

Duane Farrant
25494 Kroenke Trail
Lincoln, Mo. 65338

Wednesday, January 22, 2014

Complaint # TC-2014-0103

Attention: Data Center

Missouri Public Service Commission
200 Madison Street
P.O. box 360
Jefferson City, MO.
65102-0360

FILED

JAN 24 2014

**Missouri Public
Service Commission**

To Whom It May Concern:

I don't agree with the dismissal of this case, as I was with the understanding with Myron Couch that the MPSC would close this issue, but I was not made aware that the case against Century Link was to be dismissed or that I needed to respond.

If I was I don't recall it and assumed the MPSC would have informed me of this matter as it pertains to this case. I would have responded, however I've received an e-mail on January 16, 2014 on this matter now with this response. With troubles still present and the poor phone service provided by Century Link I feel this case shouldn't be dismissed as adequate phone service is not been provided or compensation for the troubles it's been.

In the past two weeks service has been interrupted three times, first time I was cut off with three phone conversations incoming and outgoing. Next few days the same happened. Several days a constant humming and interference on the phone was present.

This is not the service that should ever be acceptable. It works for a while and when "out of the blue" it doesn't work. It's like a "crap shoot" if I have phone service that day or not. At times it's fine for a couple of months then it's back to not working properly again.

I'm tired of the "bandage patchwork" that has occurred over the decades, leaving me with spotty service at best. Until Century Link takes the appropriate steps to provide me with uninterrupted phone service I this case shouldn't be dismissed it's repaired properly.

Sincerely,


Duane Farrant