

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

Received
on

FORMAL COMPLAINT

MAR 02 2015

**BEFORE THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS**

by
State Corporation Commission
of Kansas

IN THE MATTER OF THE COMPLAINT AGAINST

For Commission
use only

CENTURY LINK

(Respondent, name of utility company)

DOCKET NO.

by

ROD C. HUSE

(Complainant, your name)

Please provide complainant (your) contact information:

Full Name(s): ROD C. HUSE
Address: 3316 PAHLMAN DRIVE VASSAR KS 66543
Daytime Phone: 785 422 1014
E-mail Address (optional): THE POSTMAN 11 @ HOTMAIL.COM

FORMAL COMPLAINT

ROD C. HUSE

(Your name)

states that the above-named respondent is a public utility providing service in Kansas and is subject to the jurisdiction of the State Corporation Commission.

The facts and circumstances surrounding the complaint are set out in detail below:

(Be specific and as brief as possible. If necessary, attach additional sheets.)

MY CL BILL FOR 2014 WAS \$ 52.4
MY FEB. 2015 BILL WAS \$ 62.13 FOR EACH MONTH.
WITHOUT NOTICE OR WARNING, C.L. IMPLEMENTED
THE FOLLOWING CHARGES: INSIDE WIRE MAINTENANCE \$ 6.95,
KS SVC. SURCHARGE \$ 1.79, NON-TSLS.COM SURCHARGE \$ 1.99
C.L. REP SAID THIS WAS "INSURANCE" FOR INSIDE WIRE
REPAIRS !!!

(Continued on the other side)

Formal Complaint *continued*

Complainant requests that the respondent utility be required to provide an answer to the complaint and requests the following action be ordered by the Commission. (State action or result desired.)

PLEASE STOP UTILITY COMPANIES FROM
OVERCHARGING CUSTOMERS WITH
PHONY, PRTTY CHARGES THAT DO
NOTHING MORE THAN ALLOW THESE
COMPANIES TO TAKE ADVANTAGE
OF THEIR CUSTOMERS.
CL IS THE ONLY PHONE COMPANY IN MY
AREA AND I NEED A LANDLINE + INTERNET.
MY INTERNET SERVICE IS SLOW BUT I
HAVE NO CHOICE!

and for such further order or orders as the Commission may deem necessary. *ROD*

VERIFICATION: I do solemnly, sincerely, and truly declare and affirm that the statements made in this complaint form are true and accurate to the best of my knowledge, and I do this under the pains and penalties of perjury.

Rod C. Huse

Complainant's (your) signature

FEB. 27, 2015

Date signed

FILING INSTRUCTIONS

This form may be filed in person at the Kansas Corporation Commission's Office or by mail. All formal complaints, whether filed by mail or delivered in person, must be directed to:

Acting Executive Secretary
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604

For more information about the formal complaint process please refer to the instructions provided with this form or visit the KCC website: <http://kcc.ks.gov/>, Consumer Assistance, Filing a Complaint. You may also contact our Consumer Assistance staff toll-free at 1-800-662-0027 or by e-mail at public.affairs@kcc.ks.gov.