



Albert Silk
1208 Broadway St Apt J3
Pleasant Hill MO 64080-1592

(816)
987-2484

JAN. 21, 2012

Dear MO. PUB. SERVICE
COMM.:

RECEIVED²

FEB 1 2012

Records
Public Service Commission

Please make this my FORMAL,
not informal, complaint against
Century Link. They have not only
made errors regarding my lifeline
eligibility but have apparently
sent me letters for TWO different
phone numbers. I only have ONE
phone number (816) 987-2484.
Where did Century LINK get the phone #
of (336) 386-8199?? I do not subscribe to it!

Mistakes like this could get Century Link into legal problems on both the State level (MO.) and the Federal Level.

If I do not get these problems resolved with the Mo. Public Service Commission, perhaps I need to contact the Federal Bureau of Investigation (F.B.I.) or the U.S. Dept. of Justice?

We must not let Century Link abuse consumers like myself and let them exploit the system. The Mo. Public Service Commission must do its part in this investigation.

Very sincerely,

Albert Silk

(816) 987-2484



Albert Silk
1208 Broadway St Apt J3
Pleasant Hill MO 64080-1592

My only phone#
is (816)

987-2484

Albert Silk



CenturyLink™

January 13, 2012

ALBERT SILK

1208 BROADWAY ST APT J3

PLEASANT HILL, MO 64080

RE: (336) 386-8199

← Wrong phone#

Dear Customer:

Thank you for submitting your Lifeline application. Unfortunately, it cannot be processed for the reason(s) below. We are enclosing a new application for you to complete and return.

- A copy of your current proof of assistance is required. Documentation must have current effective dates.

Please complete the application, being sure to include the information indicated above, and mail it to: CenturyLink Data Services, 555 Lake Border Drive, Apopka, FL 32703. We will process your application as soon as we receive it.

If you have any questions or need further assistance, please call CenturyLink at 1-800-767-9905 Monday through Friday between 8:00 a.m. and 7:00 p.m. EST, and a service representative will be happy to help you.

Sincerely,

CENTURYLINK

(FORM: ASP-96:)

PHOTOCOPY:
MO. PUBLIC SERVICE
COMMISSION

I hope I'm not
getting billed
for 2 phone #'s.



Albert Silk
1208 Broadway St Apt J3
Pleasant Hill MO 64080-1592



JEFFERSON CITY MO

30 JAN 2012 PM 3 L

JEFFERSON CITY MO

ATTN:
CONSUMER
SERVICES

To:

MO PUBLIC SERVICE COMMISSION
PO BOX 360
JEFFERSON CITY MO
65102-0360

651020360