

10-10-13
Simpson

I am against Century
LINK being able to
raise there rates without
NOTIFYING UTC.

I am on social security
and can't afford any more increases
on my phone.

I Can't afford a raise in phone increases
Marguerite Simpson
1414 EDGEWOOD AVE
SHELTON, WA 98584



UT-130477

My phone carrier
is Century LINK

360-427-8727

Learn to Recognize a Sign of Post-Traumatic Stress Disorder:
Self-destructive behavior.

©Debra Jordan Bryan

10/16/13

The Commission,

Really think it's unfair that companies can increase their rates at anytime. There is not alot of choices where to get these services.

You're really at the mercy of these companies. Paying more for anything at this time is hard on everybody. When you are old and live on a set income it becomes extremely difficult.

Ann Hogue
206 Logan Hill Rd.
Chehalis, Wa. 98532
360-748-3728

Century Link
Ticket # UT-130477

RECEIVED
OCT 14 2013
WASH. UT. & TP. COMM



From
Mr. Jack Markley
5022 S Mount Angeles Rd
Port Angeles WA 98362-8943

360) 457-9484

Thursday
Oct 10, 2013

UTC:

I received Centurylink's small-print post-
card notice today, of the Oct 16 "AFOR"
hearing - in black + white. UT-130477

It is scary to think they can change
rates with no oversight, for us dwindling
"Edison handline" people.

I've suspected for a long time that cell phone
users (providers) have hitch-hiked on land
line users. Can that be remedied?

Enclosed is the latest "mailing" from C-L.

They have been sending such oversize
multicolor mailers - for add-on services, since
taking over, "endlessly". Costly

Why should they be "relieved" of
reporting rates?

Help us keep affordable land lines!

Jack Markley



Ms. Mary A. Lewis
4066 S Gregory St.
Tacoma, WA 98409

Sir -

In regards to post
card I received 10-10-13 -

If everything is
approved - will
Century Link have to
notify us of rate hike?

This would be very
important to those of
us who cannot
afford a rate hike
and will want to
get rid of our land-
lines if this happens.

Thank you

Mary A. Lewis

RECEIVED

OCT 14 2013

WASH. UT. & TR. COMM.

10-11-13

Garland & Kristie Cable
PO Box 264 / 722 Oregon St.
South Bend, WA 98586
Century Link

RECEIVED

OCT 14 2013

UT-130477

WASH. UT. & TP. COMM

We have no other phone company to choose from. They have a monopoly here. It would not be fair or right to us to allow Centurylink to raise their prices without government oversight.

Do not let the fox guard the henhouse.

Garland & Cable
Kristie A. Cable

1801 Dabob Rd.
Quilcene, WA 98376

October 12, 2013

To: Utility and Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

RECEIVED

OCT 14 2013

WASH. UT. & TP. COMM

To Whom It May Concern:

I recently received communication regarding an application from CenturyLink Companies having "filed a petition with the Commission to be regulated under and Alternative Form of Regulation, based on the competition that the CenturyLink companies face from cable companies, wireless providers, and other companies." In my opinion, this is a ludicrous application. For CenturyLink to be given freedom to change rates, terms and conditions of a service without approval from the UTC is, in my opinion, a mistake.

CenturyLink has not proven to be a trustworthy company. I have been a CenturyLink customer since the change from Embarq, about 4 years ago. During that time, I have paid for high-speed internet, but have experienced very poor service. Much of the time the internet was either not working at all or it was much slower than dial-up service. Each time I called CenturyLink customer service, I would need to spend 45 minutes to an hour on the phone with a customer service representative, only to be told at the end of that time that there was nothing they could do at their end, but that CenturyLink had oversold their service capabilities and had an overload on the system. My neighbors have experienced the same situation.

I will say that CenturyLink would refund some of the charges, but that didn't fix the problem of not being able to use the internet at will. This has gone on for years with CenturyLink's local repair people knowing about it as well as the customer technicians but them not being able to do anything about it. Whoever was "in charge" of seeing that customers receive the service for which they pay did not seem to care. Only recently has service begun to improve, but there are still problems. Pretty much, it is so frustrating to be told that there is nothing that can be done, it seems useless to call in.

A company that does not care about customer service should not be given permission to do whatever they wish in the amount they charge or to be able to change terms and conditions of service without answering to the UTC.

Sincerely,

Elizabeth K. Nelson
Elizabeth K. Nelson

RECEIVED

OCT 14 2013

WASH. UT. & TP. COMM

Commission's Headquarters Building
1300 S Evergreen Park Dr. SW
P.O. Box 47250
Olympia, WA 98504-7250

October 11, 2013

Docket # UT-130477

Dear Sirs:

I am not sure what the effect of this change to AFOR by Century Link will have on the consumer but if this means Century Link will increase their rates I am against any change to the present conditions. In other words Century Link should remain under UTC approval.

Sincerely,



Lt. Col. Robert J. Hough, USAF Ret
4940 SE Hoygaard Rd.
Olalla, WA 98359-9762

Telephone # 253-857-7881 Hm 253-318-1974 Cell

RECEIVED

OCT 14 2013

WASH. UT. & TP. COMM

Edmund C. Lawson
1204 34th Street
Bellingham, WA 98229
360-673-0561
Century Link / Docket Number UT-130477

12 October 2013

Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr., SW
P. O. Box 47250
Olympia, WA 98504-7250

Sir:

I am responding to a Public Notice sent to me by Century Link Companies.

I do not have internet services and have not been able to read copies of the AFOR and settlements.

If the Commission decides they can achieve the public policy goals of this state, that's fine. Stating that Century Link will continue to be held to retail service quality requirements is also good. As long as there are policies and regulations in effect that govern these businesses to prevent them from doing anything they want, anytime they want, in the name of business, competition or profits. The fox should not be guarding the chicken coop.

Thank you for your time.

Sincerely,



Ed Lawson

26811 Downing Avenue
Kent, WA 98032

October 12, 2013

Washington Utilities & Transportation Commission
1300 S. Evergreen Park Drive, S.W.
P.O. Box 47250
Olympia, WA 98504-7250

Docket No. UT-130477

Dear Commission Members:

We are CenturyLink customers who are concerned about the postcard notice we received in the mail concerning CenturyLink's seeking to be released from regulatory control so they can freely raise rates. We as consumers need to have protection from corporate gouging and you, the Commission, are our protectors.

Please consider the following:

- Seniors, unfortunately, are not equipped to do constant shopping for new telephone service, and do not have the flexibility to make frequent changes to keep up with advancements and the changing market place. Our telephone is a medical necessity to us, and we need you to ensure that we can continue to afford basic telephone service.
- Some years ago CenturyLink's predecessor company, Qwest, committed to us an internet connection lifetime plan – at a rate never to increase - so long as we continued as loyal customers of the company. CenturyLink has of course honored this contract. In your decision we urge you to make certain that this contract and others made over the years be “untouchable” by the company.
- If you grant CenturyLink the freedom they're so boldly seeking, what is our recourse if we are treated unfairly by the company?
- Reflect on what happened just a few years ago in the banking industry when they became de-regulated. The U.S. and the world were brought extremely close to a total economic collapse. De-regulation does not have a good track record.

We urge to keep the basic telephone and internet service offered by CenturyLink under regulation as it has been for so many years. They knew what they were getting into when they bought Qwest.

Thank you for your consideration of our comments.

Your truly,



John and Adelaide Haferbecker, Tel. 253 854 1276

Dave Thies
P.O. Box 1393

Re: Century Link
UT-130477

White Salmon, WA. 98672 (509-364-3578)

OCT. 11, 2013

RECEIVED

U.T.C.

OCT 14 2013

P.O. Box 47250

WASH. UT. & TP. COMM

Olympia, WA. 98504-7250

Commissioners:

Please do not deregulate Century Link.
They say they will only raise their charges
about a dollar, or maybe not at all; then-
I ask- why are they seeking deregulation.

Century Link seems to indicate that
the trend is to cell phones and away from
hard line phones. Maybe so, but deregulation

could very well speed that trend up way beyond what the public desires.

What rights or protections do the public retain in this matter if Century Link is allowed to change rates, terms & conditions for our hard line phone without oversight?

Our hard line phone works when the power is out in our rural community & when cell phones do not work. When power is out in a winter storm & C-Phones die, the hard line phone is our only link out.

Thank you
Dave Thies

Laurie Cross
PO Box 241
Husum WA 98623
Oct. 12, 2013

UTC

PO Box 47250

Olympia, WA 98504-7250

RECEIVED

OCT 14 2013

WASH. UT. & TP. COMM

Dear UTC Commissioners:

This is regarding Docket # UT-130477. Please do not grant the request to change Centurylink to an "AFOR". I would like the same regulations to continue as in the past.

Here we have only one choice for our phone company, and that is Centurylink. Cell phones do not work here. So we have no other choices if we do not find the services of Centurylink adequate or affordable.

I have twice in the past 2 years had to ask help from the UTC due to unfair treatment by Centurylink. I also recently made a call for repair since the phone was completely out. The person on the phone told me that if the problem was not with Centurylink then I may be charged for their time. I am not a phone expert so I would

have no way of knowing the cause, except we had some bad weather at that time. It made me feel that I couldn't call Centurylink and get help without fear of being charged extra.

This is a safety issue as this is our only means of communication outside of our location, and we are 10 miles from the nearest small communities.

Please do not grant this request.

Sincerely,

Jeanie Cross

Oct. 11, 2013

Re: Centurylink docket No. UT-130477

From:

Becky McPherson
3677 Embers Way
Valley WA 99181
509-937-2682

RECEIVED
OCT 14 2013
WASH. UT. & TP. COMM

Per the Request of Centurylink in Seeking Alternative Form of Regulation:

Quite recently, we had a situation with Centurylink that was not easily resolved. When our power went down, our phone went down. This had been occurring with regularity for approximately one year.

I mentioned this issue to a repair man from Centurylink, who was up to do other repairs. His reply was that it would take a lot of time and trouble to diagnose the cause of this, and he left. It concerned him too little to report.

Over the course of months, our power has gone out several times, and with it, the phone. During this period of time, I called Centurylink repair service, to report this issue. I was told that a ticket had been written up, and the repair service would be calling me. I called three different times, was assured a couple of times that the problem would be fixed, and another time, upon finding I had been lied to, and expressing my frustration to the Centurylink employee, he hung up on me! The people who said a ticket had been written to look into the problem bald-face lied to me!

I had previously called the Washington State Utilities Commission, on the toll number, and had gotten hold of a man on the other end. When I explained my concern to him, he seemed to think the entire thing was irrelevant. I don't know his name, but believe he perhaps was in an office of his own. He even laughed when I told him that to call the power company, when the power had gone down, my husband was having to stand outside in inclement weather, often in the dark, with a cell phone. He seemed to think this was a joke. I would like to see how much of a joke this is to him, if he has to do it. His service was worthless!

More recently, I phoned the toll-free number at the WA State U.C. and spoke to a woman named Rachael, who took a different tone. She took down the information I had given her, and made sure Centurylink phone company was contacted. To say the least, I had felt lackluster to phone the U.C. again, after the reception I had gotten on this issue, approximately a year earlier.

Soon, I received a call from a repair man who worked for Centurylink, or contracted their work. I was never told, for certain. He had never received one single word about the problems we were having out here, up until Rachael at the WA U.C. made contact with him.

The problem was in the equipment, and part of it not being able to hold a charge, if the lines went down. Yes, it did take awhile to diagnose, and some to fix, but finally, this was done.

Interestingly, Rachael phoned me back to let me know she had talked with Centurylink, after the repairs had been completed. They had told her to tell me how sorry they were about all this—but I have not heard one single mumbling word, directly from Centurylink. What a load-of _____! Lies and hang-ups—now that's a great company, working for its customers! And, also letting someone else make their apologies when they goof in a major way.

In summation, I say this: If, while being regulated, Centurylink is willing to lie to customers, hang up on customers, and slough off repairs—then what the heck? They want to be able to charge more for non-service? That seems to be the gist of the postcard we received in the mail today. More money.

Ironically, on the inside front cover of our local phone book, is a full-page ad for Centurylink high-speed internet service. Yet, seemingly, they have no plans for providing this service in our area.....ever, according to what I have seen and been told by them a couple times now. Maybe I am wrong on this.

I doubt my suggestions will have ~~much~~ effect in your decision, but I vote, "No"!

Becky A. McPherson

Oct. 11, 2013

To Whom it may concern,

I do not want you to approve Century Link's request to raise rates without the approval of the Washington Utilities and Transportation Commission. It should stay the same as it has always been. Please listen to the people & make your decision for the good of the people and not big business.

Thank you

Sarah & Robert Atherton

P.O. Box 1984 (1514 Sunrise Dr.)

Clarkston, WA 99403

Ph. 509-758-4458

RECEIVED

OCT 14 2013

WASH. UT. & TP. COMM



Mr. Jerry Keese
3413 NW 166th St.
Ridgefield, WA 98642-8555

Oct 10, 2013

phone 360-573-1035

Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr. SW
P.O. Box 47250
Olympia, WA 98504-7250

RECEIVED

OCT 14 2013

Members of the UTC, Greetings

WASH. UT. & TP. COM.

I recommend you reject the request of Century Link on docket number UT-130477, and maintain supervision and regulation of Century Link. The Citizens of Washington are entitled to this protection and it is your duty to provide same.

Thank you for this opportunity to respond to your Public Notice.

Respectfully,

Jerry L. Keese

Oct 11, 2013

Dear UTC,

"Centurylink"

I am writing re: docket # UT-130477.

My feeling/comments is that Century Link should retain traditional regulation of rates, terms, & conditions.

Deregulation is why this country's economy is in the mess that it is in. Enough ^{growth favoring} the corporations vs. the tax payer/public. So all AGAINST the "AFOR".

RECEIVED
COMMUNICATIONS

2013 OCT 15 AM 9:23

STATE OF
UTAH AND
COMMUNICATIONS

Sincerely,
Paul Moore Jr.
Esplanada Mora
34437 38th Av So

Auburn, Wa 98001
253 874-9147

RECEIVED

OCT 15 2013

WASH. UT. & TP. COMM

Lance D Minetti
7005 N Altamont
Spokane WA 99217

509-230-9499 cell
ldmmdl@gmail.com

Monday, October 14, 2013

Washington State Utilities Commission

Via email

Dear Sirs,

I feel it necessary to comment on your "Century Link" requests. In my very recent experience with this "utility" They completely left me in a service less position bullying me with unwarranted collections by three different entities every time I challenged the collection agency's personnel. In order to repel CenturyLink management I had to file a small claims action against them.

In Short form their phone service and dispatch is atrocious. The installation of my service was done in such an unprofessional manner that the box was mounted to my house using dissimilar 3" shanked deck screws AND IT WAS NOT PLUMB. The fire threat alone was concerning when their "installer" mounted the "demark box". What if he had shorted something in my wire runs on the other side of the wall he could not see or even consider?

I have all of the past documentation regarding this issue in my possession including the Court record where a CenturyLink Seattle manager and his associate drove to Spokane to answer my complaints in small claims court and basically came to Court with a three ring binder full of my calls and complaints trying to make me out as unreasonable.

Our State DOES NOT have license requirements for phone work,

THERE IS NO ONE TO CALL FOR COMPLIANCE ISSUES.

I am completely disgusted by the lack of oversight they already enjoy. To allow them even more flexibility should be strongly apposed.

Lance Minetti

013 OCT 15 PM 2:53

10/12/13

Dear Sirs:

I've got a notice in the mail that Century Link seeks greater flexibility in order to meet the needs of the public. Does this mean our rates are going up? Our income cannot handle another bill, tax, increase or any demands.

RECEIVED

OCT 15 2013



Karen Moran
25430 Lake Wilderness Ln. SE
Maple Valley, WA 98038-5807

WASH. UT. & TP. COMM

Century Link 425-432-5023

Docket # UT-130477

Thank you

A F O R

As a senior citizen
(In 83) I can't afford
any more raises in anything
I have S.S. my rent is
half of my S.S. check - so
any raises will be hard on
me -



Violet J. Reinkens
514 N. Medcalf Lane #9
Montesano, WA 98563-2034

Violet J. Reinkens

RECEIVED

OCT 15 2013

WASH. UT. & TP. COMM

STATE OF WA
UTIL. AND TRAC
COMMIS

2013 OCT 15 AM 9:52

RECEIVED
COMMUNICATIONS



Regarding
docket #

RECEIVED 13

Sers,

Century Link
Service

U.T. 13047

OCT 15 2013

WASH. UT. & TP. COMM

Regarding Century Link Telephone
request to bypass your
observations a reserved

permission to raise rates
at any time with out your
permission or approval

I am very much against
this sneaky way of trying
to bill every one anything
they would like to charge

The 1st thing you know
the phone will be out of
everyone reach to have one
and it is a necessity that

people basicly need to
service the same as
lights & water please

Vote no on this request
Thank you, Evelyn Carney 509-487-0711
N. 6117 atlantic Spokane Wa

10-10-13

Century Link Phone Co.

Evelyn J Curry

7611 Atlantic Hwy

Spokane Wa 99205

1509-487-0711

Please Note No

on Docket #

UT 130477

Thank you!

UTC Staff:

Re: Public meeting on Oct 16, 2013

to Commissioner:

Please don't give Century Link a blank check to increase our rates. The reason everyone has gone wireless is their fault they give out our phone number to marketers so we get more foreigners calling us than friends in this S. A.

Floretta White
Evelyn White

STATE OF WASH.
UTIL. AND TRNSP.
COMMISSION
2013 OCT 15 AM 9:52

RECEIVED
OCT 15 2013
WASH. UT. & TP. COMM

HAROLD BRESSLER DPM
22975 SE BLACK NUGGET RD
APT 458

ISSAQUAH WA 98029-7308



RECEIVED

OCT 15 2013

WASH. UT. & TP. COMM

Attention: Mr. Commissioner For Communication in Wash. State!
In this package are bills for my personal phone. These bills have been going up in dollar increments. Please examine them and check into there billing procedures.
I have complained to Century-link with no reply from the company. I had my phone installed by Quest as far back in June 2003. This phone number I've used is 425-392-5954
I'm listing some of my bills with the company since I've had my phone. I'm using my phone less than before, and the bill has been increasing steadily. On the reverse side of this letter are date and prices that have been sent to me, since Feb 19, 2006. Please advise me as to what can be done to change this billing procedure.

Sincerely
Harold W. Bressler



An **ERA** Care Community

22975 SE Black Nugget Road • Issaquah, Washington 98029
Phone (425) 557-4200 Facsimile (425) 557-4213



2-19-06	33.41
6-14-06	33.31
11-19-06	32.97
12-19-06	33.02
1-19-07	33.12
3-19-07	33.13
11-19-08	34.66
8-19-08	34.67
11-19-09	34.89
4-19-10	35.07
5-19-10	35.25
8-19-10	34.97
11-19-10	34.66
2-18-11	35.46
6-19-11	35.36

Quest Bills

7-19-11	35.30
9-26-11	35.33
6-19-12	36.10
9-19-12	36.13
2-19-13	36.22
3-19-13	36.17
4-19-13	36.20
8-11-13	37.10
9-19-13	38.53
10-5-13	38.55

Century-Link

(Des Moines Office)

William Wilkinson

To: UTC.WA.GOV
Subject: AFOR ABDICATION AND GOVERMENT VACATION OF RESPONSIBILITIES AND DUTY TO THE CITIZENS DOCKET UT-130477

In my opinion:

CenturyLink which charges expensive rates to the public now wishes so be excused from regulation in order to compete in the marketplace-that is, to be given special exempt status in from market regulation in order to maintain its profits because they have lacked the intelligence to anticipate advances of competitive technologies which now threaten their profits. It was and is their responsibility to remain technologically competitive NOT for Washington State to excuse them from the rigors of research and for the citizens to bear the expense. Not only technology is discussed but also exemption from rate structure oversight; administrative procedures; legal obligations and financial accounting and be "relieved of automatic reporting requirements". Would not that be nice for all of us; not to be required to report to the US Internal Revenue Service about how much we make and what our true expenses are?

CenturyLink entered the market thinking to make a profit and never shared that profit and good times with the public; however, they are now eager to share the losses and tough times with the public. In case the Commission has been absent from the planet this is the same proposition facing the American Republic with the criminal acts of Wall Street being supported with the US Treasury; the Wall Street crowd is relatively remote while the Washington Commission and other elected officials are much closer.

This whole proposition is criminal in its nature and will be regarded as such for those publicly appointed officials and elected representatives who support it. This is one more societal step down to stupid and loss of our sense of who we are and want to be.

W P Wilkinson

2013 OCT 15 AM 9:52
STATE OF WA
UTIL AND TRANS
COMMISION

2610 Carpenter Road N.E.
Olympia, Washington 98516
October 14, 2013

Washington Utilities and
Transportation Commission
1300 So. Evergreen Park Drive S.W.
P.O. Box 47250
Olympia, Washington 98504-7250

Re: Docket No. UT-130477
Century Link
Alternative Form of Regulation

Dear Sir,

I am writing regarding the proposed
Alternative Form of Regulation
for the Century Link telephone company.

I am against allowing Century Link
to be regulated under the Alternative
Form of Regulation, even though
they may be facing competition from
cable companies, wireless providers,
and other companies, because they
are still functioning as a monopoly
in terms of home telephone service,
and if this were to be approved
they would be allowed to change
rates, terms, and conditions of their
telephone service to the public as they
see fit without any control of their
rates from the Washington Utilities and

2013 OCT 15 PM 3:34

RECEIVED
COMMUNICATIONS
DIVISION

11600

Transportation Commission.

I think the Alternative Form of Regulation could very likely be a hardship on individuals and small businesses that depend on a traditional land line conventional telephone system, because Century Link could easily double their rates, and there would not be anything that could be done, because they in effect would be exempt from regulation, except for the quality of their telephone service.

We have a small 30 acre farm near Jacey and raise hay and blueberries each year and depend upon our conventional land line telephone for customers to contact us so we can sell our products.

We have had a regular home phone since my parents moved here in 1946. If Century Link decided to double our telephone rate, we and the state regulators would be powerless to do anything about it.

If any changes are to be made as to how Century Link is to be regulated, it should still

be regulated by the state as a monopoly in terms of the local rates it is allowed to charge, because it really is a monopoly since we have no choice for local telephone service.

In terms of long distance calls out of this area, we do have a choice in that, so the Alternative Form of Regulation could be allowed for long distance calls so that Century Link could be allowed to participate with market conditions in any long distance calls that they handle.

As a practical matter, nearly everyone carries a cell phone with them now. We dropped our long distance coverage many years ago, and began using access codes for long distance because it was much cheaper. We only use the access codes now to call my older brother in Canada, and for all other long distance calls I use my cell phone because all the calls are free, regardless of location.

So, in summary, I urge the Commission to disallow the Alternative Form of Regulation for Century Link as it pertains to local telephone service

for individuals and businesses since local telephone service is a monopoly and needs to be regulated the same as any other monopoly such as electricity and natural gas. If local telephone service is not protected by state regulation, individuals and small businesses are not protected and are left vulnerable to huge rate increases by out-of-state mega-corporations who are eager to make huge profits at the expense of homeowners and individuals who cannot afford higher rates, and who may be forced to drop their local telephone service and then be at higher risk if they cannot call 911 for help for emergencies such as medical or fire or other types of emergency. Allowing the Alternative Form of Regulation for Century Link is a huge mistake, and I urge you to not allow it.

LYNN W. LARSEN
2610 Carpenter Road NE
Olympia, WA 98516

Sincerely,
Lynn W. Larsen
Phone (360) 491-6816

11 October 2013

Washington Utilities & Transportation Commission
1300 S. Evergreen Park Dr. SW
P.O. Box 47250
Olympia, WA 98504

Subject: CenturyLink Petition/AFOR PUBLIC NOTICE -Doc #UT-130477

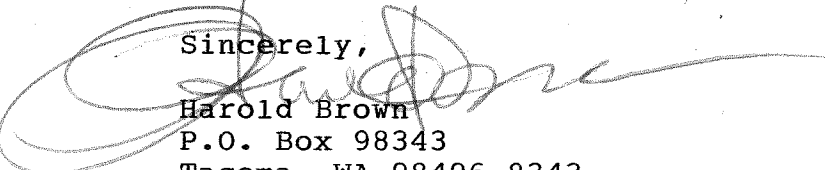
The timing of this Public Notice appears to be designed to guarantee a limited public input/comments. My notice was received on 9 October 2013 just prior to a weekend & national holiday (Columbus Day - October 14, 2013).

Landline telephone is in the same category of basic necessity as water, electricity and natural gas providers. CenturyLink should not be awarded the same "public gouging privilege" presently possessed by cable, internet providers, and other such out-of-control services.

The attached Public Notice states that CenturyLink, UTC Staff and the AG Representative agreed to a settlement on August 22, 2013. Yet, the above referenced Public Notice was not received until 9 October 2013, hardly enough lead time to permit any kind of adequate research and public input/comment.

CenturyLink's Petition to be regulated under "AFOR" should be denied for the public good.

Sincerely,



Harold Brown
P.O. Box 98343
Tacoma, WA 98496-8343
253-952-5852

Copy:
The Attorney General
State of Washington
Olympia, WA

CERTIFIED
RETURN RECEIPT
70100780 0000 5879 0972

(over)



CenturyLink

PO Box 4985a
Monroe, LA 71211

PRESORTED
STANDARD
U.S. POSTAGE
PAID
CMS

*****AUTO**5-DIGIT 98496

383536N-13-236
10037 * B * 421581 * 1 * 875 * 19

HAROLD BROWN
PO BOX 98343
TACOMA WA 98496-8343



41

PUBLIC NOTICE

On April 1, 2013 the CenturyLink Companies ("CenturyLink") filed a petition with the Commission to be regulated under an Alternative Form of Regulation ("AFOR"), based on the competition that the CenturyLink companies face from cable companies, wireless providers, and other companies. Washington State law allows telecommunications providers to operate under AFOR if the Washington Utilities and Transportation Commission ("UTC") finds that changes in technology and the structure of the telecommunications industry have produced conditions under which traditional regulation may not provide the most efficient and effective means of achieving the public policy goals of this state. CenturyLink seeks greater flexibility in order to better meet the needs and demands of the marketplace. On August 22, 2013, CenturyLink, UTC Staff, and the Public Counsel Division of the Attorney General's Office agreed to a settlement revising the terms of the proposed AFOR. The UTC will consider the settlement agreement at a hearing on October 16, 2013. If the settlement is granted as requested, CenturyLink will be treated as if it were competitively classified. This means that CenturyLink is permitted to change rates, terms and conditions of a service without approval from the UTC. CenturyLink will continue to be held to retail service quality requirements in the Commission's rules, but will be relieved of automatic reporting requirements.

The Commission will hold a public comment hearing on the AFOR on October 16, 2013 at 6:00 p.m. at the Commission's headquarters building - 1300 S. Evergreen Park Dr. SW, P.O. Box 47250, Olympia, WA 98504-7250. Individuals are invited to attend and offer comments, or to send written comments to the Commission at www.utc.wa.gov/comments, or at the above address. Include your name, address, telephone number, name of the company (CenturyLink) and the docket number UT-130477. Copies of the AFOR and the settlements reached with various parties are available at: <http://www.utc.wa.gov/docs/Pages/DocketLookup.aspx?FilingID=130477>



CenturyLink

UT 130477
CenturyLink

18 Hillcrest Drive
Cathlamet WA 98612-9514
(360)795-8805
October 11, 2013

2013 OCT 15 AM 8:10
STATE OF WASH
CATHLAMET WA
COMMERCIAL

Washington UTC
P. O. Box 47250

Gentlemen:

We have been residential customers of CenturyLink at this address for one and one-half years and previously in Bellingham for several years.

In transferring our telephone service to our new address we found CenturyLink to be a poorly integrated amalgam of several previously independent companies. For credit purposes, their records (computer stored) did not interface. They provided us with a new phone number that did not function at our new address because it belonged to another exchange. Numerous calls to customer service resolved this and various billing obscurities. Since that time (May, 2012) the service has been adequate though expensive—over eighty dollars per month for fairly basic features, including, however, “unlimited long distance.” We recognize that this is a relatively small and isolated community in southwest Washington, with high management costs for the utility.

We have received many promotional approaches from this company since we arrived in Cathlamet, including “bundling” and internet service offers. We observe that promises of a “guaranteed low rate” of \$19.95 per month for periods of one to three years for internet service are invariably accompanied by fine print asserting CenturyLink’s right to change rates, terms and conditions of this service at any time at their option. Thus they already claim the immunities from carrying out express contracts which they now offer for government approval.

Many residents of Wahkiakum County have been offered high-speed internet service although the necessary fiber optic installation is not in fact generally available here.

We are supportive of CenturyLink’s providing landline service in this area, where recent history has shown other forms of communication can fail in storm conditions. This is an essential public service, and for that reason we urge the Commission to scrutinize the performance of CenturyLink (including past promises not kept as in taking over internet service from Qwest in the Puget Sound region) before placing consumers at the mercy of CenturyLink’s future rate schedule. Our recent experience includes attempts by them to squeeze customers out of “excessive” use of the “unlimited” long distance service, in part by introducing “beeping” noises on our line when a call exceeds one hour.

Sincerely yours,


Jim and Paula Culbertson

RECEIVED

10-14-13

OCT 17 2013

To Whom it concerns WASH. UT. & TP. COMM

I've written to Century Link about the 5 yr. situation for \$19.95 on my telephone bill 2 or 3 times. As I do not have a computer in home, further more they did not send a letter or phone me about my opinion or vote on the 5 or 10 cent bit on the phone bill.

all I ask for was Home phone Repairs, on the other. That is 3 items. Not all that conglomeration added on and makes no sense.

The phone bill should not be \$34.01 monthly. It may be \$20.00 a month by cutting off the little stuff. as

RECEIVED

I'm a senior 87 yrs young an
on a fixed income. Others
have been given a short one
so what is the reason I'm not
in titled?

Thank you an have a
Good day.

Wilma L. Williams

CenturyLink 10-12-13
Re: Docket # UT-130477

Dear Sir or Madam

I would prefer that the rates for CenturyLink would still need to be approved by the UTC. That would give them liberty to raise rates more often if not that way.

Sincerely,
Shirley A. Geiger
11739-12th Ave NE
Seattle, WA 98125
206-364-0488

2013 OCT 17 AM 8:53

RECEIVED
COMMUNICATIONS
DIVISION

Regarding Century Link hearing 10/16/13, asking for certain reliefs.

I think Century Link, and other cable companies, should be held to high quality standards at a reasonable cost to the consumer.

I was without a telephone for one month this summer resulting from a "simple" change of companies. I am 76 years young, and wish I knew about your existence at that time.

Do not allow Century Link to change rates, terms and conditions of a service without approval of the FCC.

Very Truly Yours, Doreen Valley
360-736-5024
396 Byrd Street
Centerville, VA
98531

Doreen Valley

OCTOBER 12, 2013

WA. UTILITIES AND TRANSPORTATION COMMISSION ("UTC")

1300 S. EVERGREEN PARK DR. S.W.

P.O. Box 47250

OLYMPIA, WA. 98504-7250

STATE OF WASHINGTON
UTIL. AND TRANSPORTATION COMMISSION
2013 OCT 17 AM 8:52
RECEIVED

TO WHOM IT MAY CONCERN:

MY NAME IS KATHLEEN NIELSON LIVING AT 20200 37TH AVE. N.E., LAKE FOREST PARK WA. 98155-1657. MY PHONE NUMBER IS (206) 365-2350 AND A CENTURY LINK CUSTOMER, DOCKET NUMBER UT-130477.

I HAVE HAD PHONE SERVICE TO MY RESIDENCE SINCE NOVEMBER, 1975 WHEN I PURCHASED MY HOME. AT THAT TIME PACIFIC NW BELL, THEN AT & T, THEN I BELIEVE QUEST TOOK OVER PHONE SERVICE. IN 2011, CENTURY LINK BOUGHT QUEST AND MY FIRST PAYMENT TO CENTURY LINK WAS AUGUST / SEPTEMBER FOR \$40.82. THIS WAS ABOUT THE SAME AMOUNT I HAD CONSISTENTLY PAID QUEST FOR SEVERAL YEARS.

BY THE END OF 2011, THE BILL WAS \$41.95, BUT JANUARY THROUGH JULY OF 2012 IT WAS INCREASED TO \$42.10. THIS CHANGE WAS DUE TO A FEDERAL UNIVERSAL SERVICE FUND CHARGE WHICH APPEARED ON MY BILL ONE TIME FOR BILLS I RECEIVED JANUARY 2011, THROUGH JULY 2011. IN AUGUST OF THIS

YEAR, AFTER CENTURY LINK HAD NOW TAKEN OVER MY PHONE SERVICE, IT APPEARED TWICE ON EACH PHONE BILL THROUGH SEPTEMBER 2013. THE AMOUNT ADDED TO THE BILL DEPENDS ON WHAT PERCENT IS USED I.E. HIGHEST WAS 17.9%, LOWEST 15.1% WITH VARIOUS AMOUNTS APPEARING ON THE BILL \$1.00 - \$1.09.

WHEN I CALLED CENTURY LINK CUSTOMER SERVICE TO DISCUSS (AND COMPLAIN) ABOUT THIS CHARGE, I WAS TOLD IT WAS A TAX APPROVED BY THE LEGISLATURE ("CONGRESS"). I WAS ADVISED TO CALL MY CONGRESSMAN. NOW JANUARY 2013 THE PHONE BILL WENT TO \$42.56 (UP OR DOWN A FEW PENNIES) THROUGH ~~JUNE~~ JUNE, FROM JULY (\$43.41), AUGUST (\$46.45), AND SEPTEMBER (\$48.25) THIS IS WHAT I PAID. INTERESTINGLY ENOUGH, THE CITY OCCUPATION TAX NOW ON THE BILL STAYED AT 6.382% BUT WENT FROM \$1.79 TO \$1.89. THE LATEST NEW CHARGE (9/29/13) IS A NON-TELECOM SERVICE SURCHARGE FOR \$1.55 WHICH WHEN I CALLED C.L., AGAIN WAS FOR A LINEBACKER SERVICE AND/OR VOICE MESSAGING. I PAID FOR THESE FOR YEARS (AT LEAST AS LONG AS THEY HAVE BEEN AVAILABLE) LONG BEFORE C.L. TOOK OVER.

I CAN'T HELP BUT, WONDER WHAT WILL BE ON OCTOBER'S BILL -

"HAVING TO PAY FOR THE NAMING RIGHTS FOR CENTURY LINK STADIUM!!!"

I HOPE YOU DO NOT AGREE WITH OR APPROVE OF THIS REQUEST BY CENTURY LINK. IF YOU CONSIDER THIS PETITION IN A POSITIVE WAY, "AFOR" WON'T BE ABLE TO REGULATE THIS COMPANY, THEIR RATES WILL PROBABLY KEEP GOING UP AND TERMS AND CONDITIONS OF THEIR SERVICE CAN BE CHANGED. AS IT APPEARS TO ME, SINCE CENTURY LINK TOOK OVER QUEST AND MY PHONE SERVICE, THEY CAN DO WHATEVER THEY WANT WITH THIS SERVICE. I WONDER HOW THEY CAN POSSIBLY ADVERTISE INTERNET SERVICE FOR \$19.95 FOR 5 YEARS - AND MY ^{PHONE} BILL HAS GONE UP APPROXIMATELY SIX DOLLARS (\$6.00) IN TWO YEARS!

THANK YOU FOR YOUR ASSISTANCE REGARDING THIS MATTER.

SINCERELY,

Kathleen Nielson

P.S. I CAN'T BELIEVE I AM THE ONLY CENTURY LINK CUSTOMER IN THIS POSITION AND I HOPE OTHER PEOPLE RESPOND TO THEIR OUTRAGEOUS PRACTICES.

PO Box 366 Carson, WA
October 13, 2013

RECEIVED

OCT 17 2013

WASH. UT. & TP. COMM

Washington Utilities & Transportation Commission

Dear Sirs

My name is

DAVID L. TEITZEL

my wife's name

JUDY TEITZEL

P.O. Box 366
CARSON, WA 98616
509-427-8603

2013 OCT 17 AM 8:52

Century Link. UT-130477

I received the enclosed postcard 10/11/13, almost too late to comment. I believe it is important for Century Link to have the oversight of the Washington Utilities and Transportation Commission when they want to raise rates. Just in August they added a \$2 charge to help protect your phone number. It is almost impossible to have the unnecessary fee removed.

Thank you for your consideration
David Teitzel

PUBLIC NOTICE

On April 1, 2013 the CenturyLink Companies ("CenturyLink") filed a petition with the Commission to be regulated under an Alternative Form of Regulation ("AFOR"), based on the competition that the CenturyLink companies face from cable companies, wireless providers, and other companies. Washington State law allows telecommunications providers to operate under AFOR if the Washington Utilities and Transportation Commission ("UTC") finds that changes in technology and the structure of the telecommunications industry have produced conditions under which traditional regulation may not provide the most efficient and effective means of achieving the public policy goals of this state. CenturyLink seeks greater flexibility in order to better meet the needs and demands of the marketplace. On August 22, 2013, CenturyLink, UTC Staff, and the Public Counsel Division of the Attorney General's Office agreed to a settlement revising the terms of the proposed AFOR. The UTC will consider the settlement agreement at a hearing on October 16, 2013. If the settlement is granted as requested, CenturyLink will be treated as if it were competitively classified. This means that CenturyLink is permitted to change rates, terms and conditions of a service without approval from the UTC. CenturyLink will continue to be held to retail service quality requirements in the Commission's rules, but will be relieved of automatic reporting requirements.

The Commission will hold a public comment hearing on the AFOR on October 16, 2013 at 6:00 p.m. at the Commission's headquarters building - 1300 S. Evergreen Park Dr. SW, P.O. Box 47250, Olympia, WA 98504-7250. Individuals are invited to attend and offer comments, or to send written comments to the Commission at www.utc.wa.gov/comments, or at the above address. Include your name, address, telephone number, name of the company (CenturyLink) and the docket number UT-130477. Copies of the AFOR and the settlements reached with various parties are available at: <http://www.utc.wa.gov/docs/Pages/DocketLookup.aspx?FilingID=130477>

REC OCT 11, 2013



© 2013 CenturyLink, Inc. All Rights Reserved. The name CenturyLink and the pathways logo are trademarks of CenturyLink, Inc.

N-13-236

Washington Utilities and Transportation Commission
Hearing - "AFOR" petition by CenturyLink
Docket #UT - 130477

To the Commission:

In 2003, ITT held our phone service in this area. They were bought out by U S West in 2006 (approx.), and they did a lot of upgrades to 'cable' and expansion of service area. Reforming under "QWest" in 2008, upgrades continued, and now included 'optic fiber' technology, as well as 'wireless' phone arrays, etc.

Acquisition of 'QWest' by CenturyLink in 2009 brought further market expansion and further 'fiber optic' and 'ether net' capabilities. ALL of the previous and current upgrades have been passed on to the consumer, even tho the vast majority of lines, cables, and equipment were installed previously. To say that CenturyLink cannot meet the needs of consumers is redundant. This 'reclassification' would allow rampant rate and fee increases without oversight or automatic reporting to the UTC. This reporting process keeps the transparency of the records available to the consumer, and gives an outlet for disputes. The UTC has penalty "teeth" that the Better BusinessBureau does not!

This would not be a wise or prudent ruling -- it smacks of Corporatacracy, not democracy! No!

Sincerely,



Lillian Gergen
42 NE Lakeview Ln.
Tahuya, WA 98588
(360)275-4911 -- Current Customer

STATE OF WASHINGTON
UTILITY AND TRANSPORTATION COMMISSION
2013 OCT 17 AM 8:52

10/16/13

**Century Link
PO Box 4985a
Monroe,La 71211**

RECEIVED

OCT 17 2013

WASH. UT. & TP. COMM

To whom it may concern:

I received the post card about your application with the Utilities and Transportation Commission to raise the rate for Internet and cable service. I, for one do not agree with your application because up to now I do not RECEIVED good service from Century Link regarding my internet service. Very often in the middle of my surfing the internet, the internet connection is cut off. We diligently pay the internet and phone bills. My wife called Century Link office about the internet disconnection and she was rudely told that they don't provide internet service. If Century Link does not provide internet service why are we billed for the service for almost the last four years? We are both in our 70's and we rely mostly on the internet for the latest news about health issues.

Thank you.

Sincerely yours,

Joseph M. St. John
JOSEPH M and MARY ST JOHN

FAX: (206) 728-4369

e-Mail: jstjohn28@yahoo.com

**cc: Washington Utilities and Transportation Commission
Public Counsel Division, Atty General's Office
Olympia, WA 98504-7250**

RECEIVED

OCT 17 2013

WASH. UT. & TP. COMM

October 15, 2013

Dear company Century Link

please I written to statement with detail and distance for my telephone want assistance include above attend has to more the time moment talking because my telephone hard to using uncomfortable can too is operator sometime don't think so me to call contact I's condition case must story sentence direct & weekly of important information language to policy by or message in dictaphone so this's need to commission of public company Century Link Help comment is my request and require to soft available address my house and over house

MUIA

12/12/12

RE: DOCKET 130477 COMPANY: CENTURY LINK

R. SMYTHE
4115 S 280TH ST
AUBURN, WA 98001

253-852-0453

RECEIVED
STATE OF WASH
UTILITY AND
TRANSPORTATION
COMMISSION
2013 OCT 17 AM 8:53

I AM AGAINST GRANTING THIS PETITION

I DO NOT TRUST COMPANIES THAT ARE EAGER
TO GET OUT OF GOVERNMENT SUPERVISION.

I AM CONCERNED THAT A PARTICULAR CLASS OF
CUSTOMER ^{IN THE COMPANY} WOULD BE SINGLED OUT FOR
UNETHICAL/UNJUSTIFIED ALTERATION ^(COST) OF WHAT
THEY WOULD REASONABLY EXPECT FOR SERVICE,
WITHOUT A THIRD PARTY SUPERVISION (UTC)
~~THEY NEED SUPERVISION.~~ THE EXPERIENCE
^{THE} OF CALIFORNIA ^{UTILITY} DE-REGULATION ATTEMPT
SEVERAL YEARS AGO IS A LESSON THAT
NEEDS TO BE REMEMBERED.

R. Smythe

Response to → Public Notice Card

Oct. 12. 2013

RECEIVED

OCT 17 2013

Judy L. Chrisman

P.O. Box 12

WASH. UT. & TP. COMM

Galvin, WA. 98549

(360) 736-7231

Commission UTC

1300 S. Evergreen Park Dr. S.W.

P.O. Box 47250

Olympia, WA. 98504-7250

Re: - Century Link - docket # UT-130477

Dear Sirs:

I am writing to voice that
I am against allowing Century Link
to operated under different rules.

I am upset that I got this
notice on 10-9-13 and my voice
will ^{or may} not reach you in time.

Please be there to speak up for
the people - people who are so
lazy that they lose more & more
rights as they do Nothing to
voice themselves

Please be there to protect my rights
as a senior on fixed income I
can not afford another raise -
this is my only phone - I

RECEIVED

don't have a cell phone.
I did not like the
10% increase on my last
bill - due to a tax that
was on cell phones & not on
land lines - but I can't
take my phone with me,
therefore that tax allows
them something I don't
get — so I don't think it was
fair - my phone doesn't travel -

Sincerely

Judy L. Christmas

Judy L. Christmas
P.O. Box 12
Galvin, WA. 98544
(360) - 736. 7231

Received Friday

10-11-13

10-14-2013



Marlene W. Habersatzer
74 Srozyk Rd
Raymond, WA 98577

360-934-5354

PUBLIC NOTICE

On April 1, 2013 the CenturyLink Companies ("CenturyLink") filed a petition with the Commission to be regulated under an Alternative Form of Regulation ("AFOR"), based on the competition that the CenturyLink companies face from cable companies, wireless providers, and other companies. Washington State law allows telecommunications providers to operate under AFOR if the Washington Utilities and Transportation Commission ("UTC") finds that changes in technology and the structure of the telecommunications industry have produced conditions under which traditional regulation may not provide the most efficient and effective means of achieving the public policy goals of this state. CenturyLink seeks greater flexibility in order to better meet the needs and demands of the marketplace. On August 22, 2013, CenturyLink, UTC Staff, and the Public Counsel Division of the Attorney General's Office agreed to a settlement revising the terms of the proposed AFOR. The UTC will consider the settlement agreement at a hearing on October 16, 2013. If the settlement is granted as requested, CenturyLink will be treated as if it were competitively classified. This means that CenturyLink is permitted to change rates, terms and conditions of a service without approval from the UTC. CenturyLink will continue to be held to retail service quality requirements in the Commission's rules, but will be relieved of automatic reporting requirements.

The Commission will hold a public comment hearing on the AFOR on October 16, 2013 at 6:00 p.m. at the Commission's headquarters building - 1300 S. Evergreen Park Dr. SW, P.O. Box 47250, Olympia, WA 98504-7250. Individuals are invited to attend and offer comments, or to send written comments to the Commission at www.utc.wa.gov/comments, or at the above address. Include your name, address, telephone number, name of the company (CenturyLink) and the docket number UT-130477. Copies of the AFOR and the settlements reached with various parties are available at: <http://www.utc.wa.gov/docs/Pages/DocketLookup.aspx?FilingID=130477>

That's Pathetic



© 2013 CenturyLink, Inc. All Rights Reserved. The name CenturyLink and the pathways logo are trademarks of CenturyLink, Inc.

May you honor your Akashic record in the
 Spirit of Frequency-vibration-energy
 of justice in truth.

RECEIVED
OCT 17 2013

WASH. UT. & TP. COMM

RECEIVED

OCT 17 2013

WASH. UT. & TP. COMM

October 15, 2013

U.T.C.
1300 S. Evergreen Park Dr. SW
P.O. Box 47250
Olympia, WA 98504-7250

RE: comment on U.T.C. staff, Attorney General's Office (Public Counsel Section) & the group, CenturyLink, a.k.a., Quest

Dear U.T.C.,

Flexibility certainly should be forbidden in the office of the Attorney General of Washington State.

Flexibility is something capable of being "bent" & the term implies, "bending the law" of docket# UT-130477.

Flexibility also implies "changes in personality".

So, flexibility probably would be a negative word to use in a speech, if a person wanted to hold on to a Public Office.

Flexibility could be used in the court system, when its implies "breaking", as breaking the law.

Feasible is the word, your offices should use would ever you are holding a multi-settlement party.

Feasible implies a suitable plan, capable of being done or a accomplished task being done.

Feasible future would be an excellent word for a speaker to use in a re-election speech.

And flexibility, CenturyLink service technicians can use when their cramming customer prices.

Best Regards,


David Reitter

RECEIVED

OCT 17 2013

Friday 10-11-13

UTC Commission WASH. UT. & TP. COMM
1300 S. Evergreen Park Dr. S.W. * Century Link landline phone
PO BOX 47250 * Re: Doug & Karen Olinghouse
Olympia, WA 98504-7250

I came home from work tonite to find ~~the~~
postcard from Century Link who is our landline phone carrier.
Our account is under my husband Doug Olinghouse.
Our address is: 7614 Fair Oaks Rd. S.E.

Olympia, WA 98513
Century Link has our city as Lacey.
Our acct # 360438-6163190R with Century Link.
This is referencing UT-130477 * she's really hurts people
on fixed incomes!

We strongly oppose that Century Link will be
permitted to raise our rates without UTC's decision
on rate increases like we currently have.

Just in the last 2 months, our bill for
only 1 phone line has risen \$2.00 per ~~more~~ month
more which Century Link said were due to taxes
on phones from some change in laws.

We just have 1 phone line, but we have
had so many rate increases since Century Link
took over our previous phone co - US West and
before that it was Ma Bell.

When we moved to our Fair Oaks address in
1999, our phone bill was about \$10.00 per month.
Our October bill with Century Link is \$24.81!
That is over a 50% increase in 14 years!

Please UTC, consider this with a lot of
consideration because as senior citizens (we are
both 64) we worry we won't be able to afford
a landline phone much longer. We've been
married 40 years and hate to be without a landline
phone in a power outage or some other emergency!

Signed:

Doug & Karen Olinghouse

RECEIVED

OCT 17 2013

Dear Commissioners,

WASH. UT. & TP. COMM

I do not want Century Link to be given an unregulated right to set prices for its actions on behalf of my phone service which is a land-line that I have had for over forty years.

It is a public utility. It is the only provider of this phone service in my locality. There would be no competition for my business and I would be held hostage to any prices they wanted to charge me.

In the past I have dealt with telephone lines that dropped so low I could reach up to touch them on the property line. The lines regularly jumped that fence and tore out the lines but I didn't get new taut lines installed.

I went over several months without service of any type. (I live in an area of extremely bad cell phone reception. Two hours of Saturday last.) The telephone repairman refused to restring the line until I cut down all the trees along the fence line, or paid them to bury the line, or paid them to install a new telephone pole near

my home. At that time my husband had broken his leg and was operated on for pancreatic cancer and ended up in a convalescent center because my home was "deemed unsafe for his care" no reliable phone service. It took me the full seven months to knock down these trees.

Then after the recent ice storm of a few years ago the telephone repairman made our repairs the last to do because my husband became upset when they didn't show up any of the seven times they said they would. This time we finally got a new line strung from the streetside pole high through our trees (so big trucks could use our driveway) to the top of our house. Finally the wires laying along the ground at the fence line were gone. Cell phone reception those days was nonexistent unless I climbed a tree, or went atop my roof or down to the street.

I've already been held hostage by this company and it's not nice.

Thank you

Mary Gray
(425-432-4901)

P.S. These notification postcard arrived 10/13/13.

RECEIVED

OCT 17 2013

Dear CenturyLink

Re:

WASH. UT. & TP. COMM

"Automatic Reporting Requirements"

I can't come to your 10-16 hearing, but I think that some outside effort to stabilize rates should inhibit a continual escalation of fees of all sorts. Income never meets rising inflation of often fake costs.

I'm grateful for my internet connection. Yet, I also appreciate ^{an} outside watch of UTC

Thank you

Jane Tate

"Traditional Regulation" works better than allowing a company to regulate itself.

Self-regulation is
hardly any regulation

90586
J Take 3948
Mintion was E
Apr 104

you did not give me
enough advance
notice to attend
your training

WA Utilities and Transportatiaon Comission
P O Box 47250
Olympia WA 98504-7250

RECEIVED

OCT 17 2013

WASH. UT. & TP. COMM

Monday, October 14, 2013

2165 re:Century Link

Thomas Green P O Box 219 Lopez 360 468 2165

We are customers of Century Link because we have no choice. Any change in regulation that would let them change rates and conditions of service without examination and approval of some outside agency is completely unreasonable.

Their past record demonstrates the inadvisability of any such change and I'm sure customers would suffer even more if the company was allowed to charge even more for such limited service.

RECEIVED

OCT 17 2013

WASH. UT. & TP. COMM

To whom it may concern,
I have been a customer
of Century Link for
many years and I
think you need to "watch
the foxes" or else they
will go for "the hen house."
Thank-you Tom Lawrence

RECEIVED

OCT 17 2013

WASH. UT. & TP. COMM 0/14/13

Dear Commission -

Technology is changing.
But to protect Washington's consumers,
sending CenturyLink off to the UN-
regulated world of rip-off cable & cell
phone companies is not the answer.

Bring those cable & cell phone
companies into the world of
reasonable regulation! They
dominate our world and charge
outrageous prices for services that
a few years ago were affordable -

Thank you -

524-5227 Gordon Smith

+63-5763 Sapphire Blue

8029 Meridian N

Seattle WA 98103

AFOR Century Link

October 14 2013

Received notice one week prior to hearing.

RECEIVED

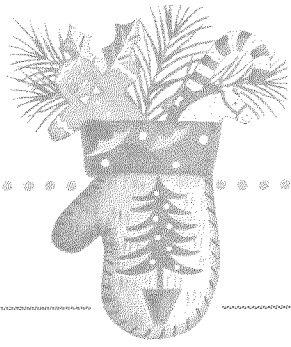
OCT 17 2013

WASH. UT. & TP. COMM

In review of my monthly bill, I am taxed twice for Federal Universal Serv Fund at 15.1%. I am a one party line. In review of my bill, I am not sure how long this has occurred. A call to Century Link advised me to contact a commission regarding this error. I spoke to "Matthew" in Boise, ID on August 5th 2013. If this is your action for this tax, please advise.
With errors on billing, I wish for Century Link to be continued on a regulation fee.

Joan Easterlund 755 119th St S Tacoma WA 98444
253-536-8627
Century Link UT-130477

Joan Easterlund



just a note
RECEIVED

OCT 18 2013

Attn:

WASH. UT. & TP. COMM

We are not for this
change in Century Link!

We did not receive
this notice until Sat,
Oct 13th, making it too
late to comment!

This was an unfair
notice!

Thank you!
Nick & Lois Chelik



MICHAEL REAL
PO Box 1313
Lynnwood WA 98562
509 998 3813

Docket UT 130477
AFOR HEARINGS
1300 S FERGUSON PARK DR. SW
PO Box 47250
Olympia WASH 98504

Commissioners

Please Keep Century Link under
normal regulatory control. This is the
only TELECOMMUNICATION DSL network in
the Methow Valley. There is not other
landline competition and the rates are
already high and service not
reliable

Thank you

Michael Real

STATE OF
UTAH
COMMUNICATIONS
2013 OCT 18 AM 9:30

October 12, 2013

2013 OCT 18 AM 9:30
STATE OF WA
NORTHWEST
COMMUNICATIONS
COMMISSION

To Whom it May Concern:

Please accept the following as our written comment in the matter of Docket #UT-130477, to be heard by the Commission on October 16, 2013, regarding a petition by CenturyLink Companies to be regulated under an Alternative Form of Regulation (AFOR):

While we understand the company faces a number of challenges where it operates in competition with other providers, that is not the case in every area. Specifically, CenturyLink either directly or through other providers using its facilities, is the ONLY hard-wired provider of broadband service to the residents of Marrowstone Island, in Jefferson County. In effect, it currently enjoys a practical monopoly. Indeed, most users in this area would welcome competition, as CenturyLink's broadband service is both slow and subject to outages. Because it is a DSL service, it is also subject to slowdowns at precisely the times when the greatest number of users are trying to connect.

Regardless of what the Commission may choose to do in other areas served by CenturyLink, I urge you in the strongest possible terms to reject the AFOR proposal for any areas in which any company, including CenturyLink, enjoys an effective monopoly, as it does on Marrowstone Island. It is entirely inappropriate to grant unrestricted authority for rates, terms and conditions of service to a monopoly, and doing so would constitute a gross violation of the public policy goals for which the Commission was created.

Thank you sincerely for your attention.

Dennis Justis

Lauri Ann Chambers

702 E Marrowstone Rd.

Nordland, WA 98358

(360) 385-7364

Oct. 16, 2013
1614 N. Locust Road
Spokane Valley, WA 99206

Commission:
P.O. Box 47250
Olympia, WA 98504-7250

Please do not let CenturyLink change rates, terms and conditions of service without UTC approval.

We do not have a computer so can not get the "bundle" rates.

People who own a landline phone want the safety of calling 911 and having the address and phone number appear on the screen. This is a big reason for not changing to a cell and possibly cheaper phone.

Without the UTC regulations, I am afraid we will have no way to control costs.

Sincerely,

Zona Scalph

Zona Scalph

STATE OF WA
UTIL. AND TRAN.
COMMISSION

2013 OCT 18 AM 9:31

STATE OF WA
UTIL. AND TRAN.
COMMISSION

UTC STAFF and/or
Public Counsel Division of the
ATTORNEY GENERAL'S OFFICE
1300 S. EVERGREEN PARK DR. SW
P.O. Box 47250
OLYMPIA, WA. 98504-7250

Helen Snyder
615 7TH AVE.
OMAK, WA. 98841

Tele. (509)-422-0470

October 15, 2013

2013 OCT 18 AM 9:31

Docket Number UT-130477

STATE OF WA
UTIL. AND TRANS.
COMMISSION

DEAR STAFF:

Enclosed is the card sent to me by Century Link, my Telephone company. As noted at the card's top, I received this on Oct. 12 only 4 DAYS before the hearing referred to. IT WAS Saturday AFTERNOON when my mail came to my rural MAIL Box. Please note this was Columbus Day Weekend, too late for me to write & mail this Sat. and NO MAIL on SUN. OR Monday which was a Holiday. Therefore this will arrive a day or two late.

This was very UNFAIR to send a public notice for comment to people on a 3-day holiday weekend. I am low income elderly, do not have computer or access to one, hence this letter. The working people I know generally take trips, go places on 3-day weekends so they don't read their cards until too late to contact you at WWW.UTC.WA.GOV/COMMENTS.

I believe this timing was definitely done on purpose by Century Link so the public could not comment negatively to AFOR.

I absolutely do NOT think Century Link should change rates, terms & conditions without approval from the UTC.

Radio news told me last week that Century Link was losing a lot of business to cell phone users now. Therefore, it appears they will make up their losses by radically raising rates on me & the rest of their customers. Century Link has tried to pull a couple of "fast ones" on me in the past. I cannot get a different telephone service provider as there is no other in this rural part of WASH. state.

Please advise me by telephone (above #) as to the

over please

outcome of this hearing.

Thank you for reading this.

Sincerely,

Helen Snyder

Helen Snyder ONE ENCLOSURE

(509) 422-0470

October 13, 2013

Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive SW
P.O. Box 47250
Olympia WA
98504-7250

STATE OF WA
UTILITY BOARD
COMMUNICATIONS
2013 OCT 18 AM 9:31

**RE: Century Link
Docket # UT-130477**

To Whom It May Concern,

We are Senior Citizens, living in low-cost Senior Housing, regulated by HUD, in Seattle WA and we have our telephone service through Century Link.

We are writing to you to say we oppose Century Link's petition to be regulated under an Alternative Form of Regulation (AFOR). We oppose Century Link being permitted to change their rates, terms and conditions of service without the prior approval of the UTC.

Please, please don't allow them to do this.

If you approve their petition, that action would be especially hurtful to us and many of our neighbors who are aged, disabled and on low, fixed-incomes.

Thank you,

We apologize, but we are afraid to include our name, address and telephone number because we know we will face retaliation from Century Link. We are afraid, if they find out we have written to you with our opinion, Century Link may cancel our service.

**RE: Century Link petition
Docket # UT-130477**

10-15-13

RECEIVED
FBI - 7130 CHARACTER

Commissar 2013 OCT 18 AM 9:31 Century Link
LT-130477

Please do not allow
this phone company to be
able to raise their rates
as they see fit.

I have only a land
phone and like it as it
is hard to hear clearly
on cell phones, so have
been putting off getting one.

If you allow them to
raise rates I will be
forced to get one.

The senior citizens of
this area are having a hard
enough time paying all
our bills as it is.

Thank you

Heri Kauer, 1132, 8th St

509-758-5630 Clarkston, Wa.

10/18/13

DEAR COMMISSION MEMBERS,

I AM OPPOSED TO A FOR STATUS FOR CENTURY LINK. RATES WILL RISE CAUSING HARDSHIP TO LOW INCOME AND SENIOR CITIZEN RESIDENTS. IN MY AREA CENTURY LINK IS A MONOPOLY FOR LAND LINE SERVICE. CENTURY LINK FACES NO MORE COMPETITION THAN OTHER PROVIDERS FOR ALL OTHER SERVICES.

TELEPHONE USERS, ALL CITIZENS INVOLVED DID NOT HAVE ENOUGH NOTICE ABOUT THE IMPENDING AFR DECISION. A LOT MORE DISCUSSION IS NEEDED.

SINCERELY, JACQUELINE MOREAU

2361 South Southeast Blvd. #3
Spokane, WA 99203
October 16, 2013

Washington Utilities and Transportation Commission
1300 South Evergreen Park Drive SW
P. O. 47250
Olympia, WA 98504-7250

RE: Docket No. UT-130477
CenturyLink AFOR Application

Dear Commission Members:

I do not have cable or satellite. I have no Internet connection. I don't own a cellphone nor do I have long distance telephone service. I rely on CenturyLink for my local communication needs and for access to 800 numbers.

CenturyLink is the only option available to me for solely local telephone service. It is a monopoly. It is important that the Commission continue to regulate the cost of local telephone service to ensure that CenturyLink's monopoly powers are not abused.

As it is today almost 50% of my telephone bill is for miscellaneous fees, charges, and taxes. My fear is that, unregulated, CenturyLink will substantially raise the cost of my local telephone service under the guise of bundling other services which I do not want.

CenturyLink has no competition for someone purchasing just local telephone service. Please continue to regulate this service so that the company does not abuse this government sanctioned monopoly power.

Sincerely,



Richard P. Sutter
(509) 535-4276

2013 OCT 23 AM 8:11
CENTURYLINK
UTILITY AND TRANSPORTATION
COMMISSION

October 18, 2013

Washington Utilities and Transportation
Commission

1300 Evergreen Park Drive SW

PO Box 47250

Olympia, WA 98504-47250

re: Century Link

docket number UT-130477

I received the public notice postcard
from Century Link on October 17, 2013
notifying me of the public comment hearing
to be held on October 16, 2013 @ 6 pm at
your address (that was yesterday)
regarding the revising of the proposed
terms and conditions of the AFOR.

I have no idea what these letters stand
for, much less what this may mean for
my service concerning Century Link.

The card gave some instructions but
I am not as computer knowledgeable as
this younger generation is so I am left
to use the written page for reading. I
would like to have this information for
my evaluation. Please send it to me.

Sincerely,

Ruth Mc Niel



Ruth Mc Niel
P.O. Box 1441
Chehalis, WA 98532

NOTES

Defined benefit (PERS 1 & 2)

Defined Contribution Plan

(IRA's 401K's) (~~Diff~~ Deferred comp)

PERS 3 has both
(2 retirement checks)

Deferred comp = 457(b) plan
as % of take home

- No early withdrawal penalty
- Withdraw any amount, any time
- ~~It~~ Fees are charged =

$1\% \times \text{svc credit yrs} \times \text{highest } 60 \text{ mos of employment}$
 = monthly lifetime benefit

Contributions - investment returns = account balance

~~annuity~~ annuity options - annuities

brochure → Taking the Mystery out of Retirement Planning

"Purchase Service Credit Program
Buy up to 5 years credit

Contact

Washington State Department of Retirement Systems

Information Line . . . 1-800-547-6657

664-7000

Website www.drs.wa.gov

Washington State Deferred Compensation Program

Information Line . . . 1-888-327-5596

Website www.drs.wa.gov/dcp

ICMA Plan 3 Defined Contribution

Information Line . . . 1-888-711-8773

Website www.icmarc.org/plan3

Social Security Administration

Information Line . . . 1-800-772-1213

Website www.socialsecurity.gov

Wednesday, October 16, 2013

RECEIVED
OCT 22 2013
WASH. UT. & TP. COMM

To whom it may concern.

I'm writing to you about any changes with CentruyLink, UT 130477. I'm a customer of CentruyLink service, phone and internet. The phone service is great but the internet is crap. There have been more days when we don't have internet service or very slow (under the 1.5 mbps). There are very few days we get the 1.5 mbps as we should since that is what we paid for. I have never been offered a refund for the days that we don't have internet service and when I've tried to get a refund it's been a dog chasing his tail thru e-mails and phone calls. They just offer poor service. I have even had their workers at my house telling me that the problem is with CentruyLink not upgrading their terminals. There has never been a question on my end of the net when tested by their workers. At this point in time we are thinking about dumping CenturyLink all together because of their lack of service on the internet. I hope you don't give them any breaks on service, they need to be watched by the State of Washington. I would like to stay with CenturyLink but I can't see paying them and not getting good service because they fail to invest in their service, they are giving their customers very poor service.

Thank you for your time in this matter.



Larry Pinkley
16001 Clear Creek rd. NW
Poulsbo Washington 98370
360 779 5505

Note: 10/18/13 no internet service again! On going thing with CenturyLink!

October 29, 2013

DOCKET UT-130477

CENTURY Link

I protest Century Link to
be permitted to change
RATES without approval from
the UTC.

This company has proven
to me to not be truthful
about its promises to its
customers.

I hope I'm not too late
in protesting, as ~~the~~ notice
was late in reaching me.

Margarita
Lackey

MARGARITA LACKEY
160 Duke Drive
Sequim, WA 98382
360-683-6863



Douglas A. Luetjen
Attorney at Law
701 Fifth Avenue, Suite 3300
Seattle, Washington 98104
Direct: (206) 224 8061
Main: (206) 223 1313
Fax: (206) 682 7100
dluetjen@karrtuttle.com

October 29, 2013

Washington Utilities and
Transportation Commission
1300 S. Evergreen Park Dr. SW
PO Box 47250
Olympia, WA 98504-7250

RECEIVED
GENERAL MANAGER
2013 OCT 30 AM 9:16
STATE OF WA
UTIL. AND TRANS
COMMISSION

RE: Public Notice for Century Link Petition Before WUTC

Ladies & Gentlemen:

The Public Notice card sent out by CenturyLink advising of the hearing before the WUTC (a copy of which is attached) was not received by us until October 23, 2013, several days after the October 16, 2013 hearing. We therefore object to any action taken by the Commission because of the defective notice.

Thank you.

Sincerely,

Douglas A. Luetjen

DAL:mjh
Enclosure