

Public Utilities Commission
Ms Jan Noriyuiki - Commission Secretary
11331 W. Chinden Bldg 8 Suite 201-A
Meridian, ID

RECEIVED

Hand Carry
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2022 JAN 18 AM 8:54

IDAHO PUBLIC
UTILITIES COMMISSION

Re: Formal Complaint by Richard Keavy against CenturyLink.
Certified Mail 'Cease and Desist' demand (?) made by Century Link (My interpretation)

CenturyLink has directed me to stop using their *57 tool because my attention to my contractual responsibilities is now reportedly "...tying up CenturyLink resources."

If I quit doing my part of the *57 instruction and do not complete any second and third 'trace' activity...CenturyLinks offer to 'initiate deterrent action' will not begin or complete. In truth there is no 'trace' going on, there is no 'deterrent action' going on and their promise to return my calls in 24 to 48 hours are knowingly not happening either. They scorn the contracts they require.

In Doug Morgans attached letter (and my response to it) he claims CenturyLink has "...repeatedly offered optional services that better address your needs." Those only alleged 'services' offered have nothing at all to do with contract intent/purposes that CenturyLink orchestrated and demanded that we enter into and process together.

This morning I got a call from (708-578-4034) at 7:28 and again at 7:30am. No message...just rings and a hang up when the answer machine engages. I think, at that hour, harassing+ calls are illegal by Federal standards...yet suborned and encouraged (?) by CenturyLink. Each call was said (by CenturyLink) to have been 'traced' (past tense) because I had promptly utilized the *57 response as I was ordered to do after each call. The third (3rd) illegal call, from the same number, took place at 9:29am and it was said by CenturyLink to have been 'traced' as well. According to contract instruction and CenturyLink edict I phoned CenturyLink at 800-582-0655, upon their third 'trace,' of the same callers number and left word that 'deterrent action' must be begun and that I will look for the promised call back in 24 - 48 hours. It is not only contractually required of me, to adhere to our mutually agreed to terms and the long stated rules; it is the right thing to do...so to enable CenturyLink to *better address* the burdens on other members of my community...according to stated CenturyLink assurances, demands and hopeful competency.

Please get this addition of information and CenturyLinks denial of duty and responsibility to those who may benefit from it. I am not copying this to the Deputy AG, who recently weighed in, because I do not know if doing so would be appropriate.

Please continue to know that if I can be part of clarity and a good overall understanding of details and history I will try to make myself available at your leisure and convenience. Thanks again.

Sincerely,

Richard Keavy

Attachments: (2)



January 3, 2022

Richard Keavy
11282 W Glen Ellyn Dr.
Boise ID 83713

Dear Richard Keavy,

CenturyLink strives to maintain good relationships with its customers. During the past several years you have contacted CenturyLink regarding unwanted calls that you have received. Over the years we continue to clarify the purpose of Call Trace is to assist with abusive or threatening callers. CenturyLink has continued to clarify, based on the calls you are receiving, that call trace will not block or identify the calls you want to prevent. We have repeatedly offered optional services that better address your needs.

We have made various attempts over several years to address your concerns, however the repeated calls regarding this matter are tying up CenturyLink resources. As a result, all non-out of service communication regarding your account and/or services including Call Trace must be done in writing:

CenturyLink Customer Advocacy
931 14th St
10th Fl
Denver Co, 80202

Regards,

Douglas Morgan
CenturyLink Customer Advocacy



Customer Advocacy
931 14th Street, Ste 1000A
Denver, CO 80202

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Richard Keavy
11282 W Glen Ellyn Dr.
Boise ID 83713

83713-602382



Personal and Confidential CertifiedMail 70203160000122940951
Douglas Morgan, Century Link 'Advocacy'
931 14th #1000A
Denver, CO 80202

1/13/22 Page 1 of 2

Dear Mr Morgan,

Received your 'important' letter, by Certified Mail, dated 1/3/22 (that took your company four (4) working days to postmark) that included this unnecessary and out of order boast?...

"CenturyLink strives (oddly) to maintain good relationships with (some of) its customers." I cannot ascertain, without your help, IF the messages in your letter were purposed to be taken seriously OR if they were more about jovial, humorous and genuine good will. You can help.*

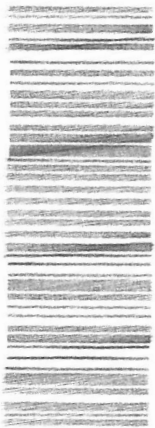
But, first...this: I *think* the Idaho Public Utilities Commission attempted to learn about our differences by a direction they refer to as 'informal.' I *think* CenturyLink (CLink) *may* have made it clear they did not want to play equitably or candidly. Someone reportedly named 'Doug' (at CLink in Denver) got 'Mary' (at CLink in Omaha) to phone me. Mary claimed to be a Supervisor at CLink for a lot of years of service and an original party to early meetings on how and what *57 was going to do for the company *and* its customers. Mary and I talked for more than an hour. It became clear to me (and Mary?) she was not up to speed with historic/working facts in history; she said CLink does not routinely/regularly (as CLink claims to do every day) 'trace' calls and she added other revelations most CLink people would never admit to...including how 'initiate deterrent action' is only a *said* expectation...followed by purposed defaults, denials and contempt. Mary gave the impression she would get back to me...with answers and corrections. She did not do so. I wrote to her (by Certified Mail, Personal and Confidential many weeks ago) and asked her to respond to questions put to her. To date, true to form for CLink, silence and deception owns the day. **Do you and Mary know each other and are you working a grandiose prevarication together?** Answer that, please.

Now, as for the CLink proclivity to force/make contracts for the express purpose of promptly breaking them...your latest *partnership* 'solution,' it appears, is to continue to break all the pending (not delivered on or intended to deliver) string of contracts (by ignoring pending *57 protocols) while preventing all future contracts from viability by disallowing me (only me?) from utilizing/following the *57 vehicle and its related 'deterrent action' deceptions? Evidently following through with current contract rules of order (including those that promise me a call back in 24 to 48 hours which does not happen) will continue to be the CLink *plan* to defeat both the old and new rule *57 contracts and pretences.

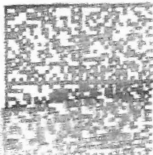
As for 'Call Trace' compatibility and 'repeated calls' offenses you say I brought to CLink...I am again at a loss.* I have done precisely what CLink ordered me to do, paid the cost/ price demanded of me, endured the headaches, mocking, ridicule and broken promises CLink made at me. And now... having received notice that *my* 'several years' of *misbehavior* against *57+ protocols CLink is demanding another level of contempt that I cannot abide with *while* doing what we agreed to do 'together'. What you ask, how you consult, what you do and fail to do is beyond my understanding. You can help to get this shameless mess corrected...by being honest.

You can do better than you have done. Richard Keavy

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Douglas Morgan, Century Link Advocacy
931 14th #1000A
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