

KANSAS CORPORATION COMMISSION  
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

2015.03.04 11:09:37

Kansas Corporation Commission  
April 2011

**FORMAL COMPLAINT**

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

IN THE MATTER OF THE COMPLAINT AGAINST

CenturyLink  
(Respondent, name of utility company)

by

Karine Tyrrell  
(Complainant, your name)

For Commission  
use only

DOCKET NO.

15-QWST-388-com

Received  
on

MAR 4 2015

Please provide complainant (your) contact information:

Full Name(s): Karine Tyrrell

by  
State Corporation Commission  
of Kansas

Address: 917 N. Foulk Drive, Belle Plaine KS 67013

Daytime Phone: 316-243-2037

E-mail address (optional): karinetyrrell@qmail.com

**FORMAL COMPLAINT**

Karine Tyrrell  
(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 previous carrier was AT&T, and I paid \$19.95 per month for reliable Internet connectivity that allowed me to use voice-over-IP. Since June 2013 I paid full price for intermittent Internet service and was forced to add a land line, for \$94.00 per month. After 1.5 years of paying for poor service with no credit for outages - CenturyLink denies problem with infrastructure - I cancelled service. Instead of receiving a refund, the last bill had a \$200.00 early termination fee tacked on.

(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.*)

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

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.

Karine Tyrell  
Complainant's (Your) signature

March 2, 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:

Executive Director  
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 go the KCC website: <http://kcc.ks.gov/>, Consumer Assistance, Filing a Complaint. You may also contact our Consumer Assistance staff toll-free number at 1.800.662.0027 or by e-mail at [public.affairs@kcc.ks.gov](mailto:public.affairs@kcc.ks.gov).