



Personal and Confidential
Public Utilities Commission - General Manager

10/18/21

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Part two (2) on the matter of the *57 'Call Trace' ruse... refusing to 'Initiate Deterrent Action'

The attached recent billing record from USWest/Century Link (CLink) shows I had 'traced' (via their *57 dishonesty) fifty seven (57) calls to my DoNotCall, unpublished, unlisted land line I have had with USWest for thirty-eight (38) years. CLink and others should be ashamed?

The CLink product includes use of the above words/promises that are part of hundreds of contracts CLink constructs when their customer hangs up on unwanted calls and dials *57. What follows are a series of CLink promises, instructions and directions that lead to contradictions, denials and flat out refusals of CLink to follow through and complete the contract objectives... including to 'Initiate' and to affect 'Deterrent Action.' More promises detailed at the time of each contract assures that after alerting CLink that three 'traces' (of the same number have been accounted to CLink (at 800-582-0655) they would return my call within 24 to 48 hours...with advice having to do with promised and expected 'deterrent action.' Not one of the five (5) call back assurances CLink said they would make to me, during the past several weeks, was returned or completed by CLink through today. This CLink abuse, form, format, neglect, indifference and dishonesty has been ongoing, consistent and unchanging, for more than five years. CLink has initiated, made and then broken hundreds of in force individual contracts with me (and countless others?) and defaulted on all of them?... given that CLink refuses to report, clarify or follow, in any form, as to what they accomplished, ignored, dismissed or just tossed.

Public Utilities Commission's (PUC) Chris Hecht (always polite and seemingly caring) was familiar with this history for years and responded to some of my calls for clarity; including my expectation of either action against CLink conduct or a statement of support for it and why. The last time the matter was laid out again for PUC action/enforcement Chris made it clear again that a superior colleague of his (a PUC lawyer?) made the decision to let the matter drop and do nothing, again, with no written opinion or detail as to why the negligent/harassing conduct must continue while being tacitly encouraged by CLink, the PUC and others.

The Boise Police Department (I spoke with a Captain and his Lieutenant...the latter, a cordial listener - for 90 minutes) recently concluded in writing it was not their (Boise City) preferred kind of policing and had refused (to my knowledge) to consider securing a subpoena for CLink records (on/as to reckless behavior) which I had outlined to/sought from Rick Niehlsen (Boise/BPD) three times over recent years. The Lt evidently concluded their prosecutors** need not be informed and added I would be heard from again! :) CLink, in the course of each of their contract producing episodes, posits that sometimes the police are needed to assure and uphold good order. BPD/Boise City by not referring the load of CLink negligence's to their respective prosecutors**...even though perhaps hundreds or thousands of intra/interstate citizens are indeed subject to similar assaults...may be suborning and encouraging the circular, play dumb, callous ridicule that IS CLink.

Multiple hundreds of individual *57 actions by me resulted in dozens of recommended (contract required) follow through phone calls to and from CLink. The rules require that after a number has been 'traced' at least three (3) times, the injured party must (according to contract rules) call CLink at 800-562-0655. The last five call back requests to that number (over 3 weeks) have not been returned in the 24-48 hours promised/contracted by CLink. Please engage/advise.

Richard Keavy 11282 Glen Ellyn Boise, ID 83713

Details of Your Internet and Home Phone Charges

(cont.)

Usage Charges

Usage		by CenturyLink	
		Per	Line
		.22	C
		.21	S
		.44	L
		.661	C
		.745	M
		1.661	C
7.	Sep 23 12:39P	1.661	C
Total Calls:			
Total Min:Sec:			

Pay Per Use

This portion of your bill reflects calls served by Qwest Corporation DBA CenturyLink CC.

Call Trace (*57)

208-322-1 57 Activations at \$1.25 each ✓

\$ 71.25 ✓

HAS BEEN TRACED
LEADING TO
INITIATE
DETERRENT ACTION

No.	Date	Time	No.	Date	Time	No.	Date	Time
1.	Sep 10	6:07P	2.	Sep 12	4:28P	3.	Sep 13	9:46A
4.	Sep 13	9:47A	5.	Sep 13	9:49A	6.	Sep 13	12:01P
7.	Sep 13	12:23P	8.	Sep 14	9:16A	9.	Sep 14	2:11P
10.	Sep 14	6:14P	11.	Sep 14	9:11P	12.	Sep 15	6:34A
13.	Sep 16	2:38P	14.	Sep 17	10:44A	15.	Sep 17	12:56P
16.	Sep 17	3:31P	17.	Sep 18	9:48A	18.	Sep 18	9:51A
19.	Sep 18	11:43A	20.	Sep 18	1:11P	21.	Sep 18	2:34P
22.	Sep 20	9:57A	23.	Sep 20	10:39A	24.	Sep 20	2:50P
25.	Sep 20	2:57P	26.	Sep 21	10:38A	27.	Sep 21	10:39A
28.	Sep 21	10:39A	29.	Sep 21	10:40A	30.	Sep 22	8:58A
31.	Sep 22	9:57A	32.	Sep 22	12:25P	33.	Sep 22	2:46P
34.	Sep 23	7:49A	35.	Sep 24	10:47A	36.	Sep 24	12:39P
37.	Sep 24	4:16P	38.	Sep 27	9:04A	39.	Sep 27	10:40A
40.	Sep 27	12:16P	41.	Sep 27	2:43P	42.	Sep 28	8:02A
43.	Sep 29	9:54A	44.	Sep 29	10:07A	45.	Sep 29	11:32A
46.	Sep 29	11:51A	47.	Sep 29	5:27P	48.	Sep 30	9:55A
49.	Sep 30	9:57A	50.	Sep 30	9:58A	51.	Oct 01	2:58P
52.	Oct 04	9:44A	53.	Oct 04	3:31P	54.	Oct 04	3:32P
55.	Oct 04	3:36P	56.	Oct 05	12:10P	57.	Oct 07	11:04A

Usage Charges Total

s line
at \$0.25 per line
at 29.1%
very Fee at \$1.00 per access line

02/20/2010 07:11:00 20211006 YINJUNJIN 0505004 0610

NO RECEIPT

FAXED
708 337 3762

(NOP)

NO. 01 OTHER FACSIMILE << 03 >>

PUC

START TIME
Oct. 20 10:18AM

USAGE TIME
00'41

MODE TX

Oct. 20 2021 10:19AM
PAGES 00
RESULT NO RESPONSE

RESULT : NO RESPONSE
<< POSSIBILITY OF REASON >>

- 1. RECEIVING FAX BUSY.
- 2. RECEIVING FAX OUT OF PAPER.
- 3. POWER FAILURE OR OTHERS.

7:50 AM