined my offer of the recurring discount for life and you want to pursue a cash settlement claim, you would have to go through a legal process. You had mentioned yesterday that if you had to get your lawyer involved it could change the amount of the proposal, but keep in mind the claim that you are making is based on your service issue and that is what would be reviewed when making a decision on the amount (if any) would be awarded.

Please let me know if you have any questions.

Thank you,  
Chadwick Woods  
Case Manager  
Customer Advocacy Group  
CenturyLink  
423.212.4310

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

From: Gary Hiles [gshiles1969@gmail.com]  
Sent: 9/14/2019 4:44 PM  
To: [ctl.execs@centurylink.com](mailto:ctl.execs@centurylink.com)  
Subject: Re: CenturyLink Complaint In Progress [ ]

Char wick I need to speak with you asap about our complaint situation and settlement.

thanks

Gary Hiles

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

From: Customer Advocacy (Execs)  
Sent: Tuesday, September 10, 2019 12:24 PM  
To: [gshiles1969@gmail.com](mailto:gshiles1969@gmail.com)  
Subject: Re: CenturyLink Complaint In Progress [ ]

Gary,

I hate to hear that you experienced some phone issues with your friend. Did you call the repair number that I provided and have it reported? I can understand your frustration and I understand although there might be other customers that have phone issues, every customer's situation is unique to them. I explained to you on the phone the other day that you would still receive the bill in the mail because it had already shipped, but I would clear that balance for you, which I have. I advised that I could not stop it in the mail but you could check the balance online or through the automated

system. I also have the \$20.00 added to the account which is a recurring discount for life. As I explained on Friday, your next bill that prints you will see that discount each and every month.

I truly hate to hear, also, that you feel that we are trying to "push" you out the door, which is the furthest from the truth. We appreciate your business as we do with all of our customers. We understand that sometimes customers will choose to part ways based on their needs and decisions, but I can assure you that our intent is to not lose any customer.

I will be happy to discuss the case with you further, so that I can get an understanding of your thoughts and what happened with the call that you made to your friend. I was out of the office yesterday due to an illness, so I will look at my schedule for tomorrow and we can set up a time to talk.

Please let me know if you have any questions.

Thanks,

Chadwick Woods

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

From: Gary Hiles [gshiles1969@gmail.com]

Sent: 9/7/2019 12:44 PM

To: [ctl.execs@centurylink.com](mailto:ctl.execs@centurylink.com)

Subject: Re: CenturyLink Complaint In Progress [ ]

Chadwick just to let you know I was speaking with my close friend this morning which was one of the numbers I gave to CenturyLink a long time ago for dropping calls and it did not drop but faded out where he could not hear me he said it sounded muffled. What kind of service is this? This is frustrating and clearly unacceptable and another good reason I sent you the email I did about your offer to settle being way too low. I ask you how much is a customer who has a clear record like me supposed to take and absorb? I also know if you look at CenturyLink's own website there are MANY complaints and perhaps a class action should finally get it where it should have been long before now. I have every right to be this upset and angry with CenturyLink.. If you wish to get confirmation of today's call I am sure my friend would tell you what happened during our call and how he has been aware of my problems for several months and also a victim. If CenturyLink is trying to push me out the door then we will find a replacement and file a lawsuit at the same time in our County. Not angry at your but CenturyLink and the excessive situation.

Regards,  
Gary Hiles

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

From: Customer Advocacy (Execs)

Sent: Thursday, August 29, 2019 5:41 PM

To: [gshiles1969@gmail.com](mailto:gshiles1969@gmail.com)

Subject: CenturyLink Complaint In Progress [

]

Hello Gary,

I am just checking in with you and to let you know that I will be out of the office tomorrow 8/30/19 and returning to work on 9/4/19. I am still working on your case and still gathering information regarding your account and I will continue when I return. Thanks again for your patience while this is being done so that we can come to the best resolution for you.

Please let me know if you have any questions.

Thank you,

Chadwick Woods  
Case Manager  
Customer Advocacy Group  
CenturyLink  
Voice: (423) 212-4310

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.

The information in this response, as well as any attachments or Exhibits, contains confidential CenturyLink and customer information, perhaps including Customer Proprietary Network Information (CPNI), and should be treated accordingly with respect to its use and storage.

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.

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.

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.

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.

ref:\_00D412HUz0.\_5004NahG3M:ref

**Gary Hiles**

---

**From:** "Gary Hiles" <gshiles1969@gmail.com>  
**Date:** Monday, October 07, 2019 6:30 PM  
**To:** "Customer Advocacy (Execs)" <ctl.execs@centurylink.com>  
**Subject:** Fw: CenturyLink Complaint: Decision on request [ ref:\_00D412HUz0.\_5004NahG3M:ref ]

I would ask you as you listed your own people stated after they came it was not in the house but your people one time put the wrong plug in not me and here again this was NOT when the trouble stated and sir your people stated after even checking out the pole and my house it had to be with CenturyLink's Office and the programming etc sir do you wish to speak with him If CenturyLink was not dropping the calls how was it happening and we have witnesses it was CenturyLink's problems. This is maddening after being mishandled dropping calls with doctors, elected officials, legal people friends and businesses. You say credit s were applied and sir you do not have that right either for one I recall was told would occur and to get your people to repeat it and it never happened. This has been an insane mess and trying to act as it it were not CenturyLink as said is insulting and a crime. Where is your record of the calls I made to Brian and others and ticket s were not made Chadwick? Far from over.

Gary Hiles

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

From: Gary Hiles  
 Sent: Monday, October 07, 2019 6:15 PM  
 To: Customer Advocacy (Execs)  
 Subject: Re: CenturyLink Complaint: Decision on request [ ref:\_00D412HUz0.\_5004NahG3M:ref ]

Chadwick this is NOT complete and the trouble I have had goes back to the spring not just June sir not to mention the trouble I had with CenturyLink's internal call in system plus you ignored that trouble even your own people witnessed it and you sir even though I gave you the numbers and names of people never called any one time to hear them and at least one was well before the dates and tickets you listed. This is NOT going to fly and I will take whatever steps to see to it justice is served and the settlement I gave you will increase. This is insulting and appears you are trying to shove me out the door.

Will be back to you. Or perhaps an attorney.

Gary Hiles

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

From: Customer Advocacy (Execs)  
 Sent: Monday, October 07, 2019 5:36 PM  
 To: [gshiles1969@gmail.com](mailto:gshiles1969@gmail.com)  
 Subject: CenturyLink Complaint: Decision on request [ ref:\_00D412HUz0.\_5004NahG3M:ref ]

Dear Mr. Hiles:

In response to your letter dated August 15, 2019, I reviewed your account no. 302269407. Your account has our Price for Life High Speed Internet and Unlimited Home Phone bundle which bills at \$116.49 in monthly recurring charges, plus taxes, fees and surcharges. Since January 1, 2019, you placed the following six repair tickets with CenturyLink. In the listing below of each ticket, we have added the specific results from our repair work.

1. 6/29/19. Phone plugged into incorrect port. No other trouble found.
2. 7/1/19. CenturyLink found no trouble; line test is good.
3. 7/3/19. CenturyLink found no trouble.
4. 7/23/19. CenturyLink found no trouble; line test is good.
5. 8/16/19. CenturyLink found no trouble.
6. 8/23/19. CenturyLink found no trouble on the line and referred the issue to the long distance group for monitoring. This ticket was closed on 9/4/19 after it was explained to you that our monitoring showed the CenturyLink network was not dropping the calls.

Since June 2019, CenturyLink applied credits totaling \$290.53 to your account, including my earlier offer to credit the August bill. You previously declined an offer to post a \$20.00 per month discount to your account. CenturyLink declines your settlement offer of \$15,000.00. CenturyLink believes that we have made every reasonable effort to address your complaints and detects no network problems with your service.

Please let me know if you have any questions.

Thank you,

Chadwick Woods  
Case Manager  
Customer Advocacy Group  
CenturyLink  
Voice: (423) 212-4310

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.

The information in this response, as well as any attachments or Exhibits, contains confidential CenturyLink and customer information, perhaps including Customer Proprietary Network Information (CPNI), and should be treated accordingly with respect to its use and storage.

ref: \_00D412HUz0.\_5004NahG3M:ref



**Gary Hiles**

---

**From:** "Gary Hiles" <gshiles1969@gmail.com>  
**Date:** Tuesday, October 08, 2019 11:48 AM  
**To:** "Customer Advocacy (Execs)" <ctl.execs@centurylink.com>  
**Subject:** Last Message

Chadwick,

Let me say even with the terrible hell I have been put through by CenturyLink it has been very hard for me because I never had such to occur prior to what started earlier this year. Also I double checked with one of the dropped call numbers I gave CenturyLink months ago and he said it had been happening long before July this year and he is one of the witnesses. Also to show you how this was extremely disruptive it also dropped faxes when I was trying to send important documents and I got tired of all of it. I kept calling into Centurylink and routed to many States, even the Philippines, and people who were decent people did NOT handle it as they should have and finally after being mishandled for weeks a good person routed me to Denver and I have the number here and a good lady then took control and that is when the tickets began. If CenturyLink does not settle then they have manifested that 30 + years means nothing, nor do they take responsibility for their actions and I am giving you and them a chance between now and Oct 13, 2019 to settle my case fairly and justly and what you offered for the reduction was not fair or just and as others confirmed my reasons for rejection many things having been done to others as well to come to a fair and just settlement without the need for an attorney but however if forced it will be bigger and far more expansive than what they thought. One of the reasons I wanted you to remain was you knowing what happened to you and felt you could be fair and just so if you want me to speak with Pat send me her number but if you want to make a fair and just proposal to me do so because Friday 5 PM is not that far away.

regards,  
Gary Hiles

**Gary Hiles**

---

**From:** "Customer Advocacy (Execs)" <ctl.execs@centurylink.com>  
**Date:** Wednesday, October 09, 2019 4:15 PM  
**To:** <gshiles1969@gmail.com>  
**Subject:** Customer Complaint: Update on Final Decision [ ref:\_00D412HUz0.\_5004NahG3M:ref ]

Dear Mr. Hiles:

As we advised you, your account and repair tickets were thoroughly reviewed and the issue you raised regarding long distance calls was cleared on the CenturyLink side of your service. Additionally, approximately three months of credit, \$290.53, was posted to your account. CenturyLink is closing its file on this matter.

Thank you,

Chadwick Woods  
Case Manager  
Customer Advocacy Group  
CenturyLink  
Voice: (423) 212-4310

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.

The information in this response, as well as any attachments or Exhibits, contains confidential CenturyLink and customer information, perhaps including Customer Proprietary Network Information (CPNI), and should be treated accordingly with respect to its use and storage.  
ref:\_00D412HUz0.\_5004NahG3M:ref

## **Gary Hiles**

---

**From:** "Gary Hiles" <gshiles1969@gmail.com>  
**Date:** Friday, October 11, 2019 9:19 AM  
**To:** "Customer Advocacy (Execs)" <ctl.execs@centurylink.com>  
**Subject:** Last Email

Chadwick just to let you and Pat know I am leaving CenturyLink for a much better company and you were given a lengthy chance to correct my problems and I have the evidence to prove my problems extended way beyond your ticket creation in July and trying to shirk your responsibility and blame me was the last straw.it isn't over by a long shot Really disappointed with your effort and you didn't even call my witness Chadwick. Good Bye Later to day I will have a new system. .

Gary

**Gary Hiles**

---

**From:** "Gary Hiles" <gshiles1969@gmail.com>  
**Date:** Friday, November 01, 2019 3:50 PM  
**To:** "Customer Advocacy (Execs)" <ctl.execs@centurylink.com>  
**Subject:** NOT OVER

Chadwick I told you if you forced me to leave it would happen but so would my legal action against CenturyLink and I can tell you I have the goods and witnesses and if you do not pay my damage letter of demand CenturyLink will incur much more, legal fees, costs to litigate and anything else much more than if you pay the settlement demand. CenturyLink employees will be subpoenaed and as I told you this case goes back well before June 30 2019 and I also have witnesses to that fact as well and they will be willing to sign statements etc to the fact. I suffered way longer than I should have even to the extent of CenturyLink hindering calls to heart doctors and I did my best to follow the law and be quite overly considerate when I should have made this move long before recently. I will email you a short letter of demand early next week and if it is not paid within the specified time frame I will name your CEO, Board of directors and others as liable for it all and mail it direct to them and let them wonder why you failed to do your job.. CenturyLink has already been reported to the FEC and a whole lot more is going to occur. I was forced to take this action by CenturyLink and you have NO defense.

Gary Hiles  
Litigant

**Gary Hiles**

---

**From:** "Gary Hiles" <gshiles1969@gmail.com>  
**Date:** Wednesday, November 06, 2019 11:39 AM  
**To:** "Customer Advocacy (Execs)" <ctl.execs@centurylink.com>  
**Subject:** Re: Emailing: CenturyLink Letter 11-05-19 5.docx Charwick Woods.docx  
 [ ref:\_00D412HUz0.\_5004NfAkca:ref ]

Chadwick I am sorry but you have erred on several points and I did NOT receive all the credits you claim and was told on one occasion the fellow who came out here should write one up and he did not and you omitted numerous call in tickets else if that were not so why would I have been routed to Kim and a person in Colorado and then it got so bad with your employees seeing it was NOT handled correctly and routed me to Ms Fenner and then you sir had the nerve to accuse me of being at fault and it was your own employees who verified the problem was not here and it clearly was NOT resolved but had additional problems that I was blamed for and was forced out the door by your firm. As I said I have witnesses to it and my letter of demand stands and if forced will take you to court and the damages will increase and you will lose. Do as you wish but as I told you it is not over it was excessive, abusive and largely dishonest and I suggest you do a search and see how many others registered complaints with CenturyLink. Not to mention the call in systems is a joke and you ended up routing me to numerous states and even to the Philippines. It is all spelled out in the letter and if forced to secure my attorney and file in Court it will cost CenturyLink far more not to mention we will name the Board of Directors and you and they can then try to explain it away.

regards,  
 Gary Hiles

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

From: Customer Advocacy (Execs)  
 Sent: Wednesday, November 06, 2019 10:39 AM  
 To: [gshiles1969@gmail.com](mailto:gshiles1969@gmail.com)  
 Subject: RE: Emailing: CenturyLink Letter 11-05-19 5.docx Charwick Woods.docx [ ref:\_00D412HUz0.\_5004NfAkca:ref ]

Dear Mr. Hiles:

As we advised you, your account and repair tickets were thoroughly reviewed and the issue you raised regarding long distance calls was cleared on the CenturyLink side of your service. Additionally, approximately three months of credit, \$290.53, was posted to your account. CenturyLink is closing its

file on this matter.

Thank you,

Chadwick Woods  
Case Manager  
Customer Advocacy Group  
CenturyLink  
Voice: (423) 212-4310

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.

The information in this response, as well as any attachments or Exhibits, contains confidential CenturyLink and customer information, perhaps including Customer Proprietary Network Information (CPNI), and should be treated accordingly with respect to its use and storage.

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

From: Gary Hiles [gshiles1969@gmail.com]

Sent: 11/5/2019, 3:42 PM

To: [ctl.execs@centurylink.com](mailto:ctl.execs@centurylink.com)

Subject: Emailing: CenturyLink Letter 11-05-19 5.docx Charwick Woods.docx

Your message is ready to be sent with the following file or link attachments:

CenturyLink Letter 11-05-19 5.docx Charwick Woods.docx

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

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.

## **Gary Hiles**

---

**From:** "Gary Hiles" <gshiles1969@gmail.com>  
**Date:** Thursday, November 07, 2019 11:14 AM  
**To:** "Customer Advocacy (Execs)" <ctl.execs@centurylink.com>  
**Subject:** Typical

Chadwick I am tired of getting calls automated from CenturyLink about the return of their equipment when I used THEIR label and sent it back weeks ago and dropped it off at Radio Shack in Eaton where it was picked up with your label and if there is a problem then deal with your people who failed to record receipt or if not then contact Radio Shack Eaton for she entered it into their system and I did what I should have done and don't forget CenturyLink is in serious legal trouble and this is just typical of the stuff I endured for 6 months with your inept and dishonest firm. I better not get any further calls about that equipment. Deal with it.

Gary Hiles

**Gary Hiles**

---

**From:** "Gary Hiles" <gshiles1969@gmail.com>  
**Date:** Thursday, November 07, 2019 12:00 PM  
**To:** "Customer Advocacy (Execs)" <ctl.execs@centurylink.com>  
**Subject:** Re: Equipment return [ ref:\_00D412HUz0.\_5004NfWRHY:ref ]

Chadwick thanks and I called Radio Shack to get the tracing number and confirmation of it and hear this she said they have problems with CenturyLink not recording it properly all the time and they have become witnesses to my case and will reinforce my evidence and what took place with me. Your firm has deteriorated so much professional people and long term customers like me have justifiably had it with you firm. My demand stands and trust I will have no problem taking CenturyLink to court if necessary.

Frankly I don't know how good people like you put up with this. Thanks again for the reply. If there is any hope of getting this settled without an attorney they can thank you for it.

Try dealing with all this after having quadruple bypass and other physical damage.

regards,

Gary Hiles

**From:** Customer Advocacy (Execs)  
**Sent:** Thursday, November 07, 2019 11:49 AM  
**To:** gshiles1969@gmail.com  
**Subject:** Equipment return [ ref:\_00D412HUz0.\_5004NfWRHY:ref ]

Gary, I apologize that you have received some automated calls regarding the equipment. We did receive the receive the equipment and your account has been documented with the tracking number and confirmation numbers that it was received. The account was last updated on 10/29/19 with that information.

Please let me know if you have any questions.

Thank you,

Chadwick Woods  
Case Manager  
Customer Advocacy Group  
CenturyLink  
Voice: (423) 212-4310

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.

The information in this response, as well as any attachments or Exhibits, contains confidential CenturyLink and customer information, perhaps including Customer Proprietary Network Information (CPNI), and should be treated accordingly with respect to its use and storage.

ref:\_00D412HUz0.\_5004NfWRHY:ref



**Gary Hiles**

---

**From:** "Gary Hiles" <gshiles1969@gmail.com>  
**Date:** Monday, November 25, 2019 9:05 AM  
**To:** "Customer Advocacy (Execs)" <ctl.execs@centurylink.com>  
**Subject:** Re: Equipment return [ ref:\_00D412HUz0.\_5004NfWRHY:ref ]

Chadwick the 30 days is up next week and as I said Centurylink is NOT off the hook you forced me to leave but it isn't over and you can pay the settlement demand in lieu of your offer for life or I will be contacting your company directors next week and they will be on the line for the damages and wonder why my case was not settled and in addition why do you keep giving errant and incomplete info to PUCO when my case is documented and have witnesses to your fiasco and what was said by your firm to PUCO is a LIE and sounds as if you are suing a Democratic ploy to escape your firms corruption and liability. Again 30 days ends next week.

Regards,  
 Gary Hiles

**From:** Customer Advocacy (Execs)  
**Sent:** Thursday, November 07, 2019 11:49 AM  
**To:** gshiles1969@gmail.com  
**Subject:** Equipment return [ ref:\_00D412HUz0.\_5004NfWRHY:ref ]

Gary, I apologize that you have received some automated calls regarding the equipment. We did receive the receive the equipment and your account has been documented with the tracking number and confirmation numbers that it was received. The account was last updated on 10/29/19 with that information.

Please let me know if you have any questions.

Thank you,

Chadwick Woods  
 Case Manager  
 Customer Advocacy Group  
 CenturyLink  
 Voice: (423) 212-4310

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.

The information in this response, as well as any attachments or Exhibits, contains confidential CenturyLink and customer information, perhaps including Customer Proprietary Network Information (CPNI), and should be treated accordingly with respect to its use and storage.

ref:\_00D412HUz0.\_5004NfWRHY:ref

**Gary Hiles**

---

**From:** "Gary Hiles" <gshiles1969@gmail.com>  
**Date:** Friday, December 06, 2019 6:40 PM  
**To:** "Customer Advocacy (Execs)" <ctl.execs@centurylink.com>  
**Subject:** Your CenturyLink bill is now available online - more evidence!

Chadwick to show you how screwed up CenturyLink is here is the last email I got saying we owe 38.00 on top of a mailed statement saying they owe us over 60.00. Imagine that but that fails to add up to the \$ 15,000 CenturyLink owes us for severe damages so sir pay up or it will be sent to a legal collection agency and sad you work for a very messed up company. Damage demand is \$15, 000 due today for you missed the deadline and interest will be applied to the \$ 15,000 daily until paid so it will increase until paid. A result of CenturyLink's failures and conduct.

Pay up!

Gary Hiles

**From:** CenturyLink  
**Sent:** Friday, December 06, 2019 12:34 PM  
**To:** gshiles1969@gmail.com  
**Subject:** Your CenturyLink bill is now available online

[View in a Browser Window](#)

(800) 201-4099



My CenturyLink | Customer Service | Payment Options

[Bundles](#) | [Internet](#) | [Home Phone](#) | [TV](#) | [Special Offers](#)

## Your Bill is Now Available Online.

Dear CenturyLink Customer,

Your current bill is ready and a paper copy will arrive in a few days.

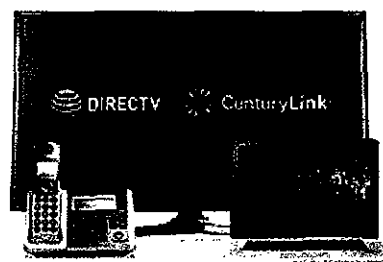
Account Number: **9407**,  
 Total Amount Due: **\$38.36**  
 Payment Due Date: **12/23/2019**

You can [register for My CenturyLink](#) to preview bill details online at anytime. You can quickly view your balance, pay your bill, or see full details using the buttons below. [Payment Options](#) are available.

[Pay Bill](#)
[Go To My CenturyLink](#)

Important news about your account may be included on your bill or in [Regulatory Notices](#). **Sign up for a My CenturyLink account to review.**

Preview your bill online, change your bill or payment preferences anytime through your [My CenturyLink](#) profile.



Check out special offers on **Internet**, **Home Phone**, and **DIRECTV®** service through CenturyLink.

[Learn More](#)

© 2019 CenturyLink. All Rights Reserved.

You are receiving this email because of your business relationship with us. This was sent from an automated email server. Please do not reply to this message.

CenturyLink respects your privacy. [Click here](#) to view our privacy policy.

[Update your email](#) | [Privacy Policy](#) | [Visit us on Facebook](#) | [CenturyLink.com](#) | [Moving?](#)

1/8/2020

**Gary Hiles**

---

**From:** "Gary Hiles" <gshiles1969@gmail.com>  
**Date:** Monday, December 09, 2019 7:40 PM  
**To:** "Customer Advocacy (Execs)" <ctl.execs@centurylink.com>  
**Subject:** More Evidence

Chadwick,

We received more evidence of how screwed up CenturyLink is and we had received a statement they owed us money then we get one with it printed that we had not returned any equipment yet as we got calls from Centurylink we had not returned it yet even 30 days after we sent it back which you confirmed had taken place but here again it shows how bad CenturyLink treats their customers and if I have to get an attorney we will win very easily given it is all documented and there are witnesses as well. Pay up or face the consequences and lose. This kind of inept crap is maddening and rightfully so. Just one more piece of evidence.

Gary Hiles

**Gary Hiles**

**From:** "Gary Hiles" <gshiles1969@gmail.com>  
**Date:** Tuesday, December 10, 2019 2:11 PM  
**To:** "Customer Advocacy (Execs)" <ctl.execs@centurylink.com>  
**Subject:** Re: Your CenturyLink bill is now available online - more evidence! [ ref: 00D412HUz0. 5004NgtMZZ:ref ]

Chadwick your problems is you only reviewed the tickets and then you did not get a lot of it right as what took place when your guy came here and said that the problem was CenturyLink's not mine. You have missed at least 3 months of serious problems and if tickets were not assigned by your people that is not my fault and sa I said even your own tech saw first handed what was happening Chadwick. As I said I have many witnesses an I suggest you reread CenturyLink's so called motto and they are not doing what they claim in my case. Like I said this was NOT a matter of some simple problem that was immediately fixed and that is not my fault either but we were the people who were damaged over it by your faulty call in system and also how it was mishandled prior to the start of the tickets Chadwick which is all that you are reviewing and at that your assessment is not right as well. If need my case will be presented to a Court along with subpoena witnesses and you will lose and we will prevail and it will cost you a whole lot more if you force us to go that route. I even have an attorney to be a witness Chadwick. Deal with it as you wish.

regards,  
 Gary Hiles

## -----Original Message-----

**From:** Customer Advocacy (Execs)  
**Sent:** Tuesday, December 10, 2019 11:57 AM  
**To:** gshiles1969@gmail.com  
**Subject:** RE: Your CenturyLink bill is now available online - more evidence! [ ref: 00D412HUz0. 5004NgtMZZ:ref ]

Mr. Hiles,  
 I do apologize that the system generated the charge for the equipment, it was a systematic charge that applied to the account. I have adjusted that charge off of the account and you still currently have a credit balance of 68.88. You will receive a refund check once the account has been cancelled for 90 days. The account was officially closed on 10/21/19. The equipment was received and documented on 11/7/19.

Regarding your primary case, we advised you, your account and repair tickets were thoroughly reviewed and the issue you raised regarding long distance calls was cleared on the CenturyLink side of your service. Additionally, approximately three months of credit, \$290.53, was posted to your account. CenturyLink is closing its file on this matter.

Thank you,

Chadwick Woods  
 Case Manager  
 Customer Advocacy Group  
 CenturyLink  
 Voice: (423) 212-4310

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.

The information in this response, as well as any attachments or Exhibits, contains confidential CenturyLink and customer information, perhaps including Customer Proprietary Network Information (CPNI), and should be treated accordingly with respect to its use and storage.

## ----- Original Message -----

**From:** Gary Hiles [gshiles1969@gmail.com]  
**Sent:** 12/6/2019, 6:40 PM  
**To:** ctl.execs@centurylink.com  
**Subject:** Your CenturyLink bill is now available online - more evidence!

Chadwick to show you how screwed up CenturyLink is here is the last email I got saying we owe 38.00 on top of a mailed statement saying they owe us over 60.00. Imagine that but that fails to add up to the \$ 15,000 CenturyLink owes us for severe damages so sir pay up or it will be sent to a legal collection agency and sad you work for a very messed up company. Damage demand is \$15, 000 due today for you missed the deadline and interest will be applied to the \$ 15,000 daily until paid so it will increase until paid.

A result of CenturyLink's failures and conduct.  
Pay up!

Gary Hiles

From: CenturyLink<mailto:CenturyLinkEmail@accounts.centurylink.com>  
Sent: Friday, December 06, 2019 12:34 PM  
To: gshiles1969@gmail.com<mailto:gshiles1969@gmail.com>  
Subject: Your CenturyLink bill is now available online

[X]

View in a Browser

Window<https://imss91-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2finfo.centurylink.com%2findex.php%2femail%2femailWebview%3fmk%5fok%3devJplioiWmpsak5qTJTJOVE5sWIRVMCI5nQiOjIWHR6bVIPUU5kUHEzdzZT42o1SjV1Wmk4eE15UFBN1pwSHMzd0xhaHd4V3gyT2xMRU1ld2FwRUy1T0ZwMV.26aliid%3di0IZd8XMIgMP5CoDk4X7RMSI7U27FejH39cXcpKUjKdGvCsSGZ6xtUw%253D%253D&umid=9C405D22-9911-9505-877B-B66F55841414&auth=19120be9529b25014b618505cb01789c5433dae7-7cd85f8735598543588c95fa275e75b270f204a6>

(800) 201-4099

[CenturyLink(R)]<https://imss91-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2fget.centurylink.com%2fcd001ihDORVCfQDYN0Bu300&umid=9C405D22-9911-9505-877B-B66F55841414&auth=19120be9529b25014b618505cb01789c5433dae7-8f7e461cf95b7b3b29d48248116135725ca08664>

My CenturyLink

<https://imss91-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2fget.centurylink.com%2fb0000DCR3DvfyhQO0i0iBoV&umid=9C405D22-9911-9505-877B-B66F55841414&auth=19120be9529b25014b618505cb01789c5433dae7-69904fd669c470bbf5f57f13bc8ae9b3287dfb5>

| Customer

Service<https://imss91-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2fget.centurylink.com%2fhRhQwoC00D000iD3Vf10YPB&umid=9C405D22-9911-9505-877B-B66F55841414&auth=19120be9529b25014b618505cb01789c5433dae7-78f3b89050ab95cfddef082e013273be3806b00>

| Payment

Options<https://imss91-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2fget.centurylink.com%2fn0Dh0xO0i1VR0YC0B0f0D3o&umid=9C405D22-9911-9505-877B-B66F55841414&auth=19120be9529b25014b618505cb01789c5433dae7-c160973698a14f501f54ed4e133e3e9bd1e290a5>

Bundles<https://imss91-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2fget.centurylink.com%2fUjRh0oY0RC0DD301QV0f0yB&umid=9C405D22-9911-9505-877B-B66F55841414&auth=19120be9529b25014b618505cb01789c5433dae7-a567d138e187c36c21c59703ff7be2e56dfa9ab5>

| Internet

<https://imss91-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2fget.centurylink.com%2fro0z0Y130CSRbVDOh0f0D0&umid=9C405D22-9911-9505-877B-B66F55841414&auth=19120be9529b25014b618505cb01789c5433dae7-81c4e375609fe0f9809b71fd9c90b703d7315e9f>

| Home

Phone<https://imss91-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2fget.centurylink.com%2fk00ioDCf0R3A1TDBh0QV0Y0&umid=9C405D22-9911-9505-877B-B66F55841414&auth=19120be9529b25014b618505cb01789c5433dae7-c852f719194a5c1caeb634c742ba1c501d3d814f>

TV<https://imss91-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2fget.centurylink.com%2fQ03Y0BC0DB1RifVQD00Uoh0&umid=9C405D22-9911-9505-877B-B66F55841414&auth=19120be9529b25014b618505cb01789c5433dae7-573ff2b68408c2aa6347f06f36f2216f7a1ec02d>

| Special

Offers<https://imss91-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2fget.centurylink.com%2feV0BCY010f0CD30ioQVRh0D&umid=9C405D22-9911-9505-877B-B66F55841414&auth=19120be9529b25014b618505cb01789c5433dae7-d8557e5993ee1e71effdf22589dbe2effdc6d205>

Your Bill is Now Available Online.

Dear CenturyLink Customer,

Your current bill is ready and a paper copy will arrive in a few days.

Account Number: 9407,  
Total Amount Due: \$38.36  
Payment Due Date: 12/23/2019



**Public Utilities  
Commission**

Mike DeWine, Governor  
Sam Randazzo, Chairman

**Commissioners**

M. Beth Trombold  
Lawrence K. Friedeman  
Dennis P. Deters  
Daniel R. Conway

20-0084-TP-CSS

November 25, 2019

Marshall Hiles  
208 Bruce Street  
Eaton, OH 45320

CASE ID: 00532845

Dear Mr. Hiles:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Enclosed is the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You must provide one original and two copies of the complaint.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Leah Lehman - Harris  
Customer Service Investigator

Enclosure

This is to certify that the images appearing are an  
accurate and complete reproduction of a case file  
document delivered in the regular course of business.  
Technician \_\_\_\_\_ Date Processed \_\_\_\_\_

180 East Broad Street  
Columbus, Ohio 43215-3793

(614) 466-3016  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

*An equal opportunity employer and service provider*

2020 JAN 13 PM 3:23  
PUCO