



Albert Silk
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March 8, 2012

RE: FILE No. IC-2012-0268

FILED
March 16, 2012
Data Center
Missouri Public
Service Commission

Dear Mo. Public Service Comm.:

My response to Century Link's rebuttal of my complaint is as follows:

Century Link's Attorney is attempting to tear down my arguments in order to protect themselves. I am now feeling bullied by them because I am not a lawyer or a paralegal. I hope Century Link is not dissuading your opinion of the merit of my complaints by portraying me as "incompetent". By its own admission, Century Link has made errors regarding my account with them. Century Link desperately needs to improve its customer service and its billing practices. "Flip-Flopping" on the Lifeline Program discount to which I'm entitled, charging me for unwanted services (past bills reflect outrageous charges) and the terrible inconvenience I suffered having to repeatedly call Century Link / Embark to get these matters rectified, are just cause for my filing of informal and formal complaints.

I am not now asking for monetary relief; I only ask that Century Link will keep

(Next page, please) →

my current billing at the thirty to thirty-five dollar range. Please, Century Link, no SIXTY-NINE Dollar invoice charges.

I am permanently and totally disabled and subsist entirely on Social Security and am at the bottom of the poverty level. I want the full Lifeline Credit, to which I'm entitled. One cannot put a price on the turmoil and grief that I have suffered in negotiating with Century Link. In the "Affirmative Defenses" section of Attorney Becky Owens Kilpatrick, representing Embarg Mo. Inc./Century^{LINK}, the Missouri Public Service Commission might want to investigate the validity of the statement made on page 3 of Ms. Kilpatrick's response which states "Complainant's claims are barred by state and federal law".

I hope I speak for the majority of Missouri's Constituents in being grateful for the Missouri Public Service Commission in addressing the grievances of citizens like myself who need to stand up to the tyranny of the large utility corporations.

Yours most sincerely - Al
Albert F. Silk



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