

RECEIVED

Mr Daniel Klein Hand Carry 12/22/21
Public Utilities Commission

2021 DEC 22 PM 3:38
Page 1 of 5

IDAHO PUBLIC
UTILITIES COMMISSION

Re: Formal Complaint by Richard Keavy involving USWest/CenturyLink.

Attached are several things that might be useful for those PUC people that carry on with the examination of the Century Link complaint.

1 - A copy of my Certified Mail letter addressed to Century Link Executive Offices in Omaha about a verbal and then written communication, a month ago, between their 'Mary' and me. I asked for a follow up, three weeks ago, and have not heard anything.

2 - Attached are four (4) pages of partial Century Link phone bills for the months of September, November and December. The pages show admissions from Century Link, after they said during each of their *57 recorded directives to the contracting party, that they had 'traced' not less than 113 calls (20, 56, 37) in total. A billing for the month of October is not available but there were more 'traces' during that month as well.

PUC examination will find that they admit (as did Mary) that they do not 'trace' calls even though they claim to do so and charged a fee for each trace...as the billing notices show.

While many years of these trespasses and deceptions are of record they continue to be silent about the breaches, uncooperative and averse to making amends.

Please encourage those who look into this case to call on me if I can help to correct a misunderstanding or prevent time wasted by overlooked, misstated positions.

Thank you again,

Richard Keavy

PS: the pages are marked up to so expunge my in jeopardy/formerly 'protected' 'private' phone number and the numbers of other parties not known to be related to this case.

Personal and Confidential Certified Mail 70201810000129605277
President and/or Executive Secretary
Century Link Executive Offices
POBox 2618
Omaha, NE 68103

The following message was texted to the number given to me [REDACTED] by Century Link's 'Mary' - in Omaha, NE. She called me on 11/23 to say "Doug" (of CLink in Boise) had asked her to contact me. She was unsure* why and was not current* on history or documentation.

" Hello Mary. You phoned on Tuesday eleven days ago. We spoke for 93 minutes. You were not moderately prepared or aware of Century Links careless, not attended abuse to my household going back many years...let alone what CenturyLink has DONE TO us throughout the last 90 days! Are you, 'Doug' or someone going to get back to me about reparations/remedies anytime soon? Please. Richard Keavy 12/4/21 [REDACTED] "

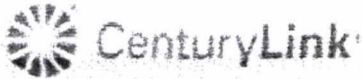
True to form, for Century Link/USWest, no reply* from 'Mary' through 12/13/21. It is routine for Century Link staff, when/if they do make contact, to recite data already known, data not relevant to their reprehensible conduct and data that does nothing to correct or address their well oiled, perennial, misconduct.*

Please do not continue to ignore this ongoing negligence.

Richard Keavy
[REDACTED]

PS - I'm not including my USWest land line number provided to me thirty-eight (38) years ago. I paid a fee, every month, year after year, for multiple decades, to keep that line private and not published. It has been in the federal Do Not Call system since its start up. Some years ago USWest/ Century Link published that/my number in the local directory to serve whatever trendy profit making ruse of that time. I got calls from furniture sale companies, lawn companies and donut shops...welcoming me to the neighborhood! No apology from Century Link. No contrition* whatsoever. The only thing they did say was some clerk probably made a 'mistake' and then they promptly, dutifully changed the subject. The continual related abuse I get now, the double talk/dumb playing Century Link serves and accommodates, is about hubris* and of practiced dubious purposes. Also, if I display that phone number here, Century Link will likely claim all inappropriate distribution of it is/was my fault. There is only one of me, by name, in all of Idaho. 'Competent' Century Link staff will have no trouble finding the subject number.

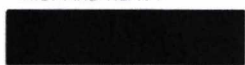
PPS - Please reverse/remove the email addition see attached. There is no such reliable service.



PO Box 1111
Omaha, NE 68101-1111

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
CENTURYLINK

OSM002-400130
RICHARD KEAVY



Important information about your CenturyLink account.

Notice: Changes have been made to your CenturyLink® customer profile.

Our records show you recently made these changes to your account profile, either by contacting a CenturyLink representative, or through your online account profile at centurylink.com.

Contact E-mail Address*

- The e-mail address you provided for us to reach you

For CenturyLink account ending in ~~XXXX~~

Effective date: 12/02/21

At CenturyLink, we value the security of our customers' information and are sending this notice as a confirmation. As long as this change was made intentionally, no action is necessary. However, if you feel this change has been made in error, please contact CenturyLink immediately at 1 866-450-6157 (Residential) or 1 800-803-6000 (Small Business).

Thank you for helping us maintain the security of your account.

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→ NO
USE USPS MAIL

ⓧ you, CenturyLink, contact the appropriate party.

12/7/21

Details of Your Internet and Home Phone Charges

Usage Charges

Long Distance Usage

Charges for all interstate calls served by CenturyLink Communications, LLC.
Calls made on your Unlimited Calling plan are not displayed.

Unlimited Plan Min/Sec:
Unlimited Plan Min/Sec: 11
160:00

Pay Per Use

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

Call Trace (37)

37 Activations at \$1.25 each

40.25

No.	Date	Time	No.	Date	Time	No.	Date	Time
1	Nov 09	8:59P	2	Nov 10	3:50A	3	Nov 10	3:14A
4	Nov 11	2:07P	5	Nov 15	2:13A	6	Nov 15	3:43A
7	Nov 15	6:25P	8	Nov 17	7:16A	9	Nov 17	10:20A
10	Nov 17	8:31P	11	Nov 18	9:27A	12	Nov 18	9:34A
13	Nov 18	2:18P	14	Nov 18	7:18P	15	Nov 18	7:30P
16	Nov 18	10:13A	17	Nov 19	10:17A	18	Nov 19	10:18P
19	Nov 19	12:20P	20	Nov 19	4:51P	21	Nov 19	5:08P
22	Nov 22	7:26A	23	Nov 22	7:27A	24	Nov 22	7:55A
25	Nov 22	12:38P	26	Nov 23	3:51P	27	Nov 23	9:54A
28	Nov 30	11:35A	29	Dec 01	9:38A	30	Dec 01	7:05P
31	Dec 02	9:53A	32	Dec 02	11:33A	33	Dec 02	9:47P
34	Dec 07	3:10P	35	Dec 07	3:10P	36	Dec 07	3:11P
37	Dec 08	10:50A						

CALL TRACE

37 TRACES

Usage Charges Total

40.25

Taxes, Fees & Surcharges

Local Phone Service

Federal Excise at 3%	2.96
Local 911 at \$1.00 per access line	1.00
Idaho Universal Service Fund at \$0.25 per line	.25
Federal Universal Serv Fund at 29.1%	1.83
Facility Relocation Cost Recovery Fee at \$1.00 per access line	1.00

Long Distance Service

Federal Universal Serv Fund at 29.1%	2.15
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Taxes, Fees & Surcharges Total

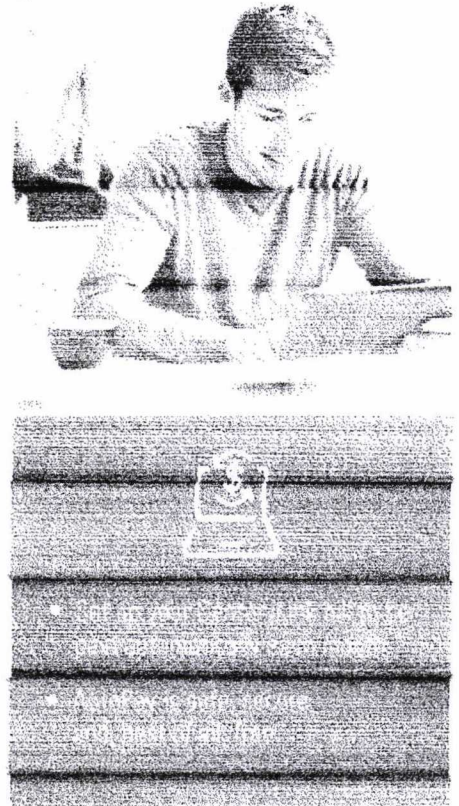
\$9.25

Total Internet and Home Phone Charges

\$742.25

AutoPay

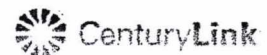
Set it and forget it.



Two easy ways to select AutoPay:

- 1. Log into my.centurylink.com or
- 2. Call 8-4-4, Press 2344

For more information, visit
centurylink.com/autopay



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Details of Your Internet and Home Phone Charges

Usage Charges

Long Distance Usage

This number of your bill reflects calls billed by CenturyLink Communications, LLC. Charges for other carriers' long distance charges are not displayed.

11
180.00

Pay Per Use

This number of your bill reflects calls billed by Qwest Corporation, CEA-CenturyLink, or Q.

Call Trace '57

No.	Date	Time	No.	Date	Time	No.	Date	Time
1	Nov 09	8:59A	2	Nov 10	8:59A	3	Nov 11	8:59A
4	Nov 11	8:59P	5	Nov 15	8:13A	6	Nov 14	8:25A
7	Nov 15	8:25P	8	Nov 17	7:18A	9	Nov 17	10:20A
10	Nov 17	5:31P	11	Nov 18	9:27A	12	Nov 18	9:34A
13	Nov 18	12:18P	14	Nov 18	1:18P	15	Nov 18	3:30P
16	Nov 18	10:12A	17	Nov 19	10:17A	18	Nov 19	12:18P
19	Nov 19	13:20P	20	Nov 19	4:51P	21	Nov 19	5:08P
22	Nov 22	3:26A	23	Nov 22	1:27A	24	Nov 23	7:55A
25	Nov 23	10:58P	26	Nov 23	9:44P	27	Nov 29	6:52A
28	Nov 30	11:05A	29	Dec 01	9:32A	30	Dec 01	1:09P
31	Dec 02	9:55A	32	Dec 02	11:56A	33	Dec 02	2:47P
34	Dec 07	3:18P	35	Dec 07	3:18P	36	Dec 07	3:17P
37	Dec 08	10:59A						

Usage Charges Total

346.25

Taxes, Fees & Surcharges

Local Phone Service

Federal Excise at 3%	2.95
Local 911 at \$1.00 per access line	1.00
Local 911 Charge: Remote Tether at \$0.25 per line	.25
Federal Universal Service Fund at 25.1%	1.58
Monthly Maintenance: Text Recovery Fee at \$1.03 per access line	1.00

Long Distance Service

Federal Universal Service Fund at 25.1%	2.15
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Taxes, Fees & Surcharges Total

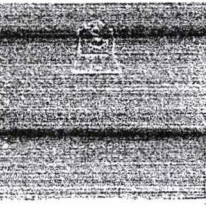
67.93

Form Internet and Home Phone Charges

\$140.88

AutoPay

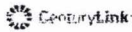
Set it and forget it.



There's only one way to select AutoPay

1. Log in to My CenturyLink
2. Select AutoPay

For more information visit centurylink.com/autopay



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Details of Your Internet and Home Phone Charges

Account

Internet and Phone Service - Oct 19, 2021 Order

[Redacted]

Recovery Fee Previously Billed at - 2.26

Internet and Phone Service - Oct 26, 2021 Order Number G25779089

Add Services

[Redacted]

Credit for Subscriber Line Charge Previously Billed at \$6.50 from Oct 26 to Nov 7 - 2.17

Charge for Internet and Voice Package Not Previously Billed at \$55.00 from Oct 26 to Nov 7

Credit for Internet and Home Phone Previously Billed at \$32.50 from Oct 26 to Nov 7 - 23.24

Service Additions & Changes Total 290.95

Usage Charges

Long Distance Usage

This portion of your bill reflects calls served by CenturyLink Communications, LLC.

No.	Date	Time	Min/Sec	Price
1.	Oct 03	5:27P	00	22
2.	Oct 07	1:23P	00	4.51
3.	Oct 11	12:34P	00	4.75
4.	Oct 24	8:14P	00	11
Total Calls:				4
Total Min/Sec:				37:00

Pay Per Use

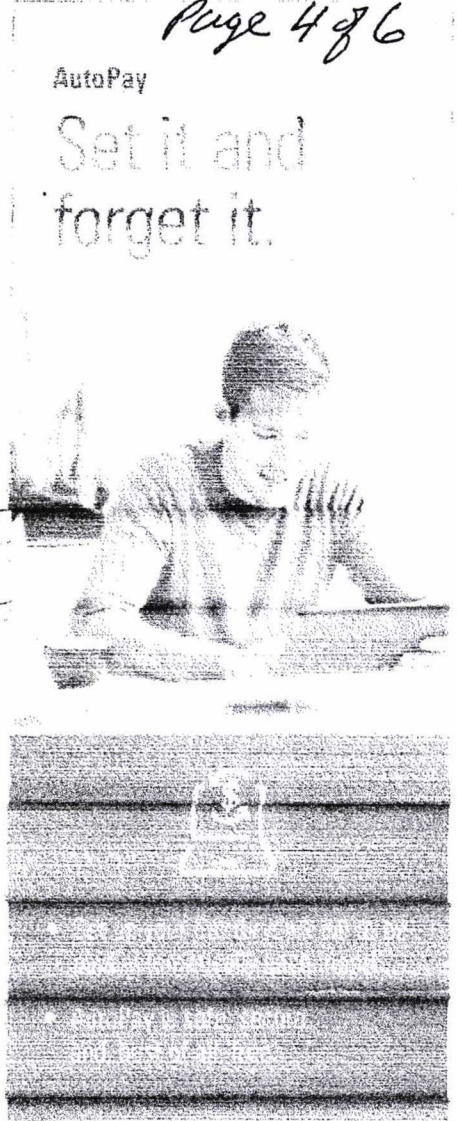
This portion of your bill is provided by Level 3 Communications, Inc.

Call Traces

56 Activations at \$1.25 each

70.00

No.	Date	Time	No.	Date	Time	No.	Date	Time
1.	Oct 08	7:52A	2.	Oct 08	9:30A	3.	Oct 11	11:18A
4.	Oct 11	11:21A	5.	Oct 12	9:37A	6.	Oct 12	9:49A
7.	Oct 12	9:51A	8.	Oct 12	11:12A	9.	Oct 12	11:25A
10.	Oct 12	12:38P	11.	Oct 15	10:05P	12.	Oct 15	12:49P
13.	Oct 14	10:17A	14.	Oct 14	11:51A	15.	Oct 15	2:10P
16.	Oct 15	11:23A	17.	Oct 15	12:41P	18.	Oct 15	1:15P
19.	Oct 15	1:45P	20.	Oct 18	10:21A	21.	Oct 19	12:45P
22.	Oct 19	5:11P	23.	Oct 20	8:14A	24.	Oct 20	9:13A
25.	Oct 20	11:40A	26.	Oct 22	9:50A	27.	Oct 22	10:28A
28.	Oct 22	10:29A	29.	Oct 22	4:31P	30.	Oct 26	10:08A
31.	Oct 25	2:51P	32.	Oct 25	2:52P	33.	Oct 26	9:49A
34.	Oct 27	1:13P	35.	Oct 27	9:23A	36.	Oct 27	9:30A
37.	Oct 28	9:37P	38.	Oct 28	8:28P	39.	Oct 28	9:43P
40.	Oct 29	10:30A	41.	Oct 30	10:33A	42.	Nov 01	3:33P
43.	Nov 01	3:11P	44.	Nov 01	3:51P	45.	Nov 02	8:23A



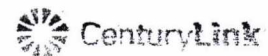
AutoPay

Set it and forget it.

Two easy ways to select AutoPay:

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2. Visit centurylink.com/autopay



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CONTINUES

56 "traces"

11/7/21
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Details of Your Internet and Home Phone Charges

(Cont.)

No.	Date	Time	No.	Date	Time	No.	Date	Time
46	Nov 02	9:17A	47	Nov 02	10:50A	48	Nov 02	1:43P
49	Nov 03	12:44A	50	Nov 03	4:15P	51	Nov 03	7:05P
52	Nov 04	3:12P	53	Nov 05	2:10P	54	Nov 05	11:16A
55	Nov 08	11:38A	56	Nov 08	1:02P			
Usage Charges Total								\$79.57
Late Payment Charges								
Late Payment Charge on \$210.00								10.00
Internet Late Payment Charge ✓								17.00
Late Payment Charges Total								\$30.00
Taxes, Fees & Surcharges								
Local Phone Service								
Federal Excise at 3%								3.71
Local 911 at \$1.00 per access line								1.00
Idaho Universal Service Fund at \$0.25 per line								.25
Federal Universal Serv Fund at 29.1%								1.89
Facility Relocation Cost Recovery Fee at \$1.00 per access line								1.00
Long Distance Service								
Federal Universal Serv Fund at 29.1%								2.87
Federal Universal Service Fund								2.94
Property Tax Recovery								.17
Taxes, Fees & Surcharges Total								\$13.83
Total Internet and Home Phone Charges								\$203.32

DUPLICATE

RECEIVED BY [REDACTED] 2021/11/01 10:15:00 AM

9/7/21

Details of Your Internet and Home Phone Charges

Domestic Plan Fee 10.00
 Internet and Voice Monthly Charges Total \$26.50

Related Monthly Charges

Internet Service

Internet Cost Recovery Fee 3.99

Local Phone Service

Subscriber Line Charge 6.50

Long Distance Service Fees

Federal Regulatory Recovery .40

Federal Regulatory Recovery .17

Related Monthly Charges Total \$11.26

Usage Charges

Long Distance Usage

No.	Date	Time	Called Number	Location	Price
1	Aug 28	11:31A	[REDACTED]	[REDACTED]	0.00
2	Aug 28	2:42P	[REDACTED]	[REDACTED]	0.22
3	Aug 24	7:22A	[REDACTED]	[REDACTED]	0.22
4	Aug 15	12:38P	[REDACTED]	[REDACTED]	0.55
5	Aug 23	3:49P	[REDACTED]	[REDACTED]	0.22
6	Aug 23	7:47P	[REDACTED]	[REDACTED]	0.11
7	Aug 23	1:17P	[REDACTED]	[REDACTED]	0.00
8	Aug 24	6:18A	[REDACTED]	ME	0.22
9	Aug 25	7:17A	[REDACTED]	[REDACTED]	0.11
10	Aug 25	7:15A	[REDACTED]	[REDACTED]	0.11
11	Aug 25	7:19A	[REDACTED]	[REDACTED]	0.11
12	Aug 25	7:19A	[REDACTED]	[REDACTED]	0.11
		Total Calls			10
		Total Min./Sec			100.00

Pay Per Use

Pay Per Use (N/A) [REDACTED] by Direct Connect for DBA CenturyLink CC.

Call Trace (*57)

CALL TRACE

←

30 days (N/A) [REDACTED] [REDACTED]

25.00

No.	Date	Time	No.	Date	Time	No.	Date	Time
1	Aug 18	11:08A	2	Aug 19	10:07P	3	Aug 20	12:25P
4	Aug 24	1:45P	5	Aug 28	12:10P	6	Aug 30	9:59A
7	Aug 31	11:02A	8	Aug 31	1:00P	9	Sep 02	9:42A
10	Sep 03	8:43A	11	Sep 07	11:46A	12	Sep 07	12:46P
13	Sep 07	3:30P	14	Sep 08	9:14A	15	Sep 08	11:43A
16	Sep 08	2:45P	17	Sep 08	3:05P	18	Sep 08	3:40A
19	Sep 08	12:33P	20	Sep 08	2:25P			

Usage Charges Total

\$36.00

20 "TRACES"

AutoPay

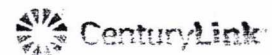
Set it and forget it.



Two easy ways to select AutoPay:

1. Log in to my CenturyLink website.
2. Or visit the online bill pay.

For more information, visit centurylink.com/autopay



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