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UNITED STATES DISTRICT COURT
DISTRICT OF ARIZONA

Luke Roger Allison, individually and as
representative of a class of similarly
situated persons,

Plaintiff,

-v-

CenturyLink, Inc., a Louisiana corporation;
CenturyLink Communications, LLC, a
Delaware limited liability company doing
business in Arizona as CenturyLink
Communications, LLC; CenturyLink
Public Communications, Inc., a Florida
corporation doing business in Arizona as
CenturyLink Public Communications, Inc.;
CenturyLink Sales Solutions, Inc., a
Delaware corporation doing business in
Arizona as CenturyLink Sales Solutions,
Inc.; and Does 1-50, inclusive,

Defendants.

Case No. _____

CLASS ACTION COMPLAINT

DEMAND FOR JURY TRIAL

1 Plaintiff Luke Roger Allison, individually and as the representative of a class of
2 similarly situated persons, through the undersigned counsel, alleges as follows:

3 **NATURE OF ACTION**

4 1. This Class Action is brought to obtain declaratory, injunctive, equitable
5 and monetary relief as a result of Defendants CenturyLink, Inc., CenturyLink
6 Communications, LLC, CenturyLink Public Communications, Inc., and CenturyLink
7 Sales Solutions, Inc.'s (hereinafter collectively referred to as "Defendants" or
8 "CenturyLink") misleading and deceptive conduct adding false and unauthorized
9 charges to customer's telephone, internet, and/or telephone accounts. As outlined
10 further below, Defendants' conduct violated applicable consumer protection statutes,
11 breached customer contracts, and/or resulted in Defendants being unjustly enriched at
12 the expense of their customers. The relief sought, including an accounting by
13 Defendants and the payment of refunds for all overcharges, is necessary and appropriate.

14 **PARTIES**

15 2. Plaintiff Luke Roger Allison ("Allison" or "Plaintiff") is a citizen of the
16 State of Arizona who resides in Phoenix, Arizona. Plaintiff is a qualified and appropriate
17 representative of a group of customers of Defendants who are similarly situated and
18 have suffered harm in the same manner as Plaintiff as a result of the actions and/or
19 omissions of the Defendants described within.

20 3. CenturyLink, Inc. is a Louisiana corporation doing business in the state of
21 Arizona as CenturyLink Communications, LLC, CenturyLink Public Communications,
22 Inc., and CenturyLink Sales Solutions, Inc., which are registered to do business in the
23 State of Arizona. Upon information and belief, CenturyLink Communications, LLC,
24 CenturyLink Public Communications, Inc., and CenturyLink Sales Solutions, Inc. are
25 direct and/or indirect subsidiaries of CenturyLink, Inc. All profits of CenturyLink
26 Communications, LLC, CenturyLink Public Communications, Inc., and CenturyLink
27 Sales Solutions, Inc., including those obtained from the practices complained of herein,
28

1 are eventually up-streamed to CenturyLink, Inc., and reported on its financial
2 statements.

3 4. As described on its website, “CenturyLink (NYSE: CTL) is a global
4 communications and IT services company focused on connecting its customers to the
5 power of the digital world. CenturyLink offers network and data systems management,
6 big data analytics, managed security services, hosting, cloud, and IT consulting services.
7 The company provides broadband, voice, video, advanced data and managed network
8 services over a robust 265,000-route-mile U.S. fiber network and a 360,000-route-mile
9 international transport network.” Available at:
10 <http://ir.centurylink.com/CorporateProfile.aspx?iid=4057179>.

11 5. At all material times CenturyLink, Inc. and its subsidiaries have
12 maintained legal authority to transact business in this State, and have maintained
13 operations throughout the State of Arizona, including in Maricopa County. CenturyLink
14 is a large corporate provider of phone and data transmission services, including
15 telephone, high-speed internet, and television services to residential and commercial
16 consumers throughout the United States, including Arizona.

17 6. As a result of the challenged practices, Defendants generated substantial
18 sales of its services and merchandise within the State of Arizona during the relevant
19 Class Period, resulting in the collection of significant fee revenue from Plaintiff and the
20 members of the Class.

21 7. The true names and capacities, whether individual, corporate, associate, or
22 otherwise, of Defendants sued herein as DOES 1 through 50, inclusive, are currently
23 unknown to Plaintiff, who therefore sues Defendants by such fictitious names. Plaintiff
24 is informed and believes, and thereon alleges, that each of the Defendants designated
25 herein as DOES are legally responsible in some manner for the events and happenings
26 referred to herein and caused injury and damage proximately thereby to Plaintiff as
27 hereinafter alleged. Plaintiff will seek leave of court to amend this Complaint to reflect
28

1 the true names and capacities of the Defendants designated hereinafter as DOES when
2 the same have been fully ascertained.

3 8. Plaintiff is informed and believes, and based thereon alleges, that at all
4 times mentioned herein, each of the Defendants was the agent, servant, employee, co-
5 venturer, and co-conspirator of each of the remaining Defendants, and was at all times
6 herein mentioned acting within the course, scope, purpose, consent, knowledge,
7 ratification, and authorization of and for such agency, employment, joint venture and
8 conspiracy.

9 9. Plaintiff is further informed and believes, and based thereon allege, that at
10 all relevant times, each Defendant was completely dominated and controlled by its Co-
11 Defendants, and each was the alter ego of the other. Whenever and wherever reference is
12 made in this Complaint to any conduct by Defendant or Defendants, such allegations
13 and references shall also be deemed to mean the conduct of each of the Defendants,
14 acting individually, jointly, and severally. Whenever and wherever reference is made to
15 individuals who are not named as Defendants in this Complaint, but were employees
16 and/or agents of Defendants, such individuals at all relevant times acted on behalf of
17 Defendants named in this Complaint within the scope of their respective employments.

18 **JURISDICTION AND VENUE**

19 10. This Court has original jurisdiction over this action under the *Class Action*
20 *Fairness Act*, 28 U.S.C. § 1332(d), because this is a class action in which: (1) there are
21 more than a one hundred and fifty (150) members in the proposed class; (2) various
22 members of the proposed class are citizens of states different from where Defendants are
23 citizens; and (3) the amount in controversy, exclusive of interest and costs, exceeds
24 \$5,000,000.00 in the aggregate.

25 11. In addition, this Court has supplemental jurisdiction over Plaintiff's state
26 claims under 28 U.S.C. § 1367 because those claims derive from a common nucleus of
27 operative facts.
28

12. Venue is proper in this Court pursuant to 28 U.S.C. § 1391 because a substantial part of the events giving rise to Plaintiff's and Class Members' claims occurred in the District of Arizona as Defendants: (a) are authorized to conduct business in this District and have intentionally availed themselves to the laws within this District; (b) currently conduct substantial business in this District; and (c) are subject to personal jurisdiction in this District. CenturyLink conducts substantial business in the State of Arizona, with offices in Phoenix and elsewhere. Defendants conducted business with Plaintiff, over the course of several years, and overcharged him in the deceptive and misleading manner described in this District. Arizona has an overriding interest in protecting consumers and in prohibiting corporations from carrying out fraud in Arizona and through interstate commerce.

BACKGROUND FACTS

13. On June 14, 2017, former CenturyLink employee Heidi Heiser filed a whistleblower complaint in the Superior Court of Arizona for Maricopa County alleging that she was terminated for reporting to her supervisors and the CEO unlawful billing practices she observed and refused to take part in as a sales representative. *Heiser v. CenturyLink, Inc.*, No. CV2017-008928 (Maricopa Cty. Super. Ct.). Attached hereto as Exhibit A is a true and correct copy of Ms. Heiser's whistleblower complaint (hereinafter "*Heiser*" or "*Heiser* complaint" and incorporated by reference herein).

14. As explained in the *Heiser* complaint, Defendants maintained an incentive program(s) for their employees and agents which provided financial incentives to charge customers for services they did not order and/or to overcharge customers for services they did order. Rather than uphold its duty to act in good faith and to ensure that it carefully charged consumers only in the correct amounts, and for services that consumers authorized, Defendants shifted that burden to consumers and essentially dared them to locate the overcharges and then demand refunds.

15. Fee generation is at the heart of Defendants' business model. At all relevant times, Defendants sought to maximize the number of services which they could

bill customers in the Class for. Defendants had a financial incentive to employ and continue such incentive programs, as it increased their revenues and profits. At the same time, Defendants' employment of such incentive programs harmed and injured consumers financially as they paid the charges that were improperly imposed in order to keep their accounts current.

16. Ms. Heiser's allegations of what she observed, and what the CenturyLink corporate culture encouraged, are consistent with the experiences of thousands of consumers who have been misled by CenturyLink.

17. A digital revolt against CenturyLink's fraud has been fomented by subscribers on social media and consumer watchdog websites.

18. By way of example, the following consumer complaints are emblematic of CenturyLink's practices, as described in the *Heiser* complaint:

CONSUMERAFFAIRS

Menu >



Cindy of Littleton,
CO on May 5, 2017

Satisfaction Rating






Over the past 9 months I have had to contact CenturyLink regarding their excessive bills every month. I have gone from approximately \$100 per month to \$167 and the worst part is I was stupid enough to believe the retention team member when they promised I would have accurate amount billed. The service I signed up for was to be \$94+/- month for TV & internet. First bill was \$165 (signed up in mid April and already have two bills over \$160). Have been given every excuse under the sun so just want out... Hasn't even been a full month and now they say I will have to pay early termination. Wow. When will someone in our state legal system take a look at their business practices and close them down! Don't ever trust them. They have so many lies that they tell to get you to sign up but then never seem to follow thru... Run from this company.

CONSUMERAFFAIRS

Menu >



Cruces, NM on
May 3, 2017

Satisfaction Rating






When we ordered our service we stated repeatedly that we only wanted Internet. The salesperson signed us up, told us it would be \$60 a month and, "Oh by the way you can put a phone on the same line if you want to." We stated again we did not want or need a phone. Was told, "That's fine, I know, blah blah blah." The bill came for over \$300 most of which were charges for PHONE SERVICES. We had never even put a phone on the line.

After several phone calls where they hung up on us, lied to us, threatened us until I threatened them with the attorney general and media, they told us on several separate occasions that all of the phone related charges would be removed from our account. Six months ago. Now they are charging late fees for the "unpaid" phone charges which still have not been removed (although they are now only charging us current for the internet). I've spent almost an hour on the phone again, today, trying to get these charges removed. Still. Guess I will have to seek legal recourse.

1 19. These types of communications reporting overcharges and blaming
2 consumers as opposed to CenturyLink taking responsibility for its billing practices and
3 conduct, are similar to those posted online by other victims of Defendants' practices,
4 demonstrating a pattern and practice of Defendants' violation of applicable consumer
5 protection statutes, breach of customer contracts, and unjust enrichment at the expense
6 of its customers.

7 20. Rather than take care to ensure that they only billed consumers for
8 amounts actually authorized and agreed to, as Defendants had a duty to do, Defendants
9 attempt to shift the burden to the consumers to locate overcharges and then demand
10 refunds within a short time frame. The amounts billed to each consumer each month are
11 relatively small (less than \$200) and therefore, Defendants know that certain consumers
12 will have little time to actively monitor and immediately seek corrections when
13 appropriate. Defendants attempt to take advantage and exploit this. This type of catch-
14 us-if-you-can policy was unfair, deceptive and misleading. By way of example, an
15 outraged subscriber posted the following communication on social media:

16 ///

17 ///

18 ///

19 ///

20 ///

21 ///

22 ///

23 ///

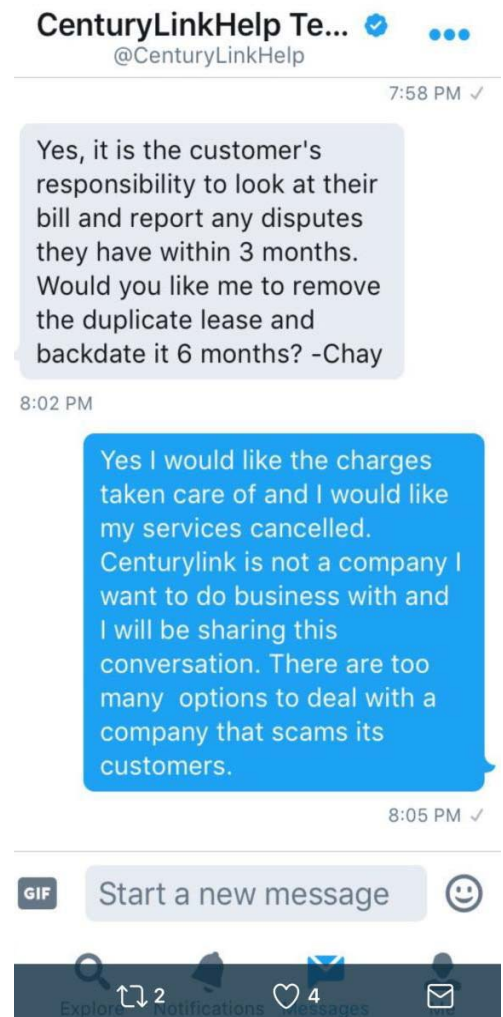
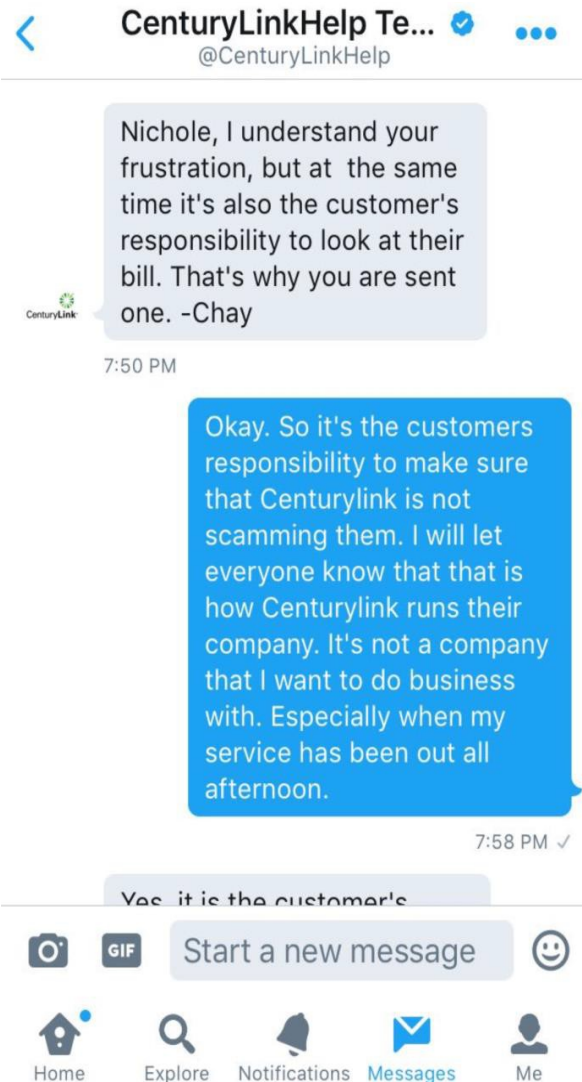
24 ///

25 ///

26 ///

27 ///

28 //



21. Subscribers also post their written communications complaining of CenturyLink creating and billing for duplicate accounts. Upon complaining, CenturyLink blamed the subscriber or implied that the subscriber was somehow under “fraud review.” For example, one subscriber posted the following communication regarding CenturyLink’s duplicative billing:

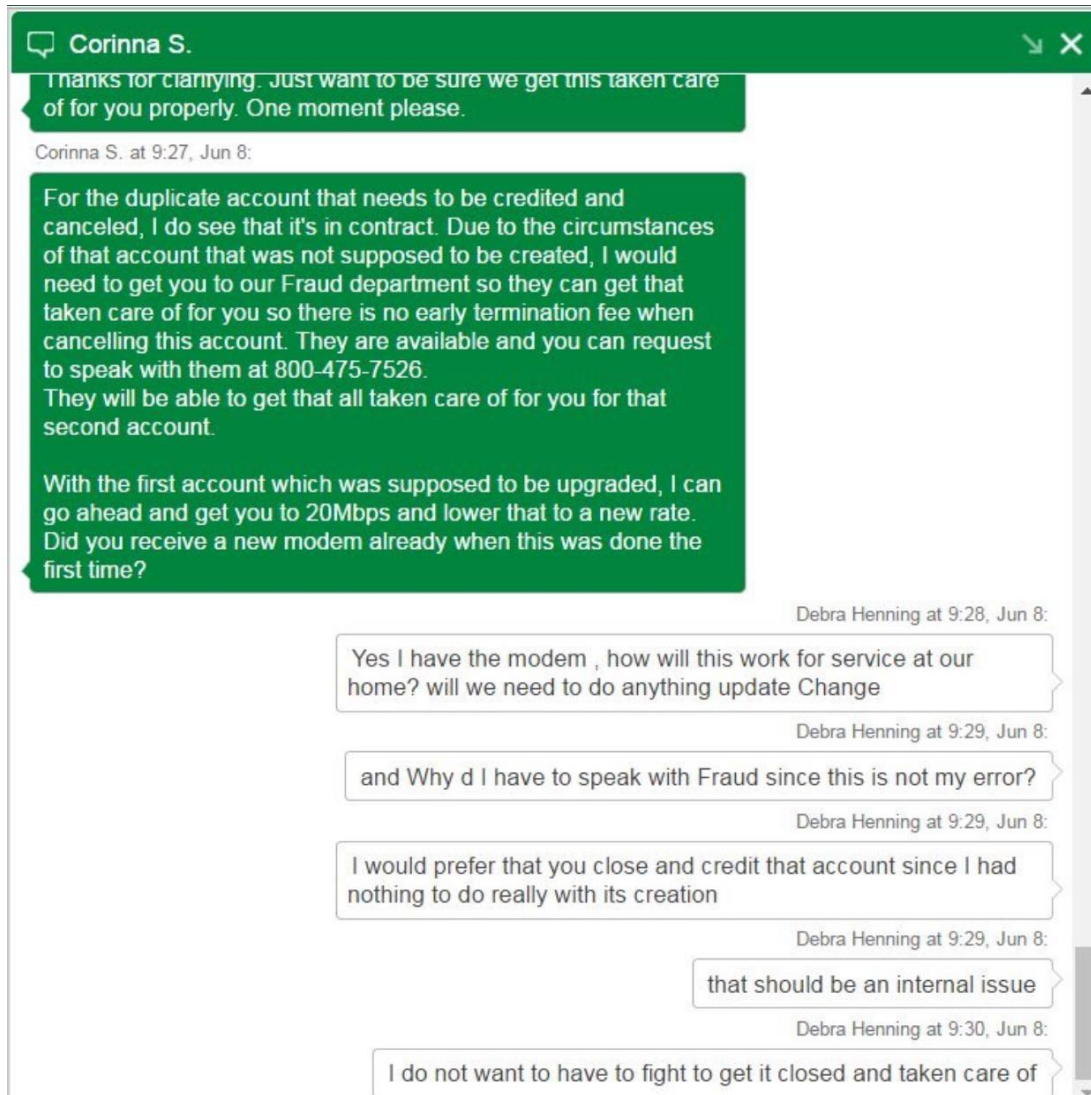
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19 22. These screenshots are not outliers. Attached hereto as Exhibit B is small
 20 sample of the thousands of pages of consumer complaints, primarily focused on
 21 fraudulent billing practices, lodged on Consumer Affairs' website. Many consumers
 22 state that the only reason they rated CenturyLink with "one star" was that "zero stars" is
 23 not an option. See, e.g.,
 24 https://www.consumeraffairs.com/cell_phones/centurylink.html.

25 23. Additionally, Attached hereto as Exhibit C is a true and correct copy of a
 26 Reddit thread responding to recent reporting of Ms. Heiser's complaint from consumers
 27 and other former employees and technicians describing the conduct alleged herein. See,
 28 e.g.,

1 https://www.reddit.com/r/news/comments/6hon4l/centurylink_is_accused_of_running_wells_fargolike/?st=J41YD4QQ&sh=5a66cd7a.

2
3 24. Further, searching Twitter and Facebook with the word “CenturyLink” and
4 any number of additional keywords—“scam,” “fraud,” “ripoff,” and “bill”—provides
5 significant levels of discord, desperation, and demands from victims to remedy
6 CenturyLink’s unlawful practices. A Google search of “CenturyLink Complaints,”
7 provides similar results.

8 25. Upon information and belief, at least one State’s Attorney General has
9 investigated and entered into an “assurance of discontinuance” with CenturyLink which
10 prohibits the conduct described herein, however the conduct remains ongoing.

11 26. The foregoing demonstrates that Defendants have been engaged in far
12 more than the odd mistake or rare miscommunication. Rather, it demonstrates that
13 Defendants acted intentionally to create a new profit center at the expense of
14 unsuspecting consumers who had placed their trust in Defendants to bill them
15 accurately, honestly, and only withdraw from their bank accounts (many which were set
16 up for electronic autopay deductions) the amounts actually due and agreed to.

17 27. The offending and unlawful conduct by CenturyLink, throughout the
18 United States including Arizona, includes, but is not limited to:

- 19 • Billing consumers for phone lines or service items never requested by
20 consumers;
- 21 • Billing consumers higher rates than the rates quoted during the sales calls;
- 22 • Billing consumers early termination fees when they cancelled the services
23 due to higher rates;
- 24 • Billing consumers when they cancelled their service upon learning the
25 quality was not as represented;
- 26 • Billing consumers for periods of service before the service was connected,
27 for products never received, and failing to credit consumers for these
28 erroneous charges;

- Billing consumers for services and products that the consumer never requested without giving the consumer a credit for these charges;
- Failing to process consumers' service cancellation requests in a timely manner and billing them for the period of the time the service remained connected following the request for cancellation, without providing a credit for this time period; and
- Charging consumers full price for leased modems that consumers returned to CenturyLink within the required timeframe, and then referring the consumers account to collections when the consumer refused to pay for the returned modem.

28. The types of practices described above affected Plaintiff and members of the Class of other CenturyLink subscribers in Arizona.

29. Plaintiff Luke Roger Allison was a prior small business owner who now is a pest inspector living in Phoenix, Arizona.

30. Mr. Allison is dependent on the internet for responding to calls as a pest inspector. Mr. Allison was previously a subscriber of Qwest for internet services and landline which eventually became CenturyLink.

31. At relevant times, Mr. Allison has been a customer and subscriber of CenturyLink, contracting for telephone and/or internet services.

32. On or around January 2011, Mr. Allison moved into the apartment where he currently resides in Phoenix, Arizona, and transferred his existing CenturyLink account to the new address. Mr. Allison had CenturyLink landline and internet services through approximately 2013. Since 2013 and continuing through the present, Plaintiff has only subscribed to internet services through Defendants.

33. When transferring his account Mr. Allison was connected with various CenturyLink call-centers where he was promised by salespeople rates and discounts which he later learned to be false and fraudulent.

1 34. CenturyLink representatives requested Mr. Allison make payments
2 through its automated payment feature, which was represented to be a requirement to get
3 a discounted rate.

4 35. Mr. Allison began noticing that funds were being taken out of his checking
5 account which were not authorized and contracted for and which were different, and
6 seemingly arbitrarily higher amounts, than what was promised and agreed to each
7 month. By way of example, any given month sums ranging between \$30-60 would be
8 taken from Mr. Allison's account.

9 36. Mr. Allison spent approximately between 10-20 hours on the phone with
10 CenturyLink call centers disputing these charges from 2011 to the present. Instead of
11 assisting Mr. Allison in reversing these false and unauthorized chargers, the
12 representatives working at Defendants' call centers would pitch Mr. Allison on new or
13 additional services and discounts. Mr. Allison would be told by call center operators that
14 the discounts he was promised either did not exist or had expired, despite representations
15 by the sales operators which made the deal with Mr. Allison.

16 37. Mr. Allison found himself caught in a web of misdirection, fraudulent
17 statements, and pass-offs from one call operator to the next, continuing to offer rates and
18 deals which were false, and which one operator would accuse and blame the other
19 operator for the incorrect rate. Mr. Allison would request verified email responses from
20 CenturyLink confirming the rates he was promised, but instead would receive an email
21 that would only contain the work number.

22 38. Utterly frustrated and disgusted by the deception being thrust upon him by
23 CenturyLink, in mid-2016 Mr. Allison went to a CenturyLink retail store and demanded
24 to speak with a manager. After waiting an hour in the store, Mr. Allison spoke with
25 someone purporting to be a manager from CenturyLink and she stated that Mr. Allison
26 should not have relied on the representations of call center operators and they are trained
27 that "if they are not selling you something to get you off the line."
28

1 39. In addition, CenturyLink continued to bill Mr. Allison for a rental modem
2 for 3 months (\$10 a month) after he returned it and was given a receipt saying it was
3 received in good condition. Had Allison not caught this overcharge and complained
4 about it, demanding the charges immediately stop, CenturyLink would have continued to
5 overcharge him indefinitely. The manager Mr. Allison spoke with about all this was D.
6 Esconbedo at the CenturyLink retail store at 44th Street and Thomas Road in Phoenix,
7 Arizona 85018.

8 40. Mr. Allison now reviews all of his CenturyLink bills meticulously given
9 his experience being deceived by CenturyLink. Indeed, just this past March 2017,
10 CenturyLink placed a \$10 “internet security” fee on Mr. Allison’s bill when he did not
11 purchase such a service. CenturyLink refused to reverse the charge immediately, and
12 required Mr. Allison to wait to the next billing cycle before crediting the fraudulent
13 charge to the next month’s bill. Mr. Allison reports CenturyLink employees treated him
14 rudely and unprofessionally when he tried to reverse this simple charge that was not
15 authorized or agreed to.

16 41. CenturyLink has refused to reverse and reimburse Mr. Allison for all
17 monies he has been required to pay above the quoted prices by the CenturyLink sales
18 representatives.

19 42. By reason of the foregoing, Mr. Allison has been charged at least \$500 by
20 CenturyLink in unauthorized charges. Mr. Allison has been damaged and incurred
21 financial loss as a result of the common practices complained of.

22 **CLASS ACTION ALLEGATIONS**

23 43. This action is brought, and may properly be maintained, as a class action
24 under Fed. R. Civ. P. Rule 23 because there is a well-defined community of interest in
25 the litigation and the proposed Class is easily ascertainable.

26 44. The Class is defined to include: “All persons in the state of Arizona who
27 contracted with Defendants for telephone, television and/or internet service during the
28 relevant Class Period” (referred to herein as the “Class”). The “Class Period” for the

1 Class dates back to the length of the longest applicable statute of limitations for any
2 claims asserted on behalf of that Class from the date this action was commenced and
3 continues through the present and the date of judgment. Excluded from the Class are
4 Defendants, their employees, co-conspirators, officers, directors, legal representatives,
5 heirs, successors and wholly or partly owned subsidiaries or affiliated companies; the
6 undersigned counsel for Plaintiff and their employees; and the judge and court staff to
7 whom this case is assigned. Plaintiff reserves the right to amend the definition of the
8 class if discovery or further investigation reveals that the class should be expanded or
9 otherwise modified.

10 45. This action satisfies the predominance, commonality typicality,
11 numerosity, superiority, adequacy, and all other requirements of Fed. R. Civ. P. Rules
12 23(a), 23(b)(2), and 23(b)(3).

13 **(a) Numerosity:** The Plaintiff Class is so numerous that the individual joinder of
14 all members is impractical under the circumstances of this case. While the exact
15 number of Class Members is unknown to Plaintiff at this time, Plaintiff is
16 informed and believes, and based thereon alleges, that thousands of consumers
17 have been victimized by CenturyLink's practices in Arizona, in the manner
18 described above.

19 **(b) Commonality:** Common questions of law and fact exist as to all members of
20 the Plaintiff Class and predominate over any questions that affect only individual
21 members of the Class. The common questions of law and fact include, but are not
22 limited to:

23 (i) Whether Defendants maintained incentive programs which incentivized
24 employees and agents to overcharge Class Members for services Class
25 Members did not order and agree to;

26 (ii) Whether Defendants maintained a program of shifting responsibility to
27 consumers to discover the overcharges they imposed, as opposed to billing
28 and collecting service fees from consumers accurately and in good faith;

(iii) Whether Defendants made misrepresentation or omissions of material fact about their telecommunications services, billings and/or employee incentive programs;

(iv) Whether Defendants breached any implied or explicit contractual obligations to subscribers or deceptively billed for services not being offered, not contemplated, or not agreed upon;

(v) Whether Defendants breached the implied covenant of good faith and fair dealing made part of all contracts;

(vi) Whether Defendants should be required to conduct an equitable accounting and provide refunds; and

(vii) Whether Defendants have been unjustly enriched.

(c) Typicality: Plaintiff's claims are typical of the claims of the Class Members. Plaintiff and the members of the class sustained damages arising out of CenturyLink's wrongful and fraudulent conduct as alleged herein.

(d) Adequacy: Plaintiff and the undersigned counsel will fairly and adequately protect the interests of the Class Members. Plaintiff has no interest that is adverse to the interests of the other Class Members and has hired counsel experienced in class actions and complex litigation.

(e) Superiority: A class action is superior to other available means for the fair and efficient adjudication of this controversy. Because individual joinder of all members of the class is impractical, class action treatment will permit a large number of similarly situated persons to prosecute their common claims in a single forum simultaneously, efficiently, and without unnecessary duplication of effort and expense that numerous individual actions would engender. The expenses and burdens of individual litigation would make it difficult or impossible for individual members of the class to redress the wrongs done to them, while important public interests will be served by addressing the matter as a class action. The cost to and burden on the court system of adjudication of

1 individualized litigation would be substantial, and significantly more than the
2 costs and burdens of a class action. Class litigation would also prevent the
3 potential for inconsistent or contradictory judgments.

4 **(f) Public Policy Considerations:** When a company or individual engages in
5 fraudulent and predatory conduct with large swaths of consumers, it is often
6 difficult or impossible for the vast majority of those consumers to bring
7 individual actions against the offending party. Many consumers are either
8 unaware that redress is available, or unable to obtain counsel to obtain that
9 redress for financial or other reasons. Class actions provide the class members
10 who are not named in the complaint with a vehicle to achieve vindication of their
11 rights. The members of the class are so numerous that the joinder of all members
12 would be impractical and the disposition of their claims in a class action rather
13 than in individual actions will benefit the parties and the court. There is a well-
14 defined community of interest in the questions of law or fact affecting the
15 Plaintiff Class in that the legal questions of consumer fraud, breach of contract,
16 and other causes of action, are common to the Class Members. The factual
17 questions relating to CenturyLink's wrongful conduct and their ill-gotten gains
18 are also common to the Class Members.

19 **(g) Risk of Continuing Harm:** The practices complained of are of an ongoing
20 and continuing nature. Most Class Members remain unaware of the practices
21 complained of. The risk of continuing and future harm from the practices
22 complained of continues to exist making injunctive, declaratory, and equitable
23 relief appropriate and necessary. Injunctive and declaratory relief barring
24 Defendants' continuation of these practices and notice to the Class is appropriate
25 and necessary. Absent such relief, the amounts Defendants will improperly
26 collect in the future will exceed that already collected. Injunctive and declaratory
27 relief is therefore, predominant.
28

COUNT I

ARIZONA CONSUMER FRAUD ACT

Ariz. Rev. Stat. §§ 44-1522, *et seq.*

***(By Plaintiff Individually and On Behalf of All
Class Members Against All Defendants)***

46. Plaintiff realleges and incorporates herein by reference each and every allegation contained in the preceding paragraphs of this Complaint as though fully set forth herein.

47. Plaintiff brings this action on behalf of himself and on behalf of the Class against Defendants for violations of the Arizona Consumer Fraud Act, Ariz. Rev. Stat. §§ 44-1522 *et seq.* (“ACFA”).

48. This claim is based on Defendants’ deceptive and misleading conduct and common omissions of material fact.

49. The ACFA broadly prohibits deceptive and misleading practices.

50. Ariz. Rev. Stat. § 44-1522 states: “The act, use or employment by any person of any deception, deceptive or unfair act or practice, fraud, false pretense, false promise, misrepresentation, or concealment, suppression or omission of any material fact with intent that others rely on such concealment, suppression or omission, in connection with the sale or advertisement of any merchandise whether or not any person has in fact been misled, deceived or damaged thereby, is declared to be an unlawful practice.” Ariz. Rev. Stat. § 44-1522(A).

51. Plaintiff and each member of the Class is a “person” as defined in § 44-1521 of the ACFA.

52. The internet, television and telephone services that Defendants sold to Plaintiff and the Class constitutes merchandise under the ACFA.

53. Defendants engaged in unfair and deceptive acts and practices that violated ACFA.

54. As alleged herein above, CenturyLink, through its employees and agents, has engaged in a pattern and practice of deceptive and misleading activity, and collection

1 of monies by way of false pretenses. Defendants engaged in deceptive, unconscionable,
2 and/or unfair business practices by, among other things, causing the members of the
3 Class to be signed up for services they did not request or authorize, billing at higher rates
4 than those quoted, billing for early termination fees, continuing to bill customers after
5 they had canceled their accounts, adding charges and requiring consumers to pay for
6 previously undisclosed fees in connection with signing up for Defendants' services. The
7 amounts charged, collected and auto-deducted from bank accounts (or otherwise billed
8 and collected) are material terms to consumers. Deceptively overcharging consumers in
9 a manner they are unlikely to detect within the short time from provided is a material
10 misrepresentation or an omission of material fact to reasonable consumers in the Class.
11 As explained in the *Heiser* complaint, the foregoing occurred and injured Class
12 Members because Defendants maintained an incentive program for their employees and
13 agents which provided financial incentives to them to engage in such conduct.

14 55. Defendants acted with the intent that Plaintiff and members of the Class
15 rely on their concealment, suppression, or omission, in connection with the sale or
16 advertisement of any merchandise and therefore engaged in unlawful practices in
17 violation of the ACFA. The amounts billed to each consumer each month are relatively
18 small (less than \$200) and therefore, Defendants know that certain consumers will have
19 little time to actively monitor and immediately seek corrections when appropriate.
20 Defendants seek to exploit and take advantage of that.

21 56. Plaintiff and the Class lost money, were injured and harmed by
22 Defendants' deceptive, unconscionable, and/or unfair business practices in amounts to
23 be determined at trial.

24 57. The conduct described herein is continuing. The conduct was done for
25 profit as a deliberate corporate policy rather than as an isolated incident, was morally
26 wrong, callous, and/or oppressive.

27 58. As a result of the foregoing Plaintiff and the Class are entitled to, among
28 other things, compensatory damages, any statutory damages and penalties allowed by

1 law, an accounting, injunctive and declaratory relief, and all other relief deemed just and
2 equitable by the Court, including but not limited to reasonable attorneys' fees and costs.

3 **COUNT II**

4 **BREACH OF CONTRACT**

5 ***(By Plaintiff Individually and On Behalf of***
6 ***All Class Members Against All Defendants)***

7 59. Plaintiff realleges and incorporates herein by reference each and every
8 allegation contained in the preceding paragraphs of this Complaint as though fully set
9 forth herein.

10 60. Plaintiff and each member of the Class entered into contracts with
11 Defendant for the provision of telephone, internet, television, and/or other services at
12 certain costs. Plaintiffs performed under the contracts.

13 61. As explained above, Defendants maintained an incentive program(s) for
14 their employees and agents which provided financial incentives to them to charge
15 customers for services consumers in the Class did not order and/or to overcharge those
16 consumers for services they did order.

17 62. Defendants overcharged Plaintiff and members of the Class in breach of
18 their contracts.

19 63. Plaintiff and Class Members were charged for services for which they did
20 not agree to pay for, or for services they agreed but in amounts which they did not agree
21 to pay.

22 64. Plaintiff and the Class were injured, harmed, and incurred financial loss by
23 way of Defendants' conduct in amounts to be determined at trial.

24 65. As a result of the foregoing, Plaintiff and the Class are entitled to, among
25 other things, compensatory damages, an accounting, and all other relief deemed just and
26 equitable by the Court.

27 ///

28 //

COUNT III

BREACH OF DUTY OF GOOD FAITH AND FAIR DEALING

***(By Plaintiff Individually and On Behalf of
All Class Members Against All Defendants)***

66. Plaintiff incorporates by reference each preceding paragraph as though fully set forth herein.

67. Implied in every contract is a duty of good faith and fair dealing.

68. By its actions herein, Defendants breached that duty and did not act fairly or in good faith.

69. Plaintiff and the Class were injured, harmed, and incurred financial loss by way of Defendants' conduct in amounts to be determined at trial.

70. As a result of the foregoing, Plaintiff and the Class are entitled to, among other things, compensatory damages, an accounting, and all other relief deemed just and equitable by the Court.

COUNT IV

ACCOUNTING

***(By Plaintiff Individually and On Behalf of
All Class Members Against All Defendants)***

71. Plaintiff realleges and incorporates herein by reference each and every allegation contained in the preceding paragraphs of this Complaint as though fully set forth herein.

72. As explained above, Defendants maintained an incentive program(s) for their employees and agents which provided financial incentives to them to charge customers for services they did not order and/or to overcharge consumers for services they did order.

73. As a result, Defendants maintained a system of overcharging and collecting from Plaintiff and the other members of the Class monies which they did not agree to pay.

74. As a result of the foregoing, Defendants have received money, a portion of which is due to Plaintiff and the Class.

1 75. The amount of money due from Defendants to Plaintiff and the Class is
2 currently unknown to Plaintiff and cannot be ascertained without an accounting of the
3 receipts and disbursements of the Class' transactions and accounts with Defendants.
4 Plaintiff, on behalf of the Class, therefore demands an accounting of the aforementioned
5 transactions from Defendants and payment of the amount found due but Defendants
6 have failed and refused, and continues to fail and refuse, to pay such sum. Such
7 accounting should be conducted at Defendants' sole cost and expense.

8 76. Defendants maintained sole custody and control of their accounts and
9 billing systems. Defendants also had exclusive access to the internal incentive programs
10 offered to their agents and employees. Many Class Members agreed to have Defendants
11 auto-deduct payments from their bank accounts, placing trust in Defendants to only bill
12 them amounts that they agreed to pay and in good faith. By way of the foregoing,
13 Defendants have had a special relationship with Plaintiff and the Class and a duty to
14 account accurately for the amounts charged and collected for services performed and
15 provided.

16 77. Defendants failed to bill and collect sums from Plaintiff and the Class
17 consistent with their agreements. Plaintiff and the Class trusted and relied on Defendants
18 to bill them accurately and only collect amounts properly due. Many Class Members
19 unsuspectingly provided Defendants authorization for automatic payments and
20 withdrawals. As shown above and in the attached exhibits, there is a widespread
21 problem with overbilling and inaccurate collections by Defendants which requires
22 review and oversight.

23 78. An accounting and audit is necessary. A balance due from the Defendants
24 to Plaintiff and the Class can only be ascertained through such an accounting.

25 79. Given their superior knowledge and access to records, as well as duty to
26 only bill and collect monies in good faith, Defendants are in the superior and exclusive
27 position to confirm the accuracy of their accounts and collections from Class Members
28 and provide refunds.

CLASS CERTIFICATION

1. For an order certifying the proposed Class pursuant to Fed. R. Civ. P. Rules 23(a), 23(b)(2), and/or 23(b)(3);

2. That Plaintiff be appointed as the representative of the Class; and

3. That the undersigned counsel for Plaintiff be appointed as Class Counsel.

AS TO ALL CAUSES OF ACTION

1. For an order finding in favor of Plaintiff and the Class Members on all counts asserted herein;

2. For an order declaring that Defendants' conduct violates the statutes referenced herein;

3. For all actual, consequential, statutory, and incidental losses and damages, according to proof;

4. For appropriate injunctive relief, including an order prohibiting continuation of the practices complained of;

5. For an accounting;

6. For punitive damages, where permitted by law;

7. For reasonable attorneys' fees and costs, where permitted by law;

8. For prejudgment interest on all amounts awarded;

9. For costs of suit herein incurred; and

10. For such other and further relief as the Court may deem just and proper.

JURY DEMAND

Pursuant to Fed. R. Civ. P. 38(b), Plaintiff demands a trial by jury.

Dated: July 6, 2017

Respectfully submitted,

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EXHIBIT A

COPY

JUN 14 2017



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JULIAN
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Attorney for Plaintiffs

IN THE SUPERIOR COURT OF THE STATE OF ARIZONA

IN AND FOR THE COUNTY OF MARICOPA

HEIDI HEISER, an individual, for herself
and as representative of a class of all those
similarly situated

Plaintiff,

v.

CENTURYLINK, INC. doing business in
Arizona as CENTURYLINK
COMMUNICATIONS, LLC and
CENTURYLINK SALES SOLUTIONS,
INC.; GREEN AND WHITE
CORPORATIONS I-X; JOHN AND JANE
DOES I-XX, individuals,

Defendants.

Case No. CV 2017-008928

COMPLAINT

(Jury Trial Requested)

For their Complaint against CenturyLink, Inc. doing business in Arizona as CenturyLink Communications, LLC and CenturyLink Sales Solutions, Inc.; as well as Green and White Corporations I-X; and John and Jane Does I-XX, Plaintiff Heidi Heiser, for herself and on behalf of all others similarly situated, alleges as follows:

PARTIES AND JURISDICTION

1. Plaintiff Heidi Heiser is a resident of the State of Arizona who lives in Gilbert, Arizona.

1 2. Defendant CenturyLink, Inc. is a Louisiana corporation doing business in the
2 State of Arizona as CenturyLink Communications, LLC and CenturyLink Sales Solutions, Inc.
3 (collectively "CenturyLink"). At all material times CenturyLink has maintained legal authority
4 to transact business in this State, has maintained operations throughout the State of Arizona,
5 including in Maricopa County, and has transacted business throughout Arizona, including in
6 Maricopa County. The actions and omissions of CenturyLink from which the Plaintiff's claims
7 arise include actions occurring in the State of Arizona, Maricopa County.

8 3. On information and belief, CenturyLink is a large corporate provider of phone
9 and data transmission services, including telephone, high speed internet and television services
10 to residential and commercial consumers in Arizona and throughout many other parts of the
11 United States.

12 4. Defendants Green and White Corporations are, on information and belief,
13 corporate or business entities or groups whose actions or omissions give rise to or have caused
14 harms that are the subject of the claims in this action, or whose actions or omissions form a part
15 of a combination or conspiracy that has resulted in the harms claimed in this Complaint, and
16 who are also therefore liable to Plaintiff, but whose identities are not yet known to the Plaintiffs.
17 The Plaintiff hereby reserves the right to substitute for each such Defendant the true names of
18 each such person whose true name is identified through discovery in this matter or otherwise.

19 5. Defendants John and Jane Does I-XX are, on information and belief, persons
20 whose actions or omissions give rise to or have caused harms claimed in this Complaint, or
21 whose actions or omissions form a part of a combination or conspiracy that has resulted in the
22 harms claimed in this Complaint, and who are also therefore liable to Plaintiff, but whose
23 identities are not yet known to the Plaintiff. The Plaintiff hereby reserves the right to substitute
24 for each such Defendant the true names of each such person whose true name is identified
25 through discovery in this matter or otherwise.

26 6. Events that form the basis for the claims made here have occurred within
27 Maricopa County, Arizona. Thus, this court has jurisdiction pursuant to Article 6, Section 14
28 of the Arizona Constitution and A.R.S. § 12-123, and venue is proper in Maricopa County,

1 Arizona pursuant to A.R.S. § 12-401. This Court has jurisdiction to maintain this action as a
2 class action on behalf of all similarly situated individuals pursuant to Rule 23, Ariz.R.Civ.P.

3 **FACTUAL ALLEGATIONS**

4 7. In August of 2015, Plaintiff Heidi Heiser began working for Defendant
5 CenturyLink as a customer service and sales agent.

6 8. CenturyLink provides phone, internet, and television services throughout the
7 United States.

8 9. Under her employment with Defendant, Ms. Heiser worked from home, and
9 would be forwarded phone calls from customers using lines and equipment provided by
10 CenturyLink.

11 10. Until she was terminated from her job with CenturyLink for whistleblowing
12 activities in October, 2016, Ms. Heiser was a good and valued employee of CenturyLink. She
13 received very favorable performance reviews, and until her termination had not been told that
14 her performance was inadequate, needed to be improved or justified any sort of discipline or
15 correction, let alone termination.

16 11. As part of her job for CenturyLink, Ms. Heiser would have calls with customers
17 and help the customers resolve issues with their CenturyLink service and billing. She also had
18 some sales functions as a part of her job.

19 12. Ms. Heiser was one of perhaps hundreds of similarly employed customer service
20 and sales agents of CenturyLink, each of which had similar job functions and responsibilities.

21 13. About four or five months into her employment, Ms. Heiser realized through
22 information CenturyLink customers were telling her, and her review of data about such
23 customers' accounts on the CenturyLink customer account system, that multiple CenturyLink
24 customers were being designated as having additional accounts that they informed Ms. Heiser
25 they did not request or approve.

26 14. Ms. Heiser was aware of CenturyLink's performance expectations and incentive
27 programs for sales agents like her and other related employees. Those expectations and
28 incentive programs rewarded CenturyLink employees, in part, based upon the number of lines

1 or services sold to customers, the upselling of services to existing customers, and the growth of
2 the service base at CenturyLink.

3 15. Ms. Heiser learned from her work that the system and practices used by
4 CenturyLink with its sales and other agents allowed persons who had a personal incentive to
5 add services or lines to customer accounts to falsely indicate on the CenturyLink system the
6 approval by a customer of new lines or services, which would then inure to the direct or indirect
7 benefit of such CenturyLink agents or their superiors. On information and belief, at times the
8 internal indications of additional lines or services may have not been apparent to the customers,
9 though it served the financial and job incentives of CenturyLink employees, and could increase
10 the revenues of CenturyLink.

11 16. On information and belief, sometimes the additional lines or services resulted in
12 additional charges not authorized by the customer. Also on information and belief, they
13 sometimes also resulted in customers being assigned, designated for, and even sometimes billed
14 for services they did not know about and could not access. On information and belief,
15 CenturyLink was the direct beneficiary of those unauthorized charges and the payments of
16 them.

17 17. At about the same time Ms. Heiser was becoming concerned with rampant
18 assignment of unauthorized services or lines to CenturyLink customers, news broke about a
19 similar scandal at Wells Fargo Bank in which, due to corporate incentive policies and practices,
20 Wells Fargo Bank employees were regularly engaging in adding false accounts or services to
21 customer relationships.

22 18. Ms. Heiser recognized frightening parallels between the Wells Fargo Bank
23 scandal and what she saw happening at CenturyLink.

24 19. Ms. Heiser further learned through her employment with CenturyLink that
25 despite the proliferation of customer complaints about the addition of unauthorized lines or
26 services, CenturyLink's policy was generally to inform the complaining customer that
27 CenturyLink's system indicated the customer had approved the service and that it was really
28 the customer's word against CenturyLink's, and to therefore demand payment for any such

1 extra services through the date of the complaint, and to only rectify the problem on a going-
2 forward basis.

3 20. Ms. Heiser understood and believes that CenturyLink managers and quality
4 control personnel monitored phone calls of service agents like her and because the customer
5 complaints related to unauthorized services and charges were so prolific, CenturyLink
6 managers were well aware of the same issues being discovered by Ms. Heiser.

7 21. Nevertheless, at no time did anyone at CenturyLink inform Ms. Heiser or, to her
8 knowledge, any other customer service or sales agents that they were to cease assigning
9 unauthorized lines or services to customer accounts, or that they should report any instances of
10 such actions to any personnel of CenturyLink, or that there were any policies being enacted or
11 practices implemented to ensure that unauthorized charges were cancelled and that customers
12 who had paid such charges were reimbursed.

13 22. It appeared clear to Ms. Heiser, therefore, that CenturyLink management had not
14 only created the workplace incentives, sales practices, and lack of oversight that encouraged
15 the fraudulent assignment of unauthorized lines or services, and related charges, to customer
16 accounts, but they were knowingly and intentionally ignoring the customer complaints about
17 such practices and enforcing policies that allowed CenturyLink to keep payments received on
18 unauthorized charges and to encourage more such payments.

19 23. Given the size of CenturyLink's customer base, and the number of customers Ms.
20 Heiser personally observed over a substantial period of time experiencing the addition of
21 unauthorized lines or services and the unauthorized billing for such services, Ms. Heiser
22 believes that CenturyLink may have billed for, and even collected, many millions of dollars in
23 unauthorized service fees from customers in the past two years.

24 24. As a result of the repeated incidences in which CenturyLink customers informed
25 her they had not approved or requested services that were assigned and at times being billed to
26 them by CenturyLink, Ms. Heiser became concerned that agents or CenturyLink might be
27 engaged in routinely adding services or lines to customer accounts without the customer's
28 request or permission, and that such practices were promoted by policies and practices of

1 CenturyLink and were not being monitored and properly addressed by CenturyLink
2 management.

3 25. Ms. Heiser personally alerted employees of CenturyLink within her employment
4 chain of command about her concerns that other CenturyLink employees were adding
5 unauthorized services or lines to customer accounts and that CenturyLink was then wrongfully
6 billing some customers for unauthorized services.

7 26. For example, Ms. Heiser brought her concerns to the attention of Christine Wells,
8 her supervisor; Denise Medina, a supervisor for virtual customer service agents, and Michael
9 Del Campo, Customer Sales and Care Supervisor.

10 27. Upon information and belief, Ms. Heiser was told in response to her complaints
11 to stay positive and not to mention her concerns again.

12 28. At no time prior to terminating Ms. Heiser's employment did anyone from
13 CenturyLink, to Ms. Heiser's knowledge, take action in response to the notice she was
14 providing to CenturyLink management to stop or remedy the fraudulent and wrongful practices
15 of adding unauthorized lines or services to CenturyLink customer accounts and billing
16 customers for unauthorized services.

17 29. In addition to her direct experience interacting with CenturyLink customers and
18 their accounts, Ms. Heiser has conducted internet research in which she has found a significant
19 amount of public discussion by people purporting to be CenturyLink customers about
20 unauthorized assignment of services or charges for unauthorized items. Some of the posters
21 even indicated a desire to sue CenturyLink for such practices.

22 30. Also, in May of 2016, Ms. Heiser began experiencing malfunctions to the
23 CenturyLink system that forwarded customer calls to her home.

24 31. As a result of the malfunctioning system, calls between Ms. Heiser and customers
25 would be dropped.

26 32. The technical problems caused by CenturyLink's malfunctioning system was
27 very frustrating to Ms. Heiser. Ms. Heiser sent approximately fifty emails to officials of
28 Defendant concerning these technical issues.

1 33. However, Defendant never resolved Ms. Heiser's technical issues.

2 34. Defendant also did not indicate to Ms. Heiser that it thought the technical issues
3 were her fault or that they reflected negatively on her job performance in any way.

4 35. In October of 2016, Defendant held an online question and answer session with
5 its CEO, Glenn Post, that allowed company employees including Ms. Heiser to post questions
6 to an online message board for review by CEO Post.

7 36. Prior to that session, Ms. Heiser had not received information indicating that her
8 expressed concerns with unauthorized assignment of services or lines to customer accounts
9 were being taken seriously or addressed by anyone at CenturyLink. Out of concern for
10 CenturyLink customers and concern that CenturyLink practices were allowing the perpetration
11 of a massive fraud on customers, during the question and answer session Ms. Heiser posted a
12 question on-line asking the CenturyLink CEO why customers were being given multiple
13 accounts and being billed for things they did not ask for. Thus, Ms. Heiser made the highest
14 levels of management at CenturyLink aware of her concerns. A minimal further investigation
15 into her complaint would have revealed the numerous other times she raised these same
16 concerns with fraud being perpetrated against CenturyLink customers and the financial gain
17 being obtained by CenturyLink.

18 37. On information and belief, Defendant took down Ms. Heiser's question from the
19 message board shortly after she had posted it. She never received any answer from the
20 CenturyLink CEO or any other CenturyLink officer or manager.

21 38. Instead, two days after the question and answer session, Ms. Heiser was informed
22 in a surprise phone call that she was being suspended from her employment with Defendant
23 because she had been allegedly hanging up on customers.

24 39. CenturyLink knew that Ms. Heiser had not been hanging up on customers. This
25 was a pretext for CenturyLink's decision to terminate a whistleblower who had dared to
26 publicly confront the company, including its CEO, with concerns that CenturyLink agents were
27 wrongfully assigning lines or services to customers without authorization, who had brought the
28 problem to the attention of other CenturyLink officials, and who was still in a position to access

1 information evidencing the pattern of unauthorized account activity.

2 40. In fact, CenturyLink officials actually shut down Ms. Heiser's access to the
3 CenturyLink e-mail system so that she could not regain access to her many relevant messages
4 to CenturyLink officials as they were telling her she was being fired.

5 41. The actions and omissions that Ms. Heiser complained about to CenturyLink
6 management constitute consumer fraud under A.R.S. § 44-1521, *et seq.* They included
7 fraudulent and deceptive practices in connection with the sale or advertisement of
8 "merchandise" as defined in A.R.S. § 44-1521, including without limitation the phone, internet,
9 and television services of CenturyLink, Inc., and even included false representations to
10 customers about the company's belief that they had authorized the lines and services
11 complained about.

12 42. The actions and omissions that Ms. Heiser complained about to CenturyLink
13 management constitute a fraudulent scheme or artifice made unlawful in Arizona under A.R.S.
14 § 13-2310. The victims of the fraudulent scheme or artifice was consumers who were customers
15 of CenturyLink. On information and belief, the fraudulent practices resulted in substantial
16 financial gains for CenturyLink.

17 43. On information and belief, the actions and omissions Ms. Heiser complained
18 about to CenturyLink management may also constitute other forms of unlawful fraudulent or
19 otherwise wrongful conduct under Arizona and federal law, including without limitation theft
20 and theft by conversion (A.R.S. § 13-1802), identity theft (A.R.S. § 13-2008), illegal control of
21 or conducting of an enterprise (A.R.S. § 13-2301, *et seq.*), wire fraud, or mail fraud.

22 44. On information and belief, the actions and omissions Ms. Heiser complained
23 about and that were unlawful under Arizona and federal law have resulted in financial or other
24 harms to consumer customers of CenturyLink.

25 45. On information and belief, the actions and omissions Ms. Heiser complained
26 about and that were unlawful under Arizona and federal law have resulted in substantial
27 financial gains for CenturyLink.

28 46. Ms. Heiser had performed her job fully and satisfactorily and there was no ground

1 to fire her other than the desire to retaliate against her whistleblowing activity, to intimidate
2 and silence her and others from further whistleblowing activities, and to create a false record
3 or perception about Ms. Heiser to use in countering any future whistleblowing activities.

4 **COUNT I**

5 **WRONGFUL TERMINATION**

6 47. Plaintiff restates each and every allegation set forth in the foregoing paragraphs
7 of this Complaint with the same force and effect as if more fully set forth herein.

8 48. Defendant terminated Ms. Heiser because she raised concerns about a fraudulent
9 and improper business practice that was widespread in Defendant's company.

10 49. It is against public policy of the State of Arizona to terminate an employee in
11 retaliation for reporting violations of the Constitution of Arizona or statutes of the State of
12 Arizona or the United States to the employer or a representative of the employer who the
13 employee reasonably believes is in a managerial or supervisory position and has the authority
14 to investigate the information provided by the employee and to take action to prevent further
15 violations.

16 50. Ms. Heiser reported the creation of fraudulent accounts to the Chief Executive
17 Officer of CenturyLink, Inc., Glen Post, during an online employee forum. She reported similar
18 concerns to other management personnel at CenturyLink.

19 51. On information and belief, Chief Executive Officer of CenturyLink, Inc. is a
20 managerial or supervisory position, and carries with it the authority to investigate such
21 information provided by employees and to take action to remedy the issues and prevent further
22 violations. Similarly, the management positions of the other persons Ms. Heiser informed of
23 the unauthorized account activities had duties to investigate and take actions to remedy the
24 issues and prevent further violations.

25 52. Dismissing employees for reporting violations of the statutes and laws of the State
26 of Arizona and the United States jeopardizes the public policy of this state because it
27 discourages future employees from reporting violations.

28 53. On information and belief, Defendant CenturyLink terminated Ms. Heiser

1 because Defendant wanted to suppress Ms. Heiser's concerns and not want to risk them being
 2 revealed to others or did not want the problems Ms. Heiser reported to be solved, since
 3 fraudulent account creation helped to increase Defendant's revenues.

4 54. Defendant had no legitimate business justification for terminating Ms. Heiser's
 5 employment.

6 55. Defendant's stated reason for terminating Ms. Heiser, because she was hanging
 7 up on customers, is unjustified because Ms. Heiser's issue with dropped calls was due to
 8 technical issues that she had made Defendant well aware of, yet Defendant did not fix. This
 9 excuse was a pretext for unlawful action intended to cover up wrongdoing by CenturyLink.

10 56. Plaintiff Heiser was damaged as a result of CenturyLink's wrongful conduct and
 11 termination of her employment. She has lost wages and income, and has suffered severe and
 12 pervasive emotional harm and suffering.

13 57. Plaintiff Heiser is entitled to recover all damages caused to her as a result of
 14 Defendant CenturyLink's wrongful conduct in violation of her rights.

15 **PRAYER FOR RELIEF**

16 **WHEREFORE**, Plaintiff respectfully requests that the Court enter final judgment in
 17 favor of the Plaintiff and against the Defendants on the following terms:

- 18 A. Awarding Plaintiff her actual, compensatory, consequential and incidental
 19 damages resulting from Defendants' actions as alleged herein in amounts to be
 20 proven at trial;
- 21 B. Awarding punitive and/or exemplary damages in an amount sufficient to punish
 22 Defendant and to deter others similarly situated from similar future conduct;
- 23 C. Awarding Plaintiff interest on all amounts awarded at the highest rates and from
 24 the earliest dates allowed by law;
- 25 D. Awarding Plaintiff her reasonable attorneys' fees, pursuant to A.R.S. § 12-341.01
 26 or as otherwise allowed by law;
- 27 E. Awarding Plaintiff taxable costs pursuant to A.R.S. § 12-341, or as otherwise
 28 allowed by law; and

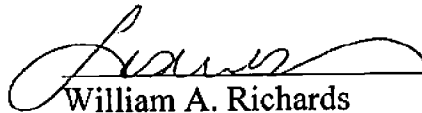
1 F. Awarding Plaintiff all such other and further relief, at law or in equity, that the
2 Court deems just and proper.

3 **JURY DEMAND**

4 Plaintiffs demand trial by jury for all of the issues a jury properly may decide, and for
5 all of the requested relief that a jury may award.
6

7 RESPECTFULLY SUBMITTED this 14th day of June, 2017.
8

9 BASKIN RICHARDS PLC

10
11 

12 William A. Richards

13 Leslie Ross

14 Austin J. Miller

15 2901 N. Central Avenue, Suite 1150

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EXHIBIT B

PART 1



Overall Satisfaction Rating



Based on 734 ratings out of 3,356 reviews

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Consumer Complaints and Reviews



Pat of Denver, CO on June 13, 2017



I swear the only reason I am still with CenturyLink is because it is so difficult/frustrating/time-consuming to alter my service! I have tried to suspend my service three different times and have spent over an hour on the phone or online "chatting" with a rep each time and have not been able to accomplish this seemingly simple task. I am absolutely switching providers when I return from my summer away. I have never experienced such terrible customer service. For what it's worth, this is the first time I've ever posted an online review but I felt compelled to do so after my multiple negative experiences.

Helpful? [Yes](#) | [No](#)



Katiya of Mesa, AZ on June 8, 2017



Menu

I had CenturyLink for about 3 years which always seemed on the slow side as far as speed goes but I was on a low income plan because I have a fixed income so I didn't complain much. However, I just moved last month. Prior to my changing addresses, I had called ahead to see if there are any fees to switch addresses and continue my same services. I was told there are no fees to continue services at my new address. Well that was a bunch of lies. I got my bill and there was a \$59.99 tech install charge! My bill was up to \$129.57 when I usually pay \$43. I immediately called customer service when I saw these charges.

I was told there is nothing they can do and they cannot credit or take off the tech fee for setting up new services at my new address. All the tech did was simply plug in a new modem into my wall. Something I can EASILY DO and would have, had I been told the correct information about a charge to plug it in!!! The tech was literally here a total of 4 minutes! To top it off I was told a 4 hour time frame in which he would show up. He was 20 minutes late and I had to call to see what was going on. As I was on hold on the phone, he finally showed up.

New buyers or movers BEWARE... There IS a charge for them to plug it into the wall! Save yourself \$59.99 and plug it into the phone jack yourself! Even after I told the representative that I'm on a low income plan and fixed income and that this extra charge hurts badly, he said there's still nothing he can do since nobody put in the notes that the fee would be waived. If there was another service provider in my area and I could afford it, I would switch IN A HEARTBEAT! In addition, I rent the modem monthly from them. At my old address it was 7.99 a month rental. Now since I moved, it's 9.99 a month. Another increase that wasn't disclosed to me!

Helpful? [Yes](#) | [No](#)



Erin of Medford, OR on June 8, 2017



I am a graduate student, working almost exclusively from home. CenturyLink is the only provider in my neighborhood. A few months ago, we had a storm that knocked our WIFI down. Fine. But it took them A WEEK to fix it. They TOLD us that they weren't going to work any extra hours on the problem, especially not weekends. They know we have our hands tied. And they didn't credit us for the week I had to sit at freaking Denny's to get my papers done. Insult to injury. But I'm writing this because I heard that they are going to start a phone company. I just hope no one falls for that trap. And I've also heard numerous other horror stories about them. This is a company that needs to fade out fast. I would go without internet just to watch them burn.

Helpful? [Yes](#) | [No](#)

Menu

I ordered the CenturyLink Internet service on Saturday and they told me they don't do installation on weekends so wait till Monday and the technician will be at my home between 2 pm and 4 pm. That costed me to lose all afternoon work hours just to find out the effort was pointless since the guy showed up around 11 am at my address, even when I had called customer service that day and telling them I was on my way home, no one called me. I had to call back and wasted 38 minutes explaining them I couldn't ask for more day off at work and I had proof on my surveillance cameras about the exact time their technician showed up at my house. They were rude and careless, so I asked them to cancel my order, adding 27 minutes more of agony.

Helpful? [Yes](#) | [No](#)



Gabriel of Portland, OR on June 6, 2017

★☆☆☆☆

These people are crooks. Plain and simple. My advice to anyone looking for television and internet is to stay away from them. Consistently I was overcharged by them. When I spoke to anyone at the company I was shuffled from one department to the next and put on hold.

Helpful? [Yes](#) | [No](#)

How do I know I can trust these reviews about CenturyLink?

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Vasant of Vadnais Heights, MN on June 6, 2017

★☆☆☆☆

I ordered internet, home landline phone, and DirecTV as a packaged bundle from CenturyLink. Service was activated on April 24, 2017. Within a short period, however, we were not satisfied with their internet speeds and hence I cancelled my phone and internet service on May 12; I retained DirecTV service, however. I went to the CenturyLink office in Roseville, MN and returned the internet modem to them. They told me that I would receive a final bill in about 2 weeks. I received the first bill from CenturyLink dated April 28, 2017 for the amount of \$269.07. Since I had cancelled my service soon after I started service, I assumed I would receive a final closing bill that would be much less than the first bill.

The second bill from CenturyLink was dated May 28 and reached me a few days ago. The May 28 bill is for \$217.29. I believe both of these bills are in error. I have attempted to resolve my final bill several times. I did an online chat on May 21; the person on the chat line referred me to their Finance Dept; I called their number (1-877-837-5738) on May 22. I was told that my phone service had been cancelled on May 12 but that they had

I have paid that bill in full. I did an online chat with CenturyLink yesterday; they told me I owe them \$101.27 for phone and internet service and \$116.02 for DirecTV service. I think their bill is completely unreasonable for the length of time that I had internet and phone service with CenturyLink. I would like to pay my bill in full as soon as I can; all I need is a reasonable bill for home phone and internet service for the period of time that I had service from CenturyLink (April 24 to May 16 at the most).

Helpful? [Yes](#) | [No](#)



Nick of Gate City, VA on June 5, 2017



I've paid my deposit over 2 weeks ago and still haven't got a technician to come and turn on my internet service. I've waited at home 2 different days. 8-5 is all they can tell me of a time they will be coming. When we call there is always another excuse.

Helpful? [Yes](#) | [No](#)



Ben of Waverly, IA on June 5, 2017



We called to cancel our landline with Century Link on May 25th at 9:45 with Aurora in your cancellation department. She handled everything properly and told us because we had just paid our bill we would be getting a refund. Sounds simple and I verified later that day that when we called our old number it was disconnected. On June 5th we received a bill for \$30.09! I called and began an hour of the worst customer service I have ever experienced! The first person I got after being on hold for 15 minutes said she needed to put me on hold so she could check our bill.

She never came back and after another long wait another person came on and I had to start over with everything again! She checked the bill and said it never got disconnected properly so she needed to transfer me to the cancellation department to get it fixed and then she could refund my charges. After waiting another 30 minutes the gentleman told me that the phone was disconnected and we owed that final bill! So much for customer service! Glad we decided to rely on our cell phones! Don't know why companies don't fix their broken customer service!

Helpful? [Yes](#) | [No](#)



Marianna of Chandler, AZ on June 5, 2017



There is no option for negative stars so they get 1. We signed up for Prism TV and Internet in 2016 because we were given a price quote of \$70 per month. Which I have since been told by another CenturyLink rep that the agent that quoted that price is a liar. I have called CenturyLink so many times that I have them on speed dial. I don't think that we ever got a bill for \$70. More like \$124. On 4/14/2017 I had enough when I got a bill for \$124. I called CL and spoke to Duane who SWORE our bill would be \$98.95 dollars EVERY month. This includes a DirecTV charge for \$65.00/month; Internet 33.95/month. Duane also said they would waive the \$19.95 deposit, and that I would receive a \$75 Visa Debit card, that I STILL HAVE NOT received. Duane was very confident that my bill would be \$98.95, however, I have been lied to by CenturyLink for over a year now, I should have known he was lying too.

On 5/1/2017 I called CenturyLink because my bill was \$104 NOT 98.95. No visa debit card, no adjustment for my deposit and Lee [the next agent I talked to] had NO CLUE what my bill for 6/9/2017 would be. Today I received a bill for \$338.35. I paid the \$85.31 past due amount (on 5/1 I was so furious that we forgot to make the payment). HOW IS 253.24 ANYWHERE CLOSE TO 98.95? I see that you have done this same thing to about 4,000 other customers when I google "century link customer support issues". I have asked to be charged the \$98.95 each month AS PROMISED BY DUANE, or you can come and get your crap out of my house. What is wrong with you???

I have overpaid for 18 months, and want out of this contract without my credit being touched since I paid the RIDICULOUS overages. When I ask for a manager I get put on a long hold, and eventually the agent comes back and says that no manager is available. I have asked every agent to note my account so the next agent can see what I have been dealing with. They don't do this because they are ALL trained to lie to us to get extra money out of us. AWFUL.

Helpful? [Yes](#) | [No](#)

Menu



Cory of Colorado Springs, CO on June 4, 2017



Signed up for 40 mbps internet only service in March 2016 for \$70/mo. My bill spiked to \$90/mo and my internet started crashing A LOT so I looked online. This service is now offered at \$50/mo, for 60mbps. I just ran a test on my download speed, and I'm currently running 8mbps download (wifi), 1.5 upload (while paying for 40mbps download wifi, 5mbps upload). They downgraded my service MAJORLY, hiked the price by \$10, and now offer an upgrade to 60 mbps for literally HALF of my current bill for severely subpar speeds I did NOT sign up for. This place is a scam but I have no choice. The complex I live in doesn't allow any other providers, which is ALSO a scam.

Helpful? [Yes](#) [No](#)



Jacob of Colorado Springs, CO on June 4, 2017



They overcharge, lie about charges, fail to install on scheduled dates, customer service has 0 idea what they are actually doing. (Actually a very fun experiment. Call them and ask any questions with Google open or a base knowledge of how a phone works. They are absolutely lost and have no direction.) Terrible just terrible. I wouldn't admit I worked for this company. They provide the most embarrassing customer service in this country with criminal business practices. Be CAUTIOUS. You have been warned.

Helpful? [Yes](#) [No](#)



mike of Pueblo West, CO on June 3, 2017



Never felt so ripped off by a company for just basic service. I pay for their high speed business class internet and phone and get a dial up service. Internet always shuts off and my phone service sucks. I have to dial a 1 to call anyone local. Ridiculous, crappy company no customer service whatsoever. -10.

Helpful? [Yes](#) [No](#)



Robin of Winter Spgs, FL on June 3, 2017



Due to an advertisement from CenturyLink for internet and phone service at \$64 per month I signed up and was surprised when my 1st bill came in at over twice that amount! Noting that the bill had both a bundled charge and individual item charges, I called customer service. After 45 minutes, I got off the phone dissatisfied, having been told the charges were all correct.

The next month I called to cancel and was transferred to retention who promised to bring my bill down to a total monthly cost around \$70. They didn't do this... So the next month I called, was sent to retention and told they would provide credits each month to bring the cost down to the originally offered promotion price. They did not do this either. The next month I called and insisted on cancelling my services, which they promised to do. They didn't cancel and I am still getting billed at the high rate on a monthly basis. I called 6-1-17, spent 28 minutes while the rep silently "cancelled" my services. I called the next day to make sure and was told that this time they would definitely cancel and even credit me for the last 2 months. I have yet to see my new bill, but expect to be turned over to collections. Think twice before accepting a special offer from CenturyLink.

Helpful? [Yes](#) [No](#)



Evan of Pe Ell, WA on June 2, 2017



While charging for 11 MB/S internet download speed, they provide 1-2 MB/S. Crappy internet and standard phone costs over \$100/month for what was supposed to be the same service I was paying \$65.99 for. Only thing is. their internet is so crappy. I can barely load their webpage (I've

overcome webpage that highlights the low-speed transfer rates of their "high-speed" internet.

Once I manage to force my way through the pages of bandwidth-sapping fluff, I log into my account, click on the "Manage Services" link, and instead of being able to make changes to my service, which would only make sense, I am told to click the link to chat with a representative (which brings up a window telling me they're too busy to chat with me, and I'll have to try again later), or email (which thus far hasn't garnished so much as an automated confirmation message), or call (and sit on hold for 1-2 hours before the line "accidentally" disconnects and I have to start over).

This means that over two days I've spent more than 6 hours trying to cancel my phone service and I may or may not hear back some day from the emails I've sent, haven't once managed to even enter the queue to maybe one day chat with a representative (nor even found any indication they exist), nor had any contact whatsoever with the company. No surprise, but there aren't any storefront locations within a couple hours... Meanwhile, I'm left assuming that I will be billed for services I no longer use, need, or want unless I can one day get through to this horrible company.

Crappy services - Check. Ridiculously high prices - Check. Poor customer service - Check. Only provider with service in my area - Check. If there was ANY competition in this area, I doubt they would have any customers in this area. I've never encountered a company that made it so difficult to change services. I guess they're scared of going out of business if their customers could cancel. Last business on Earth I would recommend.

Helpful? [Yes](#) | [No](#)



Kim of Buffalo Mills, PA on June 1, 2017



I've been a customer for over 2 years. I moved and scheduled service for my new home over a week ago. I received a confirmation number and was told my service would be today. I had to wait from 8 until 5... all day. Took off from work. They did not show! I called them and ask to speak to a manager. They said they didn't have one available. I ask the manager's name so I could call them later. The man told me no. He could not provide the manager's name. I was on the phone for 1 hour. Now I've spent 9 hours waiting for CenturyLink... I'm deducting 100.00 from my final bill for my time. I'm done. Going with Comcast! Very poor business. Jerked me around all day.

Helpful? [Yes](#) | [No](#)



Sri of Minneapolis, MN on June 1, 2017



I was never this frustrated with any of my services as much as I was with CenturyLink. They are amazing when it comes to charging their customers but are horrible when it comes to providing service. 70\$ for 3 mbps data? Are you kidding me? They are smart enough to make everyone sign a 12 month lease and suffer the horrible service while paying 70\$/month. If I as a customer chooses not to have this service any longer, I should pay them a penalty which they call "termination fee" of 200\$. This is a very good con to make money out of customers that had faith in them. I request BBB to shut them down completely or better their services. The customer service needs to improve and they can't treated their customers like crap. That is unacceptable. I hope this review helps someone who are considering CenturyLink and go through the experience like I did.

Helpful? [Yes](#) | [No](#)



dana of Portland, OR on May 31, 2017



They came to ME. Knocked on my door. Offered me "The Best Deal Ever." Of course now that we're signed up and using their service, the price is twice what they quoted. And we verified it several times before agreeing to the terms. Do not use them. They will not honor what they say.

Helpful? [Yes](#) | [No](#)



Timothy of Aurora, CO on May 27, 2017



CenturyLink is engaged in consumer fraud. The company is not providing the DSL speeds to customers for which they pay. While the speed test on

Menu

DSL speeds to customers for which they pay; yes, the speeds to CenturyLink itself (i.e. directly between the customer's DSL modem and CenturyLink's local facility) are in accord with the contracts, as soon as a customer tries to go beyond those CenturyLink facilities (as all actual Internet traffic does), the speeds drop dramatically (e.g., compare the speeds you get at "https://www.speakeasy.net/speedtest" with those CenturyLink's own corresponding speed test, and you will see that the former are dramatically lower than what you are paying for). This is evidence of consumer fraud, and worthy of a class action lawsuit against CenturyLink.

Helpful? [Yes](#) [No](#)



laura of West Jordan, UT on May 26, 2017



Grade F. Not only did our so called super duper internet not work as well as Comcast but their customer service sucks!!! Can't set up autopay online and when I thought it was set up when it was not, I received late fees. The customer service rep Sheri and the manager Mark in Idaho Falls (wouldn't give me any more info) refused to waive my late fees at \$6!!! Not that I care about \$6 but that they wouldn't even work with the customer and do not care if you cancel. It was an ego thing for sure. Horrible customer service!!!

Helpful? [Yes](#) [No](#)



Frank of Harrisonville, MO on May 25, 2017



I pay over \$70 per month for phone and internet service that is absolutely subpar. The speed is very slow on the internet and the phone does not work 50% of the time. When the phone does work the line is extremely static!! When calling in the trouble, that is a waste of time!! You have to filter through their automated idiotic system, that does not help - they don't respond for at least 3 days and the static phone is restored by then. It appears that weather has an impact on the crappy phone and internet service. When you do get a person to talk to about the issue, they apologize and either cut you off or you get a loud warble noise that is very annoying. I still get the full month bill, to be paid, even though I don't have service for several days in a row. Waiting for someone to respond, only to have the service worse than before??? Horrible phone service!!! Subpar internet service! Extremely poor customer service!!!!

Helpful? [Yes](#) [No](#)



Stephanie of Tucson, AZ on May 25, 2017



I would not be surprised if this company shows up in news in the very near future as they actively and openly cheat their customers. I called in regarding a question prior to signing up and was told by the representative that signing up over the phone would be a better experience because he could guarantee my account set up would be done accurately. Signing up online offered several internet discounts and signing up over the phone was much more costly. The representative promised me incentives that later were not honored.

Additionally, the representative got my phone number, email address, and shipping date wrong. I never received any of my account confirmation information for this reason. When I called to speak to a supervisor they promised me credits that were then never applied to my account. I was told a manager would call me to discuss my experience and of course that never happened either. And since my email was wrong in their system, I never received my gift card that I was promised. So I emailed them and got a response that the representative was incorrect in offering me that discount so I would only be getting a portion of what was promised. I strongly believe this company will say whatever it takes to meet quota but cannot and will not honor anything they promise. This is fraud in my opinion and I believe it's just a matter of time before they end up on the news for scamming people into signing up.

Helpful? [Yes](#) [No](#)



Kathy of Minne, MN on May 23, 2017



Menu

their cost information was misleading. The fees for the phone service were very high. The bill was three as much as what was told to me when I called for a price quote. After I cancelled the service over a month ago, a man came today to mark the spot to dig to put the phone line in the ground. CenturyLink did not cancel the service. I was home to stop him from marking the lines to dig, told him I had cancelled the service and then later in the day, a company came to put the line underground.

They did not knock on the door to let me know they in progress to dig up the yard and put the line underground. They had open the box that cable and phone were attached to my home. It was lucky I was home and was able to tell them to stop. They were rude when I told them that they should of knocked at the door to let me know what they were going to do. Called CenturyLink and was put on hold for 5 mins. I hung up. They do not care for their customers. Their billing is very confusing and their customer service is very bad.

Helpful? [Yes](#) | [No](#)



Andrea of Longview, WA on May 23, 2017

★☆☆☆☆

We had CenturyLink for a couple of years. The price kept changing and I kept having to call to get them to fix it. It would be the quoted price for a couple of months then it would start going up again. We had the bill linked with Verizon which was supposed to keep it down. We moved and didn't

sign up with them again. Flash forward... 8 months later we get a bill from a collection agency saying we owe them \$239+. So I call CenturyLink.

They say I owe it. The bill they say I owe includes the bill to Verizon that I paid separately when I cancelled CenturyLink. I have not received one bill or one phone call from CenturyLink in all that time. But now they say there is nothing they can do to help me. I have to pay this ridiculous amount to a collection agency or it goes on my credit rating! This is the most outrageous treatment I have ever received by a company! Buyer beware!

Helpful? [Yes](#) | [No](#)



Cecile of Temple, TX on May 23, 2017

★☆☆☆☆

Before moving to my new home, I checked out internet options for the area. This included contacting neighbors and service representatives. While the online ad showed 10mb available for my address, the two said I could get 8mb dedicated. That was fine, I told them I would call again to set up a delivery date. When I call to set up a delivery date, I am told the area is at capacity and they are unable to install service here. They will call when service becomes available. I know the cable line is in my front yard as it was marked during onsite construction.

Ultimately I needed internet and went with Exede but was unhappy with speeds not being as advertised for it. Thus I called CenturyLink again. This time I was told I could get 6mb through this special online deal with a host of terms. This is extremely unscrupulous advertising on the company's behalf. Their reps should not be saying something different every time they are contacted! This all happened within the span of two months.

Helpful? [Yes](#) | [No](#)



Melissa of Brighton, CO on May 23, 2017

★☆☆☆☆

I personally do not have CenturyLink, but I am getting mail for one of their customers. I have called several times for them to stop sending the mail to my address, because that person does not live here. This has been on going for OVER A YEAR!!! I even tried to call tonight to get them to stop sending it to me, and all of a sudden the guy could not hear me, and hung up. Called back and that department was closed... Seriously, that is ** customer service and this is a piss poor company if they cannot get the hint for over a year that a person does not live at this address.

Helpful? [Yes](#) | [No](#)



Mattie of Tabor City, NC on May 19, 2017

★☆☆☆☆

and still have not got it back. When I called them today I talked to 5 people so I ask for a supervisor. When she got on the phone she was rude and told me they will cut me a check in 14 days and will get it in 25 days. But it only took them less than 5 minutes to take it off my card.

Helpful? [Yes](#) | [No](#)



Vivian of North Las Vegas, NV on May 19, 2017



We own a martial arts gym and "inquired" with a sales representative about services in December 2016. The sales representative advised me what he could offer and sent me an email. He stated that we would require a deposit in order for services to be activated. I informed him I would discuss with my husband and call him back if we wanted the services. A few days later, there was a notice on our business door showing that someone had attempted to install services and left a phone number. I thought nothing of it since I did not pay the deposit nor did I call the sales representative back for activation or installation. Fast forward to April 2017, I receive a disconnection notice from Centurylink and a bill showing \$452. I was livid!

I contacted their Customer Care department. The lady stated that she could not help me after I told her the whole story and transferred me to Customer Retention. I then retold my story and the gentleman advised me that what happens is the Sales Representatives usually activate services "without" deposits being paid because they "trust" that you will pay it. I advised him that it sounds like bad business and fraud to me. He said all he could do was put in for a disconnection notice (which was pointless because it was already scheduled for disconnection) and send a message to a department stating my dispute. He did not tell me what department that was. I did not hear back from anyone.

It is now May 2017, I receive a call from their collections department who I told my story over to again that I did not sign anything, activate services or installation. The lady advised me that she would put this in for a Dispute and left it at that. I receive an email today stating that they could not assist me with a "Do Not Reply" notated on it. I am ready to seek legal advice as this is a waste of time, fraud, and a scam to get money out of us.

Helpful? [Yes](#) | [No](#)



Samson of Port Ludlow, WA on May 17, 2017



I pay over \$100 per month for a DSL speed slower than my dialup of 1999. Same for my neighbors so trying to blame my wiring or computers don't work. I do speed tests to see my 12k speed and when I look at their website and use my home address they say high-speed is not available here right next to the page where they say \$29 per month for the fastest or \$19 per month for the next one and I can't have either one. BUT they have no problem charging me \$100 every month for this world's slowest DSL.

My only other choice is satellite and I already tried that and they charge too much and throttle down your speed so even though CenturyLink CLAIMS all the things you can do HERE I am lucky to get THIS page to load. THEY CLAIM I get over 2MB speed and what do I really get??? Well here you go... Internet speed test 0.28 Megabits per second. Testing upload... 0.07K Mbps download 0.28K Mbps upload. Latency: 227 ms. Server: Seattle, WA. Your Internet speed is very slow. Your Internet download speed is very slow. Web browsing should work, but videos could load slowly.

Helpful? [Yes](#) | [No](#)



C of Fuquay Varina, NC on May 14, 2017



First they screwed up how much they were charging us - But more than TWICE the amount they had stated. Next, they screwed up the city we lived in on our account (And not just a little) AND did not add both myself and my spouse to the account (Though they were requested to do so) so, when the other tried to fix things, we were told "You're not allowed to do that".

When asking to speak with a manager, was put on hold "I'll be with you in just a moment" for 15 minutes until I was told they wouldn't even let me speak with a manager (Because I wasn't authorized because they'd screwed that aspect of the account creation up!). I never did get to speak to a manager. When my "Authorized" spouse got in to try to fix things? The prior account rep had LOCKED THE ACCOUNT so the new rep couldn't get in to fix anything. AND? They didn't have any kind of internal messaging system so they could communicate between themselves. What a joke!! As the last straw, when typing up a review post, chat, it wouldn't accept it because I'd used to note something that was actually a quote. Ridiculous!

Helpful? [Yes](#) | [No](#)

Menu



Viorel of Calgary, AB on May 13, 2017



Very unhappy experience with CenturyLink. BE CAREFUL. I've signed up for a 12-month contract with CenturyLink to bundle Prism TV and Internet for ~70\$/month. For the first 2 month they've charged me over 150\$/month. When I've phoned them to clarify they've accepted they've made a mistake but didn't want to refund my money back. I wouldn't recommended them to anyone as they don't stand behind their product and try to make money off of you. Watch your bills monthly and don't trust them.

Helpful? [Yes](#) | [No](#)

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Consumer Complaints and Reviews



Jean of Mason City, IA on May 13, 2017



A dish TV satellite was installed at a rental without the permission of the landlord. The installer lied to the tenant and said the landlord would approve it. I am the landlord and I definitely did not and would not approve it. I expect the pole and dish to be uninstalled--taken away.

Helpful? [Yes](#) | [No](#)



Garnett of Surprise, AZ on May 11, 2017



I closed on a new home on April 12th and I called this company to cancel my service. They offered me a deal of \$100 less than I had been paying them for the last 3 years so I took it. Today is May 11, 2017. 7 calls and several hours of phone time later, a Tech has still not made it out to my new

Menu

Helpful? [Yes](#) | [No](#)



Tim of Springboro, OH on May 11, 2017



I purchased a rural home. My confirmed install date was May 3, 2017. Today is May 11, 2017. No service. This is the most unresponsive company I have ever dealt with, regardless of service provided. I have wasted literally hours on hold and have spoke with Stewart, Tyler, and a list of other persons that have all said that they are making it a priority without so much as providing me a hint of why there is a delay. This only after they have my credit card information and have even sent a sample bill to prepare me for future fees. As a result, I have given them until end of business today and though it will cost me dearly to run the lines to bring a competing service to my home, I will do it.

Helpful? [Yes](#) | [No](#)



Karen of Littleton, CO on May 11, 2017



We had Century Link for a year. Before the year was up I called ahead to see if I wanted to continue with Century Link or go with someone else. The salesperson told me to go forward for another year would be \$88/month (for internet and Prism). I got my first bill of the billing cycle and it was \$120/month. I tried going through the online chat and the person told me it was just what my bill cost.

Then I called, talked to one gentleman who tried to upsell me with more channels until I spoke with a manager. He told me to cancel would cost \$200 because I had signed up for a year contract. The manager told me that the first person didnt put two promo codes on. He said he fixed it, my bill will be \$88-89/month and I will be reimbursed for the extra I was charged.

Then I got my second month's bill. This bill was \$160. I sent an email and was told I had to call. I called, the first person told me the number I was provided was the wrong department and transferred me. The second person told me my promos had expired and the previous people had not renewed them for the Prism TV and that the cheapest he could get my bill down to was around \$130 including taxes. He also told me it would cost \$200 to cancel internet but that canceling Prism is free since I wasn't on a contract with Prism. I then spoke to his manager the Escalations team that said the price was fixed (\$130/month) but she would waive the cancellation fee if I decided to cancel within two weeks.

I am not one to write scathing reviews but CENTURY LINK IS A SCAM. They lie to your face to get you to sign a year contract. I think they just bet on the fact that most people will not call and email/chat/talk to almost 10 people in a two month span about my bill. This is a horrible way to run a business and I want to share my HORRIBLE Century Link with others so they will not make the same mistake I did.



Manuel of Naples, FL on May 10, 2017



We have had numerous internet interruptions in my Naples, FL home. We were told two month ago to buy a new box from CenturyLink & this problem will be resolved. I am in my NC & my internet service is gone again. I have no access to my internet surveillance cameras until I get back to my Naples home. Really? I have Spectrum in my NC home & have NEVER had any issues with their internet service.

Helpful? [Yes](#) | [No](#)

How do I know I can trust these reviews about CenturyLink?

- 784,088 reviews on ConsumerAffairs are verified.
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Debbie of Tucson, AZ on May 6, 2017



Been fighting to get CenturyLink to honor their deal and fix the crazy bills they send to no avail. Since July 2016 they have been sending bills for hundreds more than what I should owe. So I kept at them but it was hours on the phone and then they still didn't do right. They did have some very pleasant employees who saw that there was something very wrong and tried to send me to managers who could fix it but those managers never did and often got downright nasty. I had the internet and basic phone with no bells or whistles and was getting \$273 bills. No I'm not paying that. It was supposed to be \$44.

Well after having them open different accounts and changing my number (yes they did) they now charge me 109 a month. Pretty awful of them but expected since I had the silver plan from Qwest they never ever honored which was \$26/life. They have me over a barrel and they know it. We have no other carriers where I live. I have too many emailed order number they say have been resolved but never were to give just one number.

Helpful? [Yes](#) | [No](#)



Cindy of Littleton, CO on May 5, 2017



billed. The service I signed up for was to be \$94+/- month for TV & internet. First bill was \$165 (signed up in mid April and already have two bills over \$160). Have been given every excuse under the sun so just want out... Hasn't even been a full month and now they say I will have to pay early termination. Wow. When will someone in our state legal system take a look at their business practices and close them down! Don't ever trust them. They have so many lies that they tell to get you to sign up but then never seem to follow thru... Run from this company.

Helpful? [Yes](#) [No](#)



Chris of Los Lunas, NM on May 5, 2017



This was the worse customer service I have ever had to deal with. The Tech department was completely incompetent. Their customer service tried to take advantage of me by charging me extra for a modem. When I know full well that I pay x amount of money so that I wouldn't have to pay extra for a new modem and their equipment. I caught her in her lie due to the fact of eager and quick she wanted to get off of the phone with my girlfriend and !! The dishonesty of this company is impeccable. Never again will I continue with this company of crooks and I implore others to not fall into the same trap! I will be cancelling in the next five days and switching to Comcast. 5 megs for 63 a month is a crime in my book.

Helpful? [Yes](#) [No](#)



Joey of Holly Springs, NC on May 5, 2017



I paid over 100 bucks a month even though I was hardly home and internet constantly was slow and rebooted and TV came in and out. My billing changed constantly and I had to call every month. When I finally had enough they surged me 400 to end service. 11 months early according to them after I put up with this over 3 years. Never get service with this company. Terrible!

Helpful? [Yes](#) [No](#)



Summer of Las Cruces, NM on May 3, 2017



When we ordered our service we stated repeatedly that we only wanted Internet. The salesperson signed us up, told us it would be \$60 a month and, "Oh by the way you can put a phone on the same line if you want to." We stated again we did not want or need a phone. Was told, "That's fine, I know, blah blah blah." The bill came for over \$300 most of which were charges for PHONE SERVICES. We had never even put a phone on the line.

After several phone calls where they hung up on us, lied to us, threatened us until I threatened them with the attorney general and media, they told us on several separate occasions that all of the phone related charges would be removed from our account. Six months ago. Now they are charging late fees for the "unpaid" phone charges which still have not been removed (although they are now only charging us current for the internet). I've spent almost an hour on the phone again, today, trying to get these charges removed. Still. Guess I will have to seek legal recourse.

Helpful? [Yes](#) [No](#)



Richard of Bountiful, UT on May 3, 2017



They can't get billing straight and have no one who seems interested in trying. My bill was on auto-pay and they collected the money but also sent me a bill for not paying and threatened to cut off my service. It took two months to get this straight. Then they said my credit card company refused to pay the next month's bill and could give no reason or accountability. The customer representative appears to have a list of answers to questions and reads whatever one may most closely apply to the question asked. I asked for a supervisor, got one, questioned their services and he hung up. When I switched apartments in the same building they put in new equipment and said there would be no charge. Got a bill for nearly \$200. For my concern they gave me a \$30 credit. Big Deal! I advise everyone to look elsewhere in seeking internet service.



bob of Ivins, UT on May 3, 2017



Ordered internet service on April 12 for 3+ weeks lead time install on May 3 and received email confirmation. Called later (twice) to re-confirm was told to "Relax" and they would be able to install with "no problems". Day before, May 2 11:57 am, received email confirmation for install, at 5:45 pm night before got voice mail that said "no port available". Tried to immediately return call but offices were closed for the day. Later found out (after 3+ hrs) on May 3, they do not confirm ability to actually be able to install requested service until night before although they send out confirmation emails before they can actually confirm!!!! Was offered to "try again" or "wait and see". Was told "We have no way of knowing what the techs are doing". Cost me a full day of vacation to sit around, wait for nothing and then hope - HOPE is NOT a strategy!! BAIT AND SWITCH!!

Helpful? [Yes](#) | [No](#)



RANDY of Summerfield, FL on May 3, 2017



Sadly with CenturyLink there is a problem with corporate and their local facilities. When you try to contact them you may connect to either one. When contacting your local Centurylink the staff is very polite while their corporate is extremely rude and constantly reminding you that you're under contract. They will prefer that you do direct billing and may also try to enroll you into a CenturyLink credit card. They will figure ways to charge you extra hundreds of dollars and when you contact the local CenturyLink they will be very polite and remedy the situation. The following month the corporate CenturyLink will not follow through with the changes that their local CenturyLink has done and charge you extra. After about 5 or 6 months of doing this you will start to see your balance skyrocket and when you decide to quit after being with them for 5 years corporate CenturyLink will threaten you with violation of contract.

Helpful? [Yes](#) | [No](#)



Kathleen of Aurora, CO on May 3, 2017



At the end of 2016 we decided to switch to Xfinity. We called CenturyLink and DirecTV at the end of December to disconnect. May 1, 2017 we received a bill taking us to collection. When I called I was told I was NOT a customer OR I would have paid the bill. Customer service has given us at least 5 different responses AND we got a refund for \$60 from DirecTV. Now we are stuck with a \$416 dollar bill with no recourse. I spoke to 'Alex' who implied I was a deadbeat. How insulting. It's bills like this that ruin people's credit. He put me on a blank 'hold'. When I spoke to a supervisor he was just as rude and spoke over me. He, in fact hung up on me. I was then told by a 3rd person that the problem was all DirecTV's fault. The 4th spoke to me and DirecTV (thank you Luis) who could make no sense out of CenturyLink's customer service rep's comments either.

Bottom line, CenturyLink does not know what customer service is and they need to do something about. I am now stuck with a bill (by the way they would not take 1/2 today and 1/2 next month) that I am forced to pay because I am a 'deadbeat'. Now, I am a literate person who pays all of my bills on time. This is unacceptable. I would urge all current account holders to 'disconnect' and find another TV carrier. Slam the doors in their faces when they say they can get Internet/TV services and bill for it. They are liars, and I freely tell this to anyone. Unfortunately you have no choice too but to pay for a bill that you have no idea is correct. I am disappointed for all of us and disgusted by CenturyLink. Shame on them. They don't deserve our business.

Helpful? [Yes](#) | [No](#)



Eliza of Longmont, CO on May 2, 2017



They sold me by blatantly lying to me about there not being any contract and that my bill would not exceed \$45 INCLUDING TAXES AND FEES and yet it was at least \$70 no matter how many times I called to ask them to lower it and make it what we agreed upon in the first place. I was originally with Comcast, paying \$60 a month for service that at the time I felt was too expensive for me. So I called CenturyLink and the salesman told me "Guess what? Not only will we charge you less, but there's no contract and fast speeds." Well, none of those statements were true.

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that I was told I had to call if I wanted to not have to pay the \$200. Well, that phone call was a waste of time. I was told "I don't know who you spoke with in the beginning, but your COMMITMENT is in your first bill and we sent you a confirmation notice." I definitely never saw a contract confirmation notice and no one reads the fine print in their bills, they only look at the charges and why those charges exist. The salesperson also said "Your bill, including taxes and fees will come in just under \$45." Again, a blatant lie. It was \$70 from there on out.

Now I'm pregnant, my fiance works from home and he needs the fastest/least expensive internet option so we switched to NextLight as soon as it became available. When I called to cancel CenturyLink, I was shocked to hear that I will be forced to pay a \$200 "Contract cancellation fee. " WHAT CONTRACT??? I'm fuming. And I have been looking at other complaints online and I see a recurring theme that people will send back their modems the same day and still get a \$100 charge for not sending them back. If that happens to me, I am really going to be financially and mentally in bad shape, not awesome considering I'm with child at the moment.

It's disgusting that companies can get away with blatant lies in order to gain customers and then charge them ridiculous amounts of money and the customer can't do anything about it. They obviously have no customer service skills and don't care what horrible things they do to their customers. As long as they keep getting paid and no one is able to do anything about it, this will continue to happen.

Helpful? [Yes](#) | [No](#)



Tawni of Gilbert, AZ on May 2, 2017



I've been a CenturyLink customer for several years. On December 27, 2016, after a move to my new home, I was to receive a TV/40mbps Internet bundle. The technicians NEVER came for their scheduled installation. I called... they didn't come again for the next service date (a week later!). I called again... they came out, but couldn't get anything to work - not even the internet. I called 3 times again only to find out the service I had been offered was not available because there isn't enough bandwidth allocated for my area! I was told I could only receive 20mbps and no TV.

I called 12 times over 4 months to get the bill for the TV removed from my account and each time I was promised it was handled and it never was! I paid the Internet portion in full and was promised that the bill would be adjusted to remove the TV service. My internet was disconnect due to the nonpayment for the TV (that I do NOT have!) on a Saturday which forced me to pay the TV bill in full (\$600) in order to have internet that I need to use to work from home! I finally resolved the billing issue after being transferred to 7 different people on the last call when one gentleman in the loyalty department FINALLY listened and fixed the issue with the help of a higher level manager at corporate! He was FANTASTIC! I just received my new bill - I'm still being charged for a disconnect fee for the Internet!

I called today to finally cancel my services and was told I could be bumped up to the 20mps at \$15/month.. WAIT I THOUGHT I ALREADY HAD THAT even though I was suppose to have 40mbps?! Oh nope, I have the lowest level AND I'm being charged \$40 for it. On top of that I'm now being charged a \$200 cancellation fee for my "contract" that CENTURYLINK NEVER FULFILLED ON. You never gave me the services I signed for and you're still going to charge me to "break" our "agreement." Worst experience EVER.

Helpful? [Yes](#) | [No](#)



Brandon of Waynesboro, PA on May 2, 2017



This company hides fees and codes their bills in unethical ways to charge you more. The 2nd month I received my annual bill that in which I could understand, without all the hook up and transfer fees that were on the first bill. Turns out my monthly service is \$28 higher than quote/expected. So I call to contest and they will not work with me or honor my original quote. On top of this I only have a 30 day period to determine if I will stay with the service. The reason I'm wanting to cancel the service is because it was not the price I was expecting and now on the second bill (without the transfer fees and activations) I can understand I'm getting charged more than I was quote and I cannot cancel because it's past 30 days. Therefore I had to pay a \$200 deactivation fee for service I had 2 months. I now have cable service and phone that is 4x faster for the same cost. CenturyLink hides costs from you and codes their bills in unethical ways.

Helpful? [Yes](#) | [No](#)



jacquelyn of West Jordan, UT on May 2, 2017



I signed up for a 2 year agreement for internet service from CenturyLink. I was quoted a price of \$29.99/month for the service. I take notes of my

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was no. I asked to speak to a supervisor and was told that I could not, they don't take calls. I asked if I could submit my concern any other way to have a supervisor contact me. Again the answer was, no. So in the CenturyLink billing department if you have concerns there is no one else to address the concerns other than the person answering the phone. I have been a long time customer with CenturyLink, but as soon as my contract is fulfilled that will be changing.

Helpful? [Yes](#) [No](#)

Jimmie of Mesa, AZ on May 2, 2017



I cannot describe how absolutely ** this service has been since I have gotten it. I get told REPEATEDLY that they are seeing 40 Mbps to my modem (all I have is internet). Well, when I wireless speed test (using several different tests) I see a whopping 18 mbps which is FAR less than I pay for. So today I used a Ethernet wired to my TV for a test. Guess what? 18 mbps! And when I call, I get hung up on, treated poorly, by people that can't even spell worth a damn (literally have a screenshot showing that "You will receive in three business days for the devolution"... Exactly what in the ** does that even mean??! I've been charged for equipment I have returned and that is a hours long fight in itself.

These people are stupid, they don't listen, they don't follow thru and I am unfortunately kinda stuck with their crappy ass service as my building doesn't offer any other service (god what I wouldn't give to have Cox in here instead. There is no amount of money that isn't worth getting rid of CenturyLink). I'm tired of being told I am receiving a full speed signal and I can prove beyond any showdowns of a doubt that I am. Whatever they are sending out vs what the end user (ME) is getting are 2 far different stories.

Naturally when I sign in with their given IP address it will of course show perfect. Well, I have run latency and ping tests over and over and over... and it AT BEST shows 18mbps... not the 40Mbps I PAY FOR!!! I'm very angry, I'm sitting here watching a locked screen on my TV right now do even it WIRED IN ETHERNET shows 18mbps. Nothing but liars these people. They should be shut down for unscrupulous business practices, this is against the law. Period, flat out. Even when I had the 20mbps package... I got 11!!!! They will never give you full of what you pay for. They are ripping people off... and getting away with it.

Helpful? [Yes](#) [No](#)

Toni of Howard, OH on May 1, 2017



The phone wire was sticking out of the ground when my lawn service cut it with their lawn mower. It took CenturyLink SIX DAYS to come out and repair it. The repair took 20-30 minutes. I was without phone and internet service for the 6 days. I was told I would get a credit on my account but I did not get it.

Helpful? [Yes](#) [No](#)

SEEMA of Davenport, IA on May 1, 2017



I have been a CenturyLink internet customer since 2009. My internet speed has been very slow, when I started online classes it became very difficulty (in 2016) because of why I called Customer Service and Technical Support team several times in November and December of 2016 and I was told to wait until the fiber optic service starts in the beginning of 2017.

So I called back in March of 2017 and Residential Service person offered a high speed service. Said I could switch from business to residential without having to pay a penalty for breaking the contract with CenturyLink since I am not leaving the company. They asked me to call Business Dept after they activate my lines. So I did and the Business Service customer service person was so rude and insisted that I have to pay 300 dollars penalty and said they have nothing to do with Residential Service Dept. He was not even patient enough to listen to what I have to say. He said my only option was to either switch to 94.99 dollar high speed internet service or pay penalty. I tried to speak to a supervisor and she said that she does not want to hear my story and I have to pay the penalty. It's like they're teamed up against you.

When the customer is not leaving the company why do we have to pay penalty? Maybe some of them need to be trained to speak to the customers. We the customers are the strength of your company. I spend about 45 mins getting transferred and staying on hold for no good reason. If I was

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got was sarcastic and rude replies. When I called Residential Dept they were so professional. My understanding is CenturyLink is one company with different departments. If you guys are competing with other departments for whatever reason please don't take it out on poor customers like us! My account no. **.

Helpful? ☒ Yes ☐ No



Tatiana of Surprise, AZ on May 1, 2017



After my husband died and I transferred TV service to my name I started getting outrageous bills ranging in the over \$250 range for the same service as I had for over 3 years. I spent at least 1 1/2 hours on the phone getting explanations and then adjustments which I thought would settle the matter. The next month nothing changed and there was no record of my previous conversation and they again proceeded to do adjustments and the next month the same thing occurred. I finally decided to discontinue service but was assisted by another representative that assured me that everything will be straightened out so I gave them another chance. I planned to spend the summer in Minnesota and requested service be put on hold until my return and that I would continue service again. I was assured that service will be turned off and no further charges will accrue until I start service again.

I left on my vacation and checking my site discovered charges and called and found that service had not been suspended so I again spend several hours to get that stopped. Received email that everything was taken care of until I noticed another bill for the month I was away. That really upset me because once again they failed to shut my service as requested. I finally had enough and told them I no longer want their service and to permanently stop my service. The rep said she will backdate the shut-off service to the original I request date and that I will owe nothing further but will need to return the equipment within the month so that there are no charges. After all that I again received a bill for \$176 for the month I was away and requested that I return the equipment so I don't get charged for them.

Now I'm in a quandary since my equipment is in Arizona and I'm in Minnesota. How do they expect me to return the equipment. I am still trying to deal with this issue and the \$176 they charged for something that was their mistake. Please do not go with CenturyLink unless you want to go through nightmares with their billing practices. This is the worst company I ever encountered.

Helpful? ☒ Yes ☐ No



Chris of Eldorado, OH on May 1, 2017



I have been with CenturyLink from the time they bought up Infinet. At first they seemed to get things done very prompt and were good about repairs and correcting the issues on a timely manner. I live in Ohio in a small town south of Greenville, Ohio. This past year has been the worst internet service I have ever saw. I was paying for 10meg service and found I was only receiving 3.5 meg and called internet repair. They convinced me to upgrade my package to 40 meg, so I did. Since that day I have had nothing but problems excuse after excuse why I am not getting 40 meg. I'm lucky to get an average of 20 meg. I called internet support. They told me a repairman had to come to my home. I thought problem will be resolved. He never showed up... I called raising Cain about their poor customer relations. Keep in mind I am missing work waiting for them to show up losing my days pay. I think the guy did come the second day.

To make this story short this same scenario has happened over and over. I called on Monday 4/24/2017. They told me there was an opening for Friday 4/5/17. So I took the day off. I called internet repair who placed me on hold and talked with scheduling. A guy was scheduled to be at my home that day. AGAIN no calls saying he could not make it or when he would be here. Towards the end of the day I recalled and they told me he would call and works until 7PM. The business office closes at 5. Hmmm. Imagine that the guy never calls and you can't call customer service because they left for the day. I just hope that my information might steer someone to not take service from them as they don't really seem to care at all about customer relations. Thanks for your time.

Helpful? ☒ Yes ☐ No



j. of Salado, TX on April 27, 2017



I lost several days of work, because the installation tech never showed and never called. I have a privacy gate and explained that I had to be present to let the tech on the property. but they were still a no-show for several days. Customer service is nonexistent: they will either not answer

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continue to receive bills every month. I had to spend additional time calling every month and speaking with managers, who reassured me that it will be corrected and I will never be billed. I still continue to receive monthly bills for nonexistent charges they made up.

I just called and spoke with Stephanie who hung-up on me after I explained the situation. I called again and spoke with Paul (**), who was unable to answer my questions and he just remained silent on the phone. I asked several times to speak with a manager and he finally said he would get one. I was put on hold for some time and when he returned he just started talking and never got a manager. They are also refusing to close my account. This company needs to be investigated!

Helpful? [Yes](#) [No](#)



kelly of Vivian, LA on April 27, 2017



Saw an ad for \$29.95 internet if you sign up online. Due to tech issues on their site (they said), I had to call in. To condense the story, after an hour on the phone, that \$29.95 turned into \$70.00. This company should be ashamed running an ad such as this to get customers. If they want to get more customers, they should try honoring their ads!!! And I gave them 1 star simply because I was not allowed to give less.

Helpful? [Yes](#) [No](#)



William of The Villages, FL on April 27, 2017



If you choose CenturyLink over other providers based on what they tell you about your rate, it fluctuates greatly no matter what the Customer Service rep tells you. My advise is to write down each time you call about your bill, the name of the CS person, time and date of the call and the rate you were promised. You can ask for what you were told in writing but you will never receive any written confirmation. Now, each time you call, bring to their attention the name of the person you spoke with, the rate promised, for what period of time that rate will continue. You will find that this will become almost a full time job. So if you go with CenturyLink it is easier to manage if you are retired and have an abundance of time you can devote to time spent on the phone. The lip drive from Customer Service is great but that's where it ends. Good Luck.

Helpful? [Yes](#) [No](#)



Dominique of Nowthen, MN on April 26, 2017



I don't even know how to begin this review! We are with CenturyLink for our Internet because we have no other options. Every year when it's Fall or Spring and the ground thaws, our internet cuts off and/or our speed goes way down and becomes almost unusable. After years and years having technicians come over and fixing things just temporarily, they finally told us they would dig up the cable and replace it because there might be a break somewhere. It has been 3 weeks and multiple calls to the Area Plant Supervisor (who told me twice he would send a tech over to our house to make a temporary connection until the real crew comes over to dig) so that we can get good service. The techs never showed up, twice! Now the supervisor does not even return my calls or emails when I try to reach him for answers and or reschedule something.

I also received a letter saying that they will be upgrading the technology in our area and that we would get a new modem for free. I called and asked if this new modem would be compatible with higher speeds than 12 mbps and all 5 customer service rep I spoke to said yes it would. And I clearly specified I wanted at least 20 mbps and everything was fine. Now today, I receive this new modem all excited and I call them back to up our speed. I spent an hour with a lady on the phone, she first tells me it was going to be free and 10 minutes later she said there was an error in her system and turns out, we will be charged \$160 if we buy the new modem plus installation fees. I tried to explain to her that everyone else before her told me that our new free modem was going to be compatible with the speed and now it isn't!

I was so frustrated I asked to talk to a supervisor. I had to explain the whole story to him AGAIN because of course she would not tell him beforehand so I didn't have to. He finally explained to me what the changes in my neighborhood would be and that this modem is indeed not compatible with higher speed but compatible with the same speed/new technology. I tried to tell him that 5 customer service reps told me it was and that we didn't have to pay. It ended up that if we want more speed. We have to pay for ANOTHER modem (we already have about 5 of them already...) and that we would have to pay for the installation.

And on top of all that, I called a few times to get a better price and the price they end up telling me on the phone, with all the bundles and fidelity

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a contract with them if you can help it!

Helpful? [Yes](#) | [No](#)



Brad of Boise, ID on April 26, 2017



I've been with CenturyLink for many years, but when I tried to change services, I was on the phone for hours being moved around between billing & customer service & technical support. I was trying to port my phone number back to them and I was directly lied to when billing said it was done - I even asked them to confirm this, and they said yes. I found out the next day that it wasn't done. Later, in customer service, I was having questions. Being polite, I got transferred to a supervisor and through the discussion she hung up on me. And no, it wasn't a dropped call. It's too bad they are a monopoly as the only player for copper land lines and don't care about their customers.

Helpful? [Yes](#) | [No](#)



Dave of Vancouver, WA on April 24, 2017



CenturyLink customer service SUCKS!!! Every time I try to block a telemarketer, I get a runaround and I get transferred to someone in the Philippines or other offshore location. I ask to be transferred to a stateside rep. By the time I get connected, the rep can't help me and I need to call a different number. This is total BS!!! How hard is it to block a number? The directions on the web page is totally incorrect. I wish CenturyLink would get their act together. They are losing customers with this crappy service. Just today, 4/24/17, I have spent over 2 hours and the issue still exists.

Helpful? [Yes](#) | [No](#)



Zilvinas of Englewood, CO on April 24, 2017



Absolutely the worst service provider ever! I won't even start on what is wrong. The fact that I called them 7 times and have been transferred from one representative to another numerous times, including supervisors, that could not help me with the issue they caused in the very first plays should say enough! It's either there is no system or people just don't know how to do their job. If changing name on the account is so difficult that I have to spend 2 days on the phone, what happens when you have a bigger problem? Horrible! I wish there was more competition in the market for the people to at least pretend that they care!

Helpful? [Yes](#) | [No](#)

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Consumer Complaints and Reviews



Richard of Peoria, AZ on April 24, 2017



My service goes out every day. Three of their techies came out, and each said CenturyLink has bad wiring in the area. Nothing wrong with the wiring in my house, but Century's wiring in the streets is bad. When I call after being fed up with outages, they say take yet another day off work to wait for another techie. I tell them 3 already came, stating the problem is their wiring in the street, and I am told it does not matter, every call requires that I wait at home for them to have the same answer, and not fix the problem. The techies say Century does not want to pay for fixing their bad wiring. Just keep putting customers off. When my contract expires, it is adios to this pathetic company.

Helpful? [Yes](#) | [No](#)



Jennifer of Elmwood, WI on April 22, 2017



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I decided around Christmas time that I would finally get internet. I own a small business, so used the internet there and did not need it at home. Having looked up the info, it appeared that I would be calling the actual company. I had NO idea that CenturyLink used third party sales and that, at least in my case, I was not actually talking to a real CenturyLink customer service. The pressure to add Cable TV and Home Security, Phone Service, and Internet with all the bells and whistles was so intense, I had to hang up the phone. The sales person would not take NO for an answer - even trying scare tactics.

I called back the next day and got a different rep and made it clear I ONLY WANTED INTERNET and nothing else; still unaware that I was talking to a third party service. STILL I got a lot of pressure, including sales of a third party tech support, which I was told was only an extra \$5 a month. Being I had my own router and modem, I agreed. They told me I would need it using my own equipment. They sold me the 24g speed and the tech support... and I thought I was all set. NO NO NO... After calling into the third party tech support to get everything set up I was told that I would need the \$19.99 plan that the \$5 plan I was just sold was not the one I needed. Disgusted... I agreed.

I then spent the next WEEK on the phone with tech support, after long hours at my shop, trying to get my internet set up - to no avail. MEANWHILE - CenturyLink is still billing me. They set up a work order request to have a CenturyLink service guy come out and test my lines, but he had hooked the internet up to the wrong house - go figure. I called again - and finally it was hooked up correctly, but I STILL could not get internet.

Finally after weeks!!! - I was able to get an ACTUAL CenturyLink employee who told me that I should have never been sold the 24g speed internet as it needed special equipment and that I couldn't have my own equipment because it would never work, but I needed their special equipment and that would be an additional \$10 - I was then told that I would only get 10g speed as 24g needed special lines and equipment that only an IN-HOUSE service call would be allowed. AND because I did not allow CenturyLink to extract the bill from my account that the \$39 did not apply either and that the real cost was \$49.

So I have now gone from \$39 high speed 24g internet with my own equipment to 10g speed internet and rented equipment for \$59 and if I wanted Tech support that would be an additional cost. At that point I wanted to just cancel everything and go with my cable company for internet. But I was told that I was locked into A 2 YEAR CONTRACT - EVEN THOUGH AT SIX WEEKS of supposed service - I STILL DID NOT HAVE INTERNET!!! If I wanted out I would have to pay them \$200!!! What a joke!!! I foolishly agreed to the new set up of internet in hopes that I could actually get internet - and sadly because I was locked into this contract. For the THIRD time they sent someone out to check my lines and after nearly 6 weeks of headache and continual billing I finally got internet.

Not only was the internet issue a mess and a giant sham, I told them that I had a P.O. Box, but instead they sent the bill it to my street address - delaying it by weeks and too late to send my payment in a timely manner - so I was charged a \$12 late fee, which they did not waive. Again, they did not fix the P.O. Box and when I caught it online - I had to pay a fee to pay with my credit card if I did not want it to be LATE.

I should also be clear that I was sold a \$39 a month internet deal with a 2-year locked in contract - thought NEVER was there any mention that I had to allow CenturyLink to extract it from my bank account. My total bill NOW is \$71 - far cry from the \$39. My experience has been nothing but a headache and a run around with lies and misrepresentations. I would never recommend this company and knowing what I know now - I would stay clear of this company.

Helpful? [Yes](#) [No](#)

Varun of Seattle, WA on April 22, 2017



The worst internet provider I ever had. To get a connection I had to call them 3 times. They said they placed my order and on the installation day no one appeared. When I called back, they said they could see an order. I had reschedule and wait without internet for a week. They did 3 hard inquiries on my credit report for one account. I had to escalate to management to get it resolved. Worst service ever. If you want to have peace of mind, go for another provider.

Helpful? [Yes](#) | [No](#)

Ted of Assboro, NC on April 20, 2017



I have had CenturyLink for a year now. \$66 per month for phone and internet locked in for 5 years, They Said. First bill over \$250. I thought it was for installation and paid it. Second month \$108. I called. The girl said that was way high. "You can get phone, internet and TV for that" she said and cut the bill back to \$66. Turns out \$108 of the first bill was for service and the rest for installation. I never got that back.

Six months later \$76. Like an idiot I have been paying \$76 month since. Last month \$108 again. I called. "I am so sorry" she said. "We can reset your discount", she said. "Good" I said because there is no way I am going to pay \$108. Oh, She said "You have to pay the \$108 this month". "You did not hear me", I said. There is No way I am going to pay \$108, I said. She hung up. I paid \$76 like I have been paying. Just got my last bill. \$128. \$78 + \$32 from last month + \$14 late charge for the \$32 + 6 something taxes.

This review is the last thing I will do on CenturyLink. It ends today. I can tell you I have had the old AOL dialup, At&t, TWC and others. CenturyLink is not worth it. Aside from the money CenturyLink is the worst internet provider I have had at any price. The old AOL was better and they never tried to cheat me. My goal today and from now on is to try to stop as many people as I can from signing with CenturyLink. How many people will pay \$108 scam that CenturyLink pulls. This has been the truth and nothing but the Truth. Don't let Crooks like CenturyLink scam you. Thanks.

Helpful? [Yes](#) | [No](#)

Dandan of St Cloud, FL on April 19, 2017



I moved to an area only serviced by CenturyLink. I called CenturyLink to add a line for my extra room in the barn. They told me that I would be charged \$55.00 per month for my home and barn wifi, and never mentioned about installation fee. So they sent a person to laid down the line and put a phone line in the barn room and left without any router when I was busy with my twins. Then my bill came \$389.00. I called them to discuss about it, and they said, "That's legitimate charge, and you will also be charged monthly \$88.00 with one year contract." I was frustrated with the charge and one year term, then they hang up the phone. I called them 4 times and they kept on hanging up. I gave it up and ordered CenturyLink router, and the WIFI still does not work but my bills keep on coming. Worst of all my home WIFI keeps on and off. If I have a choice I would never choose CenturyLink.

Helpful? [Yes](#) | [No](#)

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Brandon of Walden, CO on April 19, 2017



We own a business here in Walden, Colorado and my parents are moving into an apartment on Main Street. They called to get TV, internet, and a landline phone. They were told there are no providers in Walden. So we called again because we were sure it was a mistake. I was told that Walden, Colorado 80480 is maxed out on services. They cannot provide any more customers in our area with service. Who do we need to speak to, to get more service provided? She said we can add more internet to our business but not a residential.

Helpful? [Yes](#) | [No](#)



Hayden of Nampa, ID on April 19, 2017



I have been with CenturyLink for as long as I can remember. I recently moved into my own place and was ready to have internet. I was able to accept the usual 2 week long wait that CenturyLink requires all customers before they can receive internet. However, when they got to my apartment they could not install because some wire was missing. We asked them what wire it was and the installation man didn't tell us. He told us it was the apartment complex's managers job. So I went to tell my manager what happened and simply asked to talk to the installation man so he could figure out what wire it was and how to go about getting it installed.

For some reason CenturyLink refused to talk to my manager. Keep in mind, as the installation man stated, I can't get internet until the outlet is fixed and they add the wire. They refused over and over again. So I decided screw it. CenturyLink can't make a simple phone call. I canceled that day and signed up for Cable One internet. They were out the next morning to install and I had internet the next day. BEST decision I have ever made.

Helpful? [Yes](#) | [No](#)



Aleksandra of Foley, AL on April 19, 2017



Why are they still in business? Don't you ever consider to be their customer. I have been their customer for 10 years because I simply don't have a choice on the internet company in the area I own the house. There is always some issue with the bill, rarely I receive consistent bill that I can understand clearly. Always have to call to clarify and take care of some extra charges which magically can be fixed after intervention! How unprofessional is that. Recently I've been talked into a bundle deal with Directv, never once I received a bill for same amount I thought I agreed on. Needless to say integrity of this company is below one star, unfortunately there is no option to just give them negative. Once my contract is up, after long 10 years I'm saying goodbye to the house internet and will completely rely on my unlimited data from my phone. I gave so many chances to CenturyLink but I have enough with their unprofessional approach.

Helpful? [Yes](#) | [No](#)



LaTrice of Las Vegas, NV on April 19, 2017



When I signed up for internet services with CenturyLink, I was told that I can pay \$34.95 per month using autopay after I opened an account online. They provided the wrong apartment number for my address. so I had to have the box shipped to my mother's house instead. I contacted them for

repeatedly asking for one. They turned off my services and I had to pay \$700.00 to turn on the internet. The representative was going to charge a fee, and I threatened to terminate my contract for their inconvenience, so I paid the balance.

I moved to a different apartment complex and the phone line wasn't working. I called to request a technician who arrived the next day. The router was replaced and the phone line was repaired. Every time I called to make a payment, I was constantly giving the representatives my current address. They told me that my address wasn't on file, which is a bold face lie. They turned off my services one month later. I wanted to terminate my contract and was told that I had to pay \$200.00 extra. So, I waited until November for my contract to expire. I'm thrilled that I no longer have internet with CenturyLink. They're more than welcome to send the remaining balance to collections. Good riddance!!!

Helpful? [Yes](#) [No](#)



Michaela of Pueblo, CO on April 18, 2017



Unfortunately I rely on CenturyLink because I don't have another option in my area. I can only say don't get services with them if you can avoid it. I have had numerous problems with them, from CenturyLink attempting to sell services that are not available in my area, over outsourced TechSupport agents point blank lying, telling me our lines are being optimized that's why my connection is intermittent or goes down, to an agent

from the billing department having an attitude and asking me to verify employment. Since when does my place of work is part of verifying my account that I have with them since 2010. These people are simply awful in every way.

Helpful? [Yes](#) [No](#)



Theresa of Zimmerman, MN on April 18, 2017



Paid my bill and one week later they shut off my internet stating my account number was not found for billing or something like that. I was never notified at the time of payment or after payment. I received an email receipt thanking me for my payment, yet my payment never went through. I was never notified of the "bad" \$88 payment.

I work from home 4 days out of 5 as an executive assistant. I also dispatch roadside service from home. I can't be without the internet for long periods of time or without warning. My job is 90 minutes away and it's not convenient to have to drive to the office after hours due to no internet. I have many other complaints about my poor quality internet service and years of terrible customer service I have had from my first phone call with CenturyLink and the 3 week wait to get phone and internet service when we moved into our new home. That wait was due to CenturyLink incompetency.

If I had a better option in my rural area, I would use it. I am afraid I may not be able to work from home anymore due to internet stability problems and the fact that they want me to check my bank account a few days after each payment to make sure it cleared. I don't have time to babysit their billing system. My bank account has money, the numbers I entered were accurate and this is the only company I have ever had this problem with. End of rant. They offered me no compensation or apology about my lack of service due to their error.

Helpful? [Yes](#) [No](#)



Kevin of Fort Myers, FL on April 16, 2017



I've had CenturyLink for over 2 yrs. My internet went out. I called them to get the issue fixed at that time. I was told that a technician would come out the next day to fix the problem. Well they never came. I called again and was told that they would resend the technician. Guess what. They never came again. So here it is. Easter eve. I call very upset because my internet is still not working. They told me that they would send a tech out the same day. Never showed so I call for the 5th time and was told that my order was cancelled. Wow! But they said they could fix the problem over the phone. Put me on hold for 47 mins. Then finally gets back on the phone and got the nerve to say they would have to send a tech out. LOL. I am so pissed off at the time.

Now I am stuck with no internet on Easter. They even hung up on me a couple of times. I was on the phone for 6 hours for nothing. No one helped me. All they did was say I am so sorry and hung up on me. Oh and they charge me for a phone service that I do not have. I've tried to fix that issue and they keep telling me it's all fix but I get a bill statement that shows I am still getting charged for a phone service. Wow. Can anyone help me to

Helpful? ☒ Yes ☐ No

Dianne of Kearney, MO on April 15, 2017



Do not use this company if you have a choice. CenturyLink was only available service in our area. They called me to offer more service for less after I had been an internet customer for many years. Quoted me a price but then when I received my bill it was almost double what they told me it would be. Got the run around when I called to ask questions. We moved out of state in January of 2017. I was very happy to discontinue service. I paid a \$200 fee for terminating my service, which I was never informed of when I signed up. I sent the modem back on Jan 30th, 2017 with a prepaid label. Today, 4-15-2017, I received a bill for over \$100 for "unreturned equipment". They can't be serious. Very poor customer service.

Helpful? ☒ Yes ☐ No

Andrea of Hammond, WI on April 15, 2017



I recently moved from MN to WI and called a week before I moved to transfer service to my new address. Even though I only moved 30 minutes across the border, CenturyLink had to transfer me twice to get to the right person. Apparently they split their service right down the USA and WI is on the east. After 45 minutes on the phone they said service was all set up for my move in date of 4/14. Shockingly, my internet did not work on 4/14. When I called, I was transferred to 4 different people and was eventually told that they had a glitch and service could not be installed until 4/18. I was never informed of this change. I had to cancel my DIRECTV installation on 4/15 because it requires internet.

When I asked what they were going to do for this inconvenience, they really didn't seem to care. I finally spoke with a supervisor who said they would review my complaint and get back to me in 7-10 business days. I then had to be transferred to another agent to cancel my service from MN because of course the people that handle things in WI cannot help with anything in MN. Total time on the phone: 1 hour 46 minutes! If they weren't the only service provider in my area, I would NOT use them. Never had so many issues with one company. DO NOT USE CENTURYLINK!

Helpful? ☒ Yes ☐ No

elizabeth of Tucson, AZ on April 13, 2017



Their website says to go to my account to get data usage for the internet (note - they are several levels of data usage service). I went to my account and nothing. I then did a chat with customer service. They wanted to tell me the usage - I wanted them to tell me where to go. They didn't know. So they transferred me to internet service. After a while, the person said that this feature wasn't available yet. I asked them to take a complaint on the service - and they would not do it. So called customer service to make a complaint. The person had listening problems - I wanted to report a website error - he repeatedly said I should go to my account. And when I asked to be transferred to a supervisor, he hung up on me.

So I called back. Different person - he said I should go online to make a complaint as CenturyLink had an online form. He didn't know the URL (web address). I asked him to find out. After a few minutes I decided enough was enough - and google didn't show any CenturyLink online complaint forms. Amazing. Note - my service is really very good. It's the rest of the company.

Helpful? ☒ Yes ☐ No

A. of West Valley, UT on April 13, 2017



We are very disappointed with our connection speed with CenturyLink. It was terrible and always being interrupted. The billing service through the email was also hit and miss. They would charge additional fees if we were late even though we did not receive a billing notice. They told us that they always sent a billing notice through the email on account. Totally false!! We decided to change internet providers and have nothing but problems.

When the bill should have been 57.97 to disconnect we received a bill for 122.22. When we finally got them to settle for 87.97 and we paid it right

Menu

products to anyone. I do not see any good reviews. Someone needs to step in and close this company down for horrible internet service and products.

Helpful? [Yes](#) [No](#)



Stephanie of Hickory, NC on April 12, 2017



I moved into a very rural area and my only option where I live is CenturyLink. You would think that them being the only option they would want to keep their customers happy or supply good service. HA. THAT IS A LAUGH. I have been with them for 3 yrs now and if there was another choice I would of dumped them long ago. As of right now no internet for 2 weeks. Only answer their tech department knows is what a screen tells them. "Oh it will be resolved by 3 pm. We are so sorry." 3 pm comes around. NOPE. Nothing. It is pushed to the next day. "Oh wait. If it's Saturday you won't see crap till maybe Monday."

And as of now 1 week no home phone. Same ** but owe 10. And your long distance is shut off. This company is a joke. They have tech reps who read the manual. They have not a clue about the job they are doing. Or how about the reps who try and tell you you're wrong and have no clue. Ummm HELLO. I have been having outages every week for at least a few day or hrs at a time. I know by now the drill put down the book??? I

should take stock in my cell provider. They are making extra and loving CenturyLink since my 4G runs faster and costs more but is reliable unlike my home service. Stay away if you can... BEGGING CABLE. PLEASE ASK FOR MY AREA. WE HAVE NO CABLE COMPANIES HERE and CenturyLink needs to shut its lines down and allow a company that can handle this area in.

Helpful? [Yes](#) [No](#)



Sam of Minneapolis, MN on April 12, 2017



Over the past three months I have been working with CenturyLink in the attempt to resolve a billing dispute related to the cancellation of Prism TV. As of today my internet service is disconnected as a result of their inability to rectify their own internal billing combined with customer service practices I would qualify as borderline fraudulent. To be quite specific, today alone I invested over 6 hours speaking with CenturyLink customer service Representatives. Out of the 8 I encountered two were willing to provide badge numbers. Their response is varied but were composed of either a) being totally unable to help me b) being totally unwilling to help me or c) telling me that the problem was fixed without ever correcting anything. The other three Representatives simply put me on indefinite hold. In each case I waited over an hour for them to return and in all three cases they never did.

This is after a conversation that occurred 6 days ago where I paid them \$233 and they reported that the issue was resolved. I received a reference number for this conversation and they reactivated my service. As of this morning my internet service was again shut off as a result of non-payment. I have been circling around with this company for months and months and no one is willing to provide me any sort of billing detail or explanation as to how three months of Internet service totals approximately \$400. There seems to be no method of escalation to customer service but rather you are again sent to someone who is unable to help you until someone tells you the issue is corrected and it never actually gets addressed. I have on repeated occasions asked to be transferred to a department supervisor or manager and in all cases have been refused.

I'm writing this review in hopes that my experiences may dissuade you from choosing CenturyLink. Their initial promotional cost is misleading at best and their internal customer service and billing department I can only describe, in my opinion, as fraudulent. Any single individual I might chalk this up to inability but the unwillingness to stand by the claims made or to give me anything in writing indicating that I have in fact rectified my bill is utterly detestable if not illegal. To add insult to injury during my many one hour hold times the auto attendant informs me of how important my call is to them and then proclaims that they have the number one rated customer service among internet service providers.

My advice is to avoid CenturyLink at all costs despite having some issues with Xfinity billing they have always been able to rectify the issue and are in fact willing to stand by their phone conversation. I am of the mind that both companies should be considered controlled monopolies and that internet service should be qualified as a utility and costs controlled by state government. Until our legislature is capable of moving on these issues I would recommend a local fiber provider that is not a major conglomeration. Since these entities are rare if you are forced to pick choose Comcast.

Helpful? [Yes](#) [No](#)



Shawnie of Rainier, OR on April 11, 2017



I was calling to pay my bill in March and was told the acct had been closed; I gave my debit card info to pay it. I was then put through to New Accts! I was so upset and tried to explain that I just had an acct but was told I had to pay all new charges for new acct! I did and then was told it would be \$33 a month. Fast forward to Apr. 4th and I was told my bank acct was overdrawn! On inquiry was notified of CenturyLink taking \$142.60 out (for my bill of \$33).

I called immediately and talked to 5 agents (1 hr, 16 mins). On completion was told by Elizabeth (Financial Dept.) the 142.60 would be in my bank acct in 2-3 business days... and put through to Amber (supervisor?) to complete the call. Amber said she would have been in tears and thanked me for my patience and understanding, and stated several times that she had never seen anything like this and that the charges were not even ones she had ever seen in all her years with CenturyLink! She was canceling those charges and crediting my acct \$109.00, and no late fees or anything would be incurred.

Fast forward to April 10th money still not in bank and I contacted CentryLink, and was given a "Transfer ID number" and assured it was put in my acct. I contacted my Credit Union and they have no record of it and no way to track it because the transfer number is of no use to them. Now I'm at a loss of what to do. I know everyone I talk to is fed up with CenturyLink but in our neck-of-the-woods they are our only choice for internet access. This kind of business practice should be and actually is illegal but they get away with because what can one person do? Right? Well I don't intend

on sitting back and taking this type of treatment any longer! I will be researching (with the little resources I have left) how to take action. I may be getting older and on disability but damn it... I've had enough!!!

Helpful? [Yes](#) [No](#)

Susan of Burnsville, MN on April 11, 2017



Had CL internet service, moved put account on vacation, all good. I was very happy. Started referring my clients to CenturyLink, loved them. Fast forward, starting new sales job pt, moved into new place, contact CL ask for the service to resume at new address. Told I'd have to wait but I was totally cool with that. I had my own modem so I didn't need much. Came home last Monday night, tech left postcard about service (why were you in my place and who let you in) and I was freaking thrilled, finally I had the internet and I could try to make some money and get back on track. But my modem had a menacing red light instead of all green, what the heck?

I called the number on the card for tech support and I was told by some horrifying girl to "sit and wait for it." I asked her to repeat because I thought I missed something. She told me that if I waited it would turn green at 8:00pm. I told her it was 8:12 already and it was still red. She was more than rude, she was intentionally chaotic. She heard the frustration in my voice and I was almost in tears and she played with me like a mouse under a cat's paw. Who does this??? Apparently CL does.

She then asked me if there was anything else she could help me with and I said, "Why start now, you've not been any help at all." She then said in her most condescending voice, "Have a wonderful evening" and then on behalf of every disgruntled CenturyLink customer I unleashed my complete and utter disdain for her behavior. I said, "Wonderful evening? I cannot believe that you actually were given a job in customer service when you have no idea how to serve a customer. I called in looking for answers and you decided to make me feel stupid and useless. You treated me like my life doesn't matter and big deal if I didn't get the internet for my work." I told her she was hateful and she should do all of the world a favor and not work with people.

I cried after I hung up because I was frustrated but I was also proud to stand up to her. The frustration was so intense but I lived through it. BTW, it never changed from red to green. I did wait awhile. Around midnight I called back and spent 2 more hours on the phone speaking to tech support in India. It was a language difference nightmare. At one point I simply asked to stop calling me ma'am and start calling me Susan. I am your customer who needs your help. Do not try to remove the human aspect. We did not resolve the problem, slept a few hours, up next morning, let's try round 3. I'm supposed to be making sales calls but I'm on the phone with CL tech support. Long story short, lots of insincere apologies for bad service and A huge lie!! We will call you back in 4 hours. Don't make promises you have no intentions of keeping. I'm still waiting for the callback, tomorrow marks 1 whole week.

The other interesting thing was that they told me I didn't have an account and that my name did not appear on anything with my work order, so that's not completely scary with all the identity theft in the world. On Wednesday night at 6:00, I finally got my internet green light when I spoke to Eric from Nebraska. A sweet and kind guy who literally felt my pain and fixed the problem. It was the best experience and he was patient and kind. I called my local rep in Minnesota and he knew that his company sucked. He admitted it to me. I can't believe it, I feel like I sold my soul to the devil, named CenturyLink. I threw away my referral forms and I will tell everyone I meet the truth about CenturyLink.

I'm calling Comcast to see if I can get a better deal or perhaps there's other options, I am hand delivering my modem to Roseville MN tomorrow.

Menu

Best that I can figure is that someone will learn from my mistake. I feel bad that people will lose their jobs thinking this is a good company to work for, but read your reviews, you offer an inferior product at a cheap rate and you get mad at us when we bring it to your attention, that's no way to run a successful business. Please quit being an internet provider CenturyLink, you really do suck.

Helpful? [Yes](#) | [No](#)



Karen of Mesa, AZ on April 10, 2017

★ ☆ ☆ ☆ ☆

I signed on with CenturyLink. I was promised 1st year at 63.** a month for internet, TV, then 2nd year it would go up to 83.** for same service. 1st year. It took 5 months, tons of time on the phone, repeated requests over and over to honor the special I was offered. Finally 5 months into service, after contacting BBB and head of CenturyLink, my bill was correct. Fast forward begin 2nd year. After 3 weeks of phone calls I was told they could not honor the special they told me I would have and my bill was steady of 100.00 + every month. I paid it, and focused on end of 2nd year to get rid of them.

Their internet service is awful. I paid and paid and my bill was over 500.00. Finally end of 2nd year I ended this terrible service and they were to send boxes/labels so I could get the equipment back to them, and over a month later I am still waiting. I finally got final bill, and its for 71.**. A friend

is still waiting over a year later for those boxes/labels because they promised him 54.** a month and his first bill was over 200.00. How can a company operate with such poor service, and people who obviously do not know what they are doing. I will wait patiently for my boxes/labels. If they try to say I kept their equipment, I have skillfully documented all and will take this to a higher place.

Helpful? [Yes](#) | [No](#)



Nicholas of Battle Ground, WA on April 10, 2017

★ ☆ ☆ ☆ ☆

Don't get CenturyLink unless you enjoy having your dreams haunted and being to sent to collections when you would be VERY happy receiving and paying your bill instead. Took 3 years for collections to let me know "my" bill has not been paid. YOU HAVE ANY IDEA WHAT THAT DID TO MY CREDIT??? Reception is like over the top bad as well, just a heads up. Suitable for emails not streaming.

Helpful? [Yes](#) | [No](#)



Candace of Greenville, OH on April 10, 2017

★ ☆ ☆ ☆ ☆

Horrible customer service. I have been without home internet for two weeks. I called, and had a scheduled appointment a week out. When the serviceman didn't show up on time, I called and was reassured that he would be there. Around 6 pm, when I called again, they reassured me they would come the following day (Saturday). Another day lost waiting for them to show up. Today is Monday and I still don't have internet.

Helpful? [Yes](#) | [No](#)



Karyn of North Salt Lake, UT on April 9, 2017

★ ☆ ☆ ☆ ☆

We were living in a home when two salespeople from Century Link came by to offer service to us, though we were planning on moving sometime in the relatively near future. We mentioned that and asked about cancellation if we were to move out of the area. The salespeople told us that if Century Link is available in the area, they would expect us to keep our contract, but if not, no problem, we could cancel. So we signed up. When we moved, we decided to move into an apartment. This apartment charges us a media fee for internet/TV that they supply. We could not choose Century Link, so I tried to cancel with them, explaining this. Instead of giving good customer service, they informed me that I had to honor the contract. Now, every month I'm fuming as I pay my Century Link bill for essentially nothing more than air, in addition to the media package at my apartment. Don't sign up with Century Link. They do not take care of their customers.



omar of Phoenix, AZ on April 8, 2017

★☆☆☆☆

If there is less than one star I would give it to them. I've been a customer with CenturyLink over 5 years. We always have trouble with connection. Also, the charge we pay them or the bill we get from them are not the same price when you call them and place the order. I keep calling and trying to fix it, and they disconnect the phone or say, "Sorry, we will fix it," but then no change. We pay 120 a month for a phone line and a 2.5 MBPS speed!!! I called to cancel, they said, "We will make it for 80 plus tax," I was like, "OK." Now I just got the bill and it's freaking \$224.41. I just hope to see this company go down and close up. AGAIN, BAD CUSTOMER SERVICE, NO GOOD CONNECTION, AND OVERCHARGES FOR NOTHING!!

Helpful? [Yes](#) [No](#)



Rodney of Durango, CO on April 6, 2017

★☆☆☆☆

Moving out of state and since I'm moving out of state and they can't provide me with internet service, they are going to charge 260 dollars to break the so called contract. When I signed up the sales person said, "There will be no fees if you move" and "We can't provide service." This company has so many negative reviews against it with the BBB, Google and ConsumerAffairs, they should be looking at getting new and trustworthy leadership in place. My bad for not doing research on the company before signing up. Not an integrity company.

Helpful? [Yes](#) [No](#)



Greg of Longmont, CO on April 6, 2017

★☆☆☆☆

CenturyLink sent me an automated notice that they were going to upgrade my service and my modem "may" be incompatible. I called and asked them to check. They would not check and never even figured out what modem I had, they just wanted to send me their crappy modem. They said it was required or my internet would not work after March 24. I never received the modem. I have now been on-line with support and have elevated the issue-they can't even answer the question whether they are going to send me a modem or not. This is the worst company on the planet. Zero customer service. Find any other possible option for service. CenturyLink is the worst possible option.

Helpful? [Yes](#) [No](#)



Steve of Orem, UT on April 5, 2017

★☆☆☆☆

WOW... I canceled my service with them 18 months ago, after more than 10 years of prior service. This coming from a combination of technical problems and related poor customer service on the phone attempting to resolve those technical issues... When they refused to cancel with ease, all while continuing to bill me into the trailing month for continued service, I said "fine, ** about it then." I told them I was already hooked up to Comcast at that point so "do whatever rocks your dysfunctional boat, take 10 years about it you'd like, what do I care..."

In spite of not having a contract with them, they insisted I would need to jump through a series of hoops about canceling, all while stressing I needed to follow a series of protocols about returning their equipment. In the end they never sent me their own preferred special shipping boxes for which they insisted was necessary for shipping their equipment back to them. I finally gave up on shipping their equipment back to them after several more phone calls and attempts to work with them on that detail... 18 months later they're sending me a very belated bill proclaiming I owe them money. They refuse to articulate what the bill is for exactly... I ask, "Is it for non-returned equipment still sitting in my basement? Is it for a particular month of service which was canceled?" They claim it's in "Collections" while asserting 18 months of antiquity. So at this late stage nobody knows what the bill is for precisely... FINE. ** about it then!

Helpful? [Yes](#) [No](#)

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S. S. of Valley City, ND on April 4, 2017



Unfortunately, we do not have another phone company in Valley City, ND, so I have had CenturyLink for more than 20 years. It is terrible, and my bad experiences with this company would take up much more than my allotted 50,000 characters. I will just focus on a few of them. A few years ago I suddenly found I had no phone service - and no Internet, since I had dial-up. CenturyLink told me to plug the phone in to the box outside to find out if it was my problem (inside the house) or theirs. However, they had never replaced my old box with a new one into which a phone could be plugged, which they should have done ten years before.

In short, it took seven weeks - without a phone line - to get my service restored, and yes it was their problem. My calls fell on deaf ears until my best friend, who was one of the best lawyers in the state, called them for me. He called simply because he had a phone and I didn't, but must have identified himself as John ** of Gosbee Law Office, because they gave me a modern box the next day! That's what it takes to get results from CenturyLink - ten years late. A lawyer.

It took a state legislator friend to get them to give me the Lifeline discount I qualified for. He got results when I couldn't. Every year after that I would receive two letters from this company. The first didn't ask for my 1040, only my signature. The second chewed me out for not sending the 1040. After I sent the 1040 I received the discount. That was until November or December 2016, when the discount was ended without my knowledge or any chance to renew it. In December I was billed, not the usual \$16.76, but \$47.85, and after that, \$34.95.

I trustingly, and probably foolishly, went to their live chat today to try to solve the problem. I couldn't sign in because they had lost my account - although they were still sending bills to my email address, the website did not have the address in their "system". I wasted a couple of hours getting a new login, which didn't work because, they said, their website was down.

Eventually I reached the billing department - and an agent named Jim who was the worst bully and least helpful agent I have ever encountered in chat. When I told him I wanted paper bills from now on rather than a link in my email, he didn't change it for me as Verizon's good support would have done; he just told me to sign in and do it myself. I had just told him I could not sign in, and he knew the website was down. He said those bills were correct, which was a lie. He didn't give me a link to sign up for Lifeline again (which I had to do because they hadn't notified me to renew), just told me to look it up on the Internet.

By the time this bully was through with me, I was all but in tears. I will call my old friend, the now-retired state legislator, tomorrow - I was too upset after wasting the entire afternoon with CenturyLink "support." If you can avoid CenturyLink, avoid it. If you can't, I sympathize, and am not at all surprised that customers have given them only one star.

Helpful? [Yes](#) [No](#)



Tammy of Salt Lake City, UT on April 4, 2017



I received an email stating that my account was past due. I had gone into a local office soon after and the representative there said that it's not showing past due and the payment wasn't due till later in the month, at that time I decided to make a payment on that billing since I was already there. A week or so later I get another past due notice. This time I called the customer service number and after being on hold for 8 minutes when the line picked up and hung up. I called right back and this time I was on hold for a little over 10 minutes and the same disconnect happened. I still do not know why I receiving past due notices.

Helpful? [Yes](#) [No](#)

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Consumer Complaints and Reviews



Cindy of Fort Collins, CO on April 3, 2017



This company is unbelievable. They blatantly lie to get you to sign up for their inadequate service. I chatted with a rep to verify no termination fees before signing up but today when I went to cancel (due to the worst internet service I've had since dial up) they inform me of an early termination fee. Their customer service is a joke. How long do you think you can operate a business, CenturyLink, by running off of termination fees?? I will post this on every social media outlet as well as filing a local formal complaint.

Helpful? [Yes](#) | [No](#)



PERFERS of Port Charlotte, FL on April 3, 2017



Menu

informed me that my credit date had expired. I am also on paperless billing with CenturyLink. After 4 months CenturyLink sent me a notice that my billing was overdue with four months of late charges. I believe this is an intentional scam to collect the late charges. The customer service people told me that they had sent me notices and my billing. I received nothing from them until the 4th month and I got an overdue notice. Just a friendly reminder, run away from CenturyLink. Do not do business with them. As soon as I have another option they will be history. You have been warned.

Updated on 04/10/2017: This is a follow-up of my April 3rd review. On April 3rd, I was on the phone with CenturyLink for one hour. The customer service representative assured me my billing was up to date. Today, April 10th, I received another email stating that my account is overdue. I am on automatic billing. Seriously, what is wrong with you people? I am NOT paying those fools any late charges for their mistakes. How is this company still in business? Stay away from CenturyLink. You have been warned.

Helpful? ☒ Yes ☐ No



Jennifer of Chandler, AZ on April 2, 2017



My account was deactivated by CenturyLink, not myself, on 3/30/17. I began calling for support at 9:10 pm when this happened. I was told to call back during business hours, as my account was deactivated and they cannot assist me. This call lasted 24 minutes. I called the next day, spoke to 4 different people, for 1 hour and twenty-eight minutes. They acknowledged that it was their error, and a service technician would be at my home at 8 a.m. on 4/1/17 to resolve this. They were issuing me a \$40 credit for the inconvenience, and upgrading my speed to 200 from whatever it was previously. No one showed up, I called AGAIN, on 4/1/17, for another 26 minute phone call, only to be told that the "finance" dept did not issue a work order, my account is deactivated, and they cannot assist me. I need to call back on Monday to get this resolved. Still no service.

Helpful? ☒ Yes ☐ No

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Switched to save money. They told me THE lowest package would be 14.95 plus 9.95 for router unless I had a router then it would be &14.95 a month. I had a CenturyLink ROUTER so I sent the new one back. They also said I would get a CenturyLink gift card I could use for ANYTHING even to pay on my bill. LIES! My first bill was 70.20?? The next bill I got was 33.50. I called. They didn't have the router in the system so I made her check and yup they received it the Feb 27. It was now March 18.

They said the reason the bill was 33 was they didn't have the router as returned. But I should go ahead and pay the 33.50 & they would adjust it on the next bill so I tried to pay with the CenturyLink debit card and NOPE. They don't take those for payment and you can't cash them in to pay your bill. NOPE. This was after arguing with three supervisors how they need to have better training so they don't give out the wrong info. DO NOT TRUST WHAT THEY SAY. PS I GOT TO use the card at the grocery store but not anywhere else! YIPPIE.

Helpful? [Yes](#) | [No](#)



Yohni of Marshalltown, IA on March 31, 2017



I've been having pricing issues for over 4 months now. I was supposedly under promotion. Next thing you know I get a bill of 115.82 dollars. I called and complained about the issue. 40 minutes into the call they supposedly resolved the issue, for that month supposedly. I called to reassure the situation and they all said everything was resolved. I get a bill today saying I owe \$74.88. I even waited just a month in case it was a mistake on the pricing, but nope I was wrong.

Funny because they all swore my new internet charges were going to be \$5 a month, but on my bill it say new charges \$48.42. Good thing I have the whole conversation recorded. I would not recommend this slow DSL internet to anyone, stick to a different provider. I am canceling this service for good tomorrow if I'm even able to cancel because they redirect your call or hang up, and I'm also recording the conversation again, just in case I have to go to court, and just in case they still try charging me.

Helpful? [Yes](#) | [No](#)

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Chauncy of Fort Collins, CO on March 31, 2017



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because I didn't want a contract. I never signed a contract. Nowhere on the order confirmation does it say anything about a contract. When I went to cancel after their service was terrible, they claim I'm on a contract and have to pay a termination fee. I asked them to show me the contract with my signature and they said it was a verbal agreement. I asked them why the order confirmation didn't say anything about a contract and they said that the single line in my bill that said "month X of 12 month term" was the only proof they had. In general, they are a deceptive company in many ways and their service isn't great to begin with. I cannot stress enough how awful they are. If there was more telecom competition in the area, I never would've gone with them in the first place.

Helpful? [Yes](#) [No](#)



M of Windermere, FL on March 30, 2017

★☆☆☆☆

CenturyLink has limited resources to install internet. It takes weeks to schedule installation. During installation, it takes several hours for the technician to install (while Spectrum only took a day to schedule next-day installation and 30 minutes to install). Once the internet is up and running, it has a lot of downtime specially at night.

Once we decided to terminate after a year, it was easy calling CenturyLink to disconnect. However, they made it difficult for us to return the equipment. Unlike other companies where return labels are emailed within seconds of terminating the account, CenturyLink supposedly takes 7-10 business days for the customers to receive the return labels. CenturyLink delays the processing of return labels for terminated accounts so they can collect fees for non-return. The customer service agent said it TAKES FOUR (4) DAYS TO PROCESS A LABEL.

After 4 days, labels were sent via USPS without tracking number, without any audit trail if it was truly processed and mailed. After 4 business days of printing the label and sending via USPS, 8 business days have passed and still no label have been received. I have requested 2 return labels but none has arrived. It's been 17 days since we terminated our account. Nobody in CenturyLink can help. It's a dead-end for this issue. I guess they are just waiting for Billing Department to bill for non-return of equipment so they can collect fees, and us, spending our precious time with customer service disputing the charge.

Helpful? [Yes](#) [No](#)



JP of Littleton, CO on March 29, 2017

★☆☆☆☆

There is nothing worse than opening an account with a company, ordering service for a specified speed and them turning up service 5 days late (and they still arrived 30 minutes after the scheduled time). The one thing that chaps my hide most about all this... I ordered the 60Mbps package and never got anywhere close to the package speed. I was getting anywhere from 8-18Mbps max. Their response, it's up to 60Mbps, not a guaranteed 60Mbps. Are you serious? It's no wonder the Arizona state attorney is suing on the grounds of fraud. I hope Colorado follows suit. I happily discontinued my service after 2 days to switch back to Comcast. Still awaiting my return slip, btw. I know from the thousands of complaints here and from the BBB (congrats on the downgrade to C+), that I will need delivery confirmation of the equipment. Don't want to be charged \$300+ because the employees are too lazy or too stupid to log the return of the equipment.

Helpful? [Yes](#) [No](#)



tammy of Aurora, CO on March 28, 2017

★☆☆☆☆

We signed my husband's account up for auto billing at CenturyLink. He has had a stroke so we thought it would help. He received the bill calls me telling me there is no due date for him to enter in the checkbook log. I was sure he was mistaken so when I got time at the bill and I also could not find a due date. I called CenturyLink and asked where to find due date, was told it was 18 days after the bill cut date so I asked where I find that date. They told me it was the little date on the top of page one of bill statement. That it will be between the 10th-15th of the month as to when it is pulled from our account. I explained his bill needs a due date so we can due his budget. I was told just budget for the 10th.

I worked for a Bank for 8 years. I handle many calls from seniors and others calling asking why we paid CenturyLink early because it called overdraft fee. For example customer receives the Social Security on the second Wednesday of the month so this month they are paid on the 12th. So this month the bill is due on the 14th. bill is covered next month. They are paid on 14th. bill this month is due on the 12th not covered and

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many of them can figure out where the print date on the bills and count out 18 days why there are so many issues.

When I set this up for my husband it was to make it easier for him. All I have done is make more problems. No due date, find cut date, count out 18 days to find when his bill is due. This is suppose to make it easier. I spoke with CenturyLink was told then "this might not work for you." Me and how many more who do not understand it such as our elderly parents or family members.

Helpful? [Yes](#) | [No](#)



Michael of Chandler, AZ on March 28, 2017



CenturyLink and prism TV are a fraudulent lying company. They are the worst tv provider in history. I was quoted a combined price for both tv and internet services which was a good enough deal to cancel DirecTV... Turns out prism / CenturyLink lied. The bill was more. I had to call in every month and try to adjust it. Each call lasted over an hour because they just kept switching me to someone else. Thursday I spoke to someone who finally agreed and gave me a confirmation # and everything so I paid them the corrected amounts for the months I owed. I received an email confirming it.

Today my tv service was shut off!!! I called in and again was on the phone being bounced around for 71 minutes. When I finally got to the correct department, the guy asked how he could help and when I explained the situation for the 100th time and let him know I had confirmation #'s and such... he hung up!!! Please do yourselves a favor and never use their service and feel free to pass this along to anyone willing to listen. Now I have to take them to court??? Calling BBB and FCC asap. Thanks for letting me vent.

Helpful? [Yes](#) | [No](#)



Glenda of Portland, OR on March 28, 2017



STAY AWAY FROM THIS LOUSY AND EXPENSIVE COMPANY. Salespeople fail to give the TRUE costs of getting anything from this company installed. Received billing of \$225.95 barely a month in, and last billing was not over month and a half for \$365.82. Turning them in to the FCC and NOW I read all sorts of bad feedback for this company. They are not to be trusted, and they sent a mail back sticker so we can send back the modem. I want to take the modem to one of their offices so I can get a receipt showing I DID RETURN IT. I DON'T TRUST THIS COMPANY AT ALL!

Helpful? [Yes](#) | [No](#)



Zac of Murray, UT on March 27, 2017



For my education I heavily use online videos for lectures. Throughout the day I will get lag spikes upwards of 1000 ms. It makes it literally impossible to load even a 2 minute video. Secondly, I own a record label in Utah, and we upload albums to iTunes/Spotify/etc. I simply cannot upload albums from my home because I get upload speeds between 80/120 kb/s (!) which is on par with dial-up speeds. What a joke of an ISP. PLEASE do not give this company your money if you are anywhere in Utah. They have told me that my speeds are their "highest" package, which is absolutely laughable. This shows CenturyLink has a singular priority for profit over ANY type of real increase in infrastructure spending.

Helpful? [Yes](#) | [No](#)



Edwin of Kissimmee, FL on March 27, 2017



Worst service. I had use this company for over three years. Please, be aware that even when your contract with them has ended they will charge you for disconnection of the service with them. The service is bad, and the customer service if any is the worst. Please, DO NOT USE THIS COMPANY.

Helpful? [Yes](#) | [No](#)

Conny of Las Vegas, NV on March 26, 2017



When we transferred services to our new home, we told CenturyLink Prism that we wanted to have our services transferred to our new home by a specific date and gave them a date that we would be able to arrange to have someone there. The service technician showed up at our new home before we were even able to get the keys. A box for their services was installed and our service at our old home was disconnected. We went for one week with no TV, no internet... quite boring!!! When we finally moved into our new home, we again had not service. Every time I called customer service I would get some BS story that the remainder of the installation was scheduled to be completed October 26, 2016 (A month after we moved into our new home). I explained the situation above to 4 people and each one acted like they understood on the phone but still no service.

Then when I finally got our service going, my bill was \$100 more than what we were paying at our old house. I called customer service and was told that it was because our promotion had expired. Fine, I understand that, but then I was told that the promotion would be reinstated at that our bill would be less than \$130 per month for both preferred TV services and internet. Needless to say, that is not the case. All of the companies will tell you what you want to hear. The main reason we changed to them is because we do not have to have an ugly dish attached to our home. I am seriously reconsidering that!!!

Helpful? [Yes](#) | [No](#)

Roger of Mead, CO on March 26, 2017



Was surprised at all of the others out there who are experiencing problems with their phone and internet service. We have been a customer of many years, and continue to see what is a decline in the quality of service. More recently I see where CenturyLink staff delight in putting one on hold or transferring calls, only to see the call dropped. I have wasted a lot of time trying to call in, only to give up in frustration. Not a single person ever has the same answer. I wanted to verify cancellation of my web host account, which I was under contract for a term of three years. Still haven't got that accomplished, after about an hour on hold and transfer antics.

I recommend anyone looking at a web host service to avoid CenturyLink at all costs. I got hooked into the three year term without prior disclosure, and more sadly no service on the web host system. We got a twenty minute orientation, and then had a short video to follow, which was quite lacking in instructional content. Thankfully our telephone service hasn't been problematic. What is an issue is the ridiculous slow speeds for the internet. I live in a rural area and there are no other service provider options currently. We saw CenturyLink doing upgrades to the underground cabling in 2016, so we're hopeful that we might see improvement, although I have to admit, my expectation level remains low.

Helpful? [Yes](#) | [No](#)

Paul of Prairie Du Chien, WI on March 25, 2017



I signed up for a two year period for \$43/month. Price has doubled after 18M. Customer service is no help. They state a refund will be issued but nothing changes. I am looking for a different carrier but will get it in writing as these companies tend to talk like Donny Trump. Say one thing then do another. MY RECOMMENDATION IS TO STAY AWAY FROM CENTURYLINK. Not Trustworthy.

Helpful? [Yes](#) | [No](#)

Amy of Albuquerque, NM on March 24, 2017



Have been a Qwest phone and then Centurylink phone customer for 13 years. I just spent 4 months dealing with Century Link regarding my phone service which I asked to be changed to voicemail anywhere only in Nov 2016 but they didn't set up the voicemail system. Then in January 2017, after realizing it was not set up, I called and they did set it up but they, for some strange reason had changed my billing address so I didn't get

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they can get it right. If you have any other choice besides them, go there. STAY AWAY from Century Link.

Helpful? [Yes](#) [No](#)



Sandra of Las Vegas, NV on March 24, 2017

★☆☆☆☆

This is by far one of the worst companies I have dealt with. The TV service freezes all the time, service techs come and fixed nothing on 4 or more times. You can't watch TV in HD and record in HD at the same time. Internet is so slow, and when I cancelled my account I was due a credit and got a bill instead 2 months later for service in my home I was not even receiving. I didn't even have their equipment anymore, I had sent it all back in a box they sent me with their label on it! No matter what they quote you on the phone the bill will ALWAYS be higher and then they tell you "well we can't honor what a sales representative tells you." RUN! Do not use this company.

Helpful? [Yes](#) [No](#)



Aracely of Thornton, CO on March 22, 2017

★☆☆☆☆

I had a business internet/phone service w/ CenturyLink. Not exaggerating, every I mean every single time I called they told me one thing and did another. The prices I was given never reflected on the bills. They never had records of me calling, they told me early termination of my contract would be \$200 but for every month I had the services they would deduct \$20. When I terminated my services early they said there was no such thing that I owed a \$300 early termination fee. I paid it just to end my service with them. Then they said they never received the equipment back. I had to literally beg them to get a shipping label because we need to use the one they send to us. I asked if I could just return it to a store and I couldn't do that either. After many calls and time wasted my services were terminated.

Whenever you call this place they transfer you around about five times until someone will listen and lies to you, tells you what you want to hear to get you off the phone. Then when you call back they say "who did you speak to, what dept/ id#" literally what is their SSN#. Long story short no accountability for anything. If you want to avoid wasting your time and losing money DO NOT CONSIDER CENTURYLINK for any business/residential needs. Good Luck!

Helpful? [Yes](#) [No](#)



Barbara of Apopka, FL on March 22, 2017

★☆☆☆☆

Unfortunately there are only 2 Internet Providers in my area. Spectrum and CenturyLink. I was offered a \$19.95 for 10k mgb PROMO and my first bill is for \$101.15. I took my bill to the nearest store on Saturday and I was told that I was set up wrong that should be in # 10 (whatever that means). She went on to write on my bill that I should not be paying more than \$45.00 plus tax a month. How could my bill be \$101.15?

Now they are telling me that to knock down \$10.00 additional dollars I have to go on automatic pay. Now would you allow a Company that lies, lies, lies to mess with your credit cards or bank account? What the hell is this "give me you ss#" every time you call with your account#, telephone# associated to the account. I'm going to leave work early and give the store near me one more chance to fix this. Also what the hell is 1 year contract so they can screw you over anytime they want. In my area we have a TV station (Channel 9) that helps out the consumer. With the nice reviews on this page, I'm sure they would love to the nice little piece on CENTURYLINK. If my bill doesn't get fixed at the store. I'm done.

Helpful? [Yes](#) [No](#)



Julie of Lake St. Louis, MO on March 22, 2017

★☆☆☆☆

I had given CenturyLink another chance after 10 years thinking maybe they had made the effort to satisfy consumers. I was sadly mistaken and paying the price, again. Several years ago I had moved to a new location and did not need the internet, I cancelled my CenturyLink subscription, and

cancelled my subscription because of poor service and connection problems and I was sent a bill for un-returned equipment that I sent back to them immediately. After calling CenturyLink on countless lunch hours I still do not have an answer. Please, please, please do not use CenturyLink. They are so bad.

Helpful? [Yes](#) [No](#)



Tammy of Wentzville, MO on March 21, 2017



My family has been Centurylink customers for several years. We had both internet and phone service through them. Even though we paid for high speed internet, on several speed tests we never reached over a 2.8 speed. We had made several calls to customer service and each person had a different answer, so we were forced to accept the service that we had. Where we live there were not many service providers at the time we moved there, so that is why we were stuck with Centurylink. Now that the city has grown, more providers have come available. So we decided to change providers due to the high cost, poor performance and poor customer service that we were receiving from Centurylink.

We have scheduled to change providers on a Tuesday and had called the previous Friday to inform CenturyLink that we would no longer need their services starting on that Tuesday. They immediately discontinued our service, locking us out of our email account and without internet service. My husband called customer service and inquired to why the service had been cut off before the date we requested, the representative could not give us an answer and my husband was transferred to two other people who had the same answer.

So we requested that the service be turned back on until that date and were told that they could not do that. No further explanation. I would highly recommend NEVER using Centurylink. If you need to use the internet you would be better off going to your local restaurant or retailer that offered free Wifi and use your smartphone. It would be a lot faster than the service you get from Centurylink. I am giving them 1 star as that is the lowest rating you can give... But truthfully they are a -10 in my book.

Helpful? [Yes](#) [No](#)



Nancy of Clinton, UT on March 21, 2017



I have internet and telephone services with CenturyLink. I have been a customer for about 20 years, so they have given me a Customer Loyalty Discount Offer every year. It expired in March 2017, so I called CenturyLink to see what, if any discounts they would offer me. I had been paying \$78.81 for 12 months in 2016. I called in March 2017 after my discount expired, and I was told by a CenturyLink employee named John from Illinois that he would increase my internet speed and give me a discount. He gave me the order #**. John told me the amount would be \$56.41 the first month and then the cost would drop to \$43.94 a month after that for 12 months.

I received my bill yesterday for \$61.49 (not \$56.41 as I was promised) I thought that it might be taxes that pushed it up, so I called to make sure the cost would drop on the next bill, but was told that John promised me something that he couldn't deliver and that my monthly charges in fact would be "around" \$61.49 per month. So basically he lied to me and the sales rep from CenturyLink that I spoke with acted like that was ok that he lied to me and said, "No one can predict the taxes on your service," so basically I was stuck with the amount and his lie. I think their deceptive services should be brought to light. Thank you for your time.

Helpful? [Yes](#) [No](#)



Jen S. of Glendale, AZ on March 20, 2017



Internet service has been extremely slow. They promise up to 12mbps but I only got 6mbps. Then when I call up to find out how to get better speed they quote me an upgrade of a monthly charge of \$34. I said ok. Then I get the email confirming my order and they have my monthly charge at \$75 and another \$9 rental fee for the modem. I then call up customer service again and the man says he can't help me. "Sorry but that is the price". I said, no way, I was told specifically the price to upgrade was \$34 and I would never be able to afford the \$75. He's like "sorry I can't help you". I tell him that is completely illegal and fraud to quote me one price and then charge me more than double. That's FRAUD! I eventually then ask to speak to the manager. I get bumped up to speak with one of the supervisors who then did fix my bill to the \$34. At least that is what he says.

I am waiting for my email confirmation. Then I will know if in fact I am getting charged the right amount. I am not happy with the company. The people

new modem. It seems like a Mickey Mouse operation and I don't trust them. They are deceptive. They also send out flyers saying you can get reductions in your bill but it's fraudulent marketing because they just want to sell you more crap. I think someone sued them for this deception. I recommend looking for other internet suppliers. This company is horrible.

Helpful? ☒ Yes ☐ No



Juan of Greenwood, SC on March 19, 2017



The price is exaggerated. I have been charged for more than a year for a phone that does not work but according to them I have to take to have internet. From a plan of 35 dollars they charge me 85 dollars a month for exaggerated "charges" that are invented. This company is ridiculous. They abused me because where I live there are only two internet companies. And one is worse than the other. And needless to say that the internet goes daily, you have to turn off the router and turn it back on. And if you call to have them fixed if you drop the internet, they charge you for that service. I do not recommend it to anyone.

Helpful? ☒ Yes ☐ No



Robert of Newton, NJ on March 18, 2017



I had to have call forwarding added due to the home phone line being down. Today the repairs were made. A squirrel chewed through an outside phone line. I called to remove the call forwarding since the repairs were made and get any reimbursement for the charges since the problem was outside of my obligations. I have to say the customer service is HORRIBLE!!!! I called on my cell to remove the call forwarding. After spending 20 min on the phone and after being transferred 7 different times having to explain to each transfer the reason for my call plus all they needed to get me verified who I am each time, I got disconnected while on hold. I called back on the home line and it was the same old same old. I was transferred 3 more times explaining each time again till I finally got someone that could actually correct the issue.

While on hold I get disconnected yet again. Another 10 min wasted. I called back at this time I demanded to speak to a supervisor. I explained it all for now the 11th time. At this point the supervisor tells me he can't remove the call forwarding and I need to call another number but yet the last person I spoke with said he could and was removing it and issuing the credit (BTW, he never did what he said he was in the process of doing). I demanded him to handle it and I refused to dial another number to go through the entire thing again.

I wasted nearly 45 min because of incompetence. Everyone there just transfers calls so they don't have to do anything. I am highly frustrated with CenturyLink (and this is not the first time dealing with their "customer service" if that's what you wanna call it) but unfortunately they are the only option in my area otherwise I would have been a past customer long ago.

Helpful? ☒ Yes ☐ No



Jennifer of Bozeman, MT on March 17, 2017



For such a large company, they have an unbelievably flawed customer service system. The second you want to cancel, be prepared to be jerked around for half a day to most likely get nowhere. If I am charged for anything at the end of this I will be dealing with canceling in on the credit card side. I will never do business with Centurylink. I have never given a business a negative review but this whole thing has been ridiculous.

All I wanted was internet to my office. The salesperson gave me one option and that was to bundle with a tv for around \$70 per month. I don't need a tv in my office but, since that was the cheapest option, I proceeded to set up an account. At the end, the scheduled setup date was about 6 weeks out. I asked if I could wait on finalizing the everything until I could see if I could get something sooner. Salesperson assured me I could schedule everything and call back to cancel at anytime. I found out they had a \$29.99 option so I called back to cancel the initial account and they could not find me in the system. I was transferred at least 6 times. 3 hours of my work day later I had gotten nowhere.

Now I am thinking I must have talked to a fraudulent company and given them all my personal info. My card had been charged immediately for the Directv's \$20. So, I call back again. I was able to cancel with Directv and transferred to Centurylink again. They still did not find me in the system. Somehow I was being charged for stuff within minutes of setting up an account but did not exist in the system yet the next person I talk to won't let me off the phone until she confirms that I want the \$29.99 offer. I said, I want to make sure the initial transaction was canceled before setting up

By this time I am over working with CenturyLink completely. I felt suckered into a plan that I didn't need when they could have told me about the \$29.99 special right away and everything would have been perfect. At this point I figure, I don't exist in the Centurylink system so I let it go. Well, now, over a month later I get a tracking number letting me know my modem is being shipped to the wrong Suite address. So, another hour on the phone being transferred around like I don't exist and they find my account under the incorrect address. They assure me that I won't be charged for the modem I didn't order that is going to the wrong address. I guess we will see. I am beyond skeptical and baffled at how this could all happen. I will continue to waste my time checking for charges on my card and doing credit checks as I do not trust the people I gave my personal info to. Unfortunate.

Helpful? [Yes](#) | [No](#)



Brooke of Salt Lake City, UT on March 17, 2017

★☆☆☆☆

If I could give a minus star I would. Their customer service is terrible. When you call in, if you can talk to someone who can give you an answer, you are lucky. Otherwise they will transfer you until you are hung up on. The customer service by phone and their techs do not give you the same

information, which has cost me hundreds of dollars in their mistakes because they will never give you your money back. I moved and they send a bill to my old address, even though I was set up for automatic payment withdrawal.

When I found out about the bill, the service person I talked to said they would give me a credit and they did. However, the same month they gave me a credit on my account, then sent the same amount to the collections agency. Thanks CenturyLink. Whenever you move, they put you under a different account number, you can't just transfer your service. That way when they bill you they will charge you extra fees that they like to automatically tack on, even if you have told them you don't want their custom services in the past.

Recently I cancelled my account, because there were two accounts at our house. They said no problem and cancelled my account, or so I thought. I wasn't billed for a month, but then payments just started coming out of my account again. I called them to have the problem corrected and now they are still taking money out of my account. You can't ever talk to the same person and none of them really know what they are doing. If you are thinking of using Centurylink. Good luck, because it is going to be expensive for low quality service and even worse customer service.

Helpful? [Yes](#) | [No](#)



Jeff of Seattle, WA on March 16, 2017

★★☆☆☆

My experience with CenturyLink is mercifully coming to an end. After having continuing issues with failing modems and phone line problems, I am once and for all jettisoning this deeply unsatisfying service. I have paid for upgraded speed for years that never lived up to the hype. The price has slowly climbed and is well beyond what a cable connection costs for the same speed, which, by the way is like dial-up. I would never recommend this service to anyone who relies on the internet to accomplish important tasks. Sad.

Helpful? [Yes](#) | [No](#)



Ophelia of Rocky Mount, NC on March 16, 2017

★☆☆☆☆

February 28th, 2017 was a year that I had been with CenturyLink. They originally told me that I would not be in a contract. When I called to cancel was when I was told about the contract. December 26, 2016 I called CenturyLink to get another cable box. It went downhill from there. I have spent way too many hours talking to them trying to straighten out the fact that I wanted an additional box not technical support. I never received the box although they tried to charge me for it and a tech coming out to connect the box I never received. On March 1 I cancelled the cable and asked for wifi to be increased from 10 to 40.

March 4 my Hulu kept loading so I called Tech Support. I was still at 10 but they had me scheduled to be upgraded to 25 as there is no fiber optics in my area. Although customer service was charging me for 40. I was told the price for 25 and 40 is the same. Per customer service, the cost should be \$65 per month. I received a letter showing my price was \$85.00, then a second letter showing \$77.00. CenturyLink is not worth the time and effort that has to go into getting things right. It's a never ending job. I am so sorry I've changed but they all appear to be the same. There should be laws

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Helpful? [Yes](#) | [No](#)

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Logan of Layton, UT on March 15, 2017



CenturyLink has the worst customer service ever. And we always have slower speed than what we're paying for. Also they won't let you change your due date. We get paid the last day of every month. But if we don't pay by the 25th they will disconnect our internet. They say it's impossible to change the due date. Honestly only still with them because where I live they are the cheapest.

Helpful? [Yes](#) | [No](#)



Robert of Ashland, MO on March 15, 2017



I have had internet service since last year with Centurylink and it has been the slowest performing internet I have had since the days of dial up

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foreign accent that you can barely understand them. The internet service they offer, IN MY OPINION, is a scam and not worth the time to even place a call to these people. It is the worst ever and when I make my last payment to them, here is what they should do. Take the money, look at the money, feel of the money, take a vacation with the money and most of all enjoy the money because it will be the last ** money you will EVER receive from me!

Helpful? [Yes](#) [No](#)



Sally of Las Vegas, NV on March 15, 2017



BEWARE of CenturyLink automatic withdrawal practices. I cancelled them over 3 months ago and only had them for 2 months because they lie. They quoted me a monthly price then charged me triple on 2 bills. I ended everything with them. I sent back all my equipment and they even sent me a \$8 credit check for overpaying. Now over 3 months after cancelling and being done with them they take \$339.44 out of my checking account. For NO REASON. I call them they say there is nothing they can do and to dispute it with my bank because it was taken out as a ACH/Check from my account and they can only credit back for debit or credit card payments. HELLO. Why are you taking anything out in the first place from my account?

I was placed on hold 2 times once for over 12 minutes then I hung up then next for over 20 minutes then hung up. The next call they hung up on me while transferring me to a supervisor. Horrible company. I now have to dispute this with my bank and it could take up to 10 days to get my money back. GET MY OWN MONEY BACK... BEWARE they scam people from the very start and then even after you are no longer with them...

Helpful? [Yes](#) [No](#)



Sherry of Boise, ID on March 15, 2017



In the 7 years I have had CenturyLink in my business and the 5 years I had them at my home has been near constant wrong billing problems. Each time we work to resolve issues has taken literally hours and multiple phone calls. I would estimate about half of our conversations have resulted in my call being dropped (hung up on?). They have cost us a lot of money in wrong bills and manpower trying to resolve issues. There are no words to describe the amount of frustration I have for this company. We have discontinued business with CL and still continue to be billed continued. How can I be rid of them??

Helpful? [Yes](#) [No](#)

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Mark of Lehi, UT on March 15, 2017



I've had issue after issue with CenturyLink. I wasn't able to add DirecTV, because they claimed I already have it (Ridiculous). They never complete their orders. I upgraded, and they didn't complete the work - I had to escalate to get the speed they were already charging me for. Then the modem didn't work after only 2 months, and they tried to charge me for replacing it. I had to dispute that. And then when I ultimately downgraded, they did not change my bill. When I got someone on the phone, she was slow and couldn't fix the issue. First she had to "chat" with another department which took forever, and ultimately she still didn't fix the issue, she had to issue another order to fix it. I still don't even know whether it is resolved, I have to wait and see and probably call back again. Dealing with Centurylink is ridiculous!

Helpful? [Yes](#) | [No](#)

How do I know I can trust these reviews about CenturyLink?

- 784,088 reviews on ConsumerAffairs are verified.
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cherri of Punta Gorda, FL on March 14, 2017



This company sucks. They over charge. They say one thing and do another. It's not right. I have called and called trying to get a reason behind why my bill was so high never did get a answer from this place. So I have canceled CenturyLink. Was not happy with this company at all. This company over charges the consumers. Bad Business. Don't deal with this company at all.

Helpful? [Yes](#) | [No](#)



Christy of North Plains, OR on March 11, 2017



Discontinuing service as this company is the absolute worst for customer service. I have spent at least five hours on the phone with them over four days trying to get an operator intercept set up so that when people call my parents' old CenturyLink phone number they will be directed to their new Frontier phone number. Every time I think I have someone who will do what is needed they put me on hold and suddenly I am transferred to a new person who has no idea what has happened and we start all over again.

Yesterday I was requesting to speak to a supervisor and the fellow seemed to understand and promised not to put me hold and get it done right. I

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am sooo frustrated with CenturyLink. The worst ever.

Helpful? [Yes](#) [No](#)



Lucian of Meridian, ID on March 7, 2017



I have been with CenturyLink for 6 years. Since they were Qwest. I can usually call and get the price I want and the speed I want by asking for the Customer Retention Department. That happened this last time but it required a tech come out to upgrade my speed. They cannot get a tech to me for a whole month. For a 5 minute or less visit to check my modem. Completely ** service. I would use anyone else if they didn't suck so much in my area.

Helpful? [Yes](#) [No](#)



Ninel of Goodyear, AZ on March 7, 2017



Every time you try to transfer your service you have to cancel the first service and start a whole new account with them. We transfer the service, they started the new service, which it was horrible. But never cancelled the old service. Called them 4 times, chatted with them 3 times, they said we escalated the issue and will be solved. After 3 months, the service still active and we are still being charged. If we don't pay it will go to collections, we really don't know what to do, and how to get out of this.

Helpful? [Yes](#) [No](#)



Bruce of Connelly Springs, NC on March 7, 2017



Where is the option to offer a fraction of a star? I have dealt with many service oriented companies through the years. Most were pleasant experiences. Other had issues but for the most part, they managed to resolve them. CenturyLink however, is a company that obviously has no concern with consumer satisfaction. I'll spare you the details but all I wanted to do was port a phone number to my current address, a task which I was told would be very simple and quick.

Long story short, I have been given four completion dates and all four have passed with no service. That's bad enough in itself. The phone calls to CenturyLink are another matter. One gets the impression that there is little if any communication within this company. When you talk to them, it's almost like you are speaking a foreign language to them because they can't understand simple, basic English.

This morning, I was on the phone with customer service for 1 hour and 10 minutes, mostly on hold and the rest of the time repeating answers to questions I had already been asked. After another deadline passed, I called back and spoke to this nice lady who told me to hold on, and that she would take care of this quickly. 20 minutes later, I'm still listening to cheesy elevator music! I hung up and called back, making my way through their automated answering system. This time, I spoke to someone else who told me they could take care of the problem. 25 minutes later, still on hold, I hung up again. I still have no phone service and don't when or if I will. If you have alternatives (I don't), find another company and don't waste your time with these losers.

Helpful? [Yes](#) [No](#)



Mardig of Seattle, WA on March 5, 2017



Spent the entire day waiting for installation of internet and TV. I was willing to abandon Comcast after many years due to their lackluster service - but after being stood up, maybe not. I also called 3 times to confirm they were coming on the very day, was told yes, they never showed. When I called the 4th time at the end of the day, no one could find an answer, and despite lots of apologies, couldn't even reschedule me quickly in deference to my schedule. Oh no. So, I'll stay with Comcast. The devil you know, yes? CenturyLink is not ready for prime time.



Sabrina of Winter Garden, FL on March 3, 2017



When agreed to a "verbal contract", they offered prism TV and internet services for 12 months for \$60 a month, I even saved the flier. My first bill was over \$200, called to complain. They lowered but not to the price I agreed on. Every month I had to call for my bill to get fixed and every month got a different response. When it finally came time to end my contract, I called and asked for services to be discontinued. Guess what? I got a bill for a month of service without the "discounts" for \$229.

When I called to complain they told me I have to pay for this bill or else I will get late fees and charges then expect another bill next month for the correct amount and maybe a credit. Why will I pay for something that I don't have anymore, I already returned my equipment at a CenturyLink office on the day after I called to cancel services. This is unbelievable. I have excellent credit score and always pay my bills on time. And now have to deal with this type of people. They are not honest, this is a big ripoff.

Helpful? [Yes](#) [No](#)



Yue of Orlando, FL on March 3, 2017



From the very beginning, I was not happy at all with CenturyLink. When I first called them to install the service, they kept me waiting for more than one week, and each time I called they promised to come at the evening or the second morning, but they never showed up. And I called again and also complained, but the problem were not improved or solved until after about more than one week or so, the service was set up. The internet was very slow and spotty.

For the first few months, they charged me a lot of money saying I didn't have the auto pay. After I had the auto pay, they charged about \$110+ every month from my account for the service which only cost \$50 when the 12 month contract ended. They should have let me know first that our contract had been over and if I would like to continue rather than charging me more money directly. For the money they have already charged and put in their own pocket, it's very hard to ask them back.

I cancelled the service a few months ago, and they told me they would mail me a return label to return the modem and it's for free. I waited and waited, till today, there is nothing mailed to me. However!!! They charged me \$106.49 for the "Unreturned HSI Equipment". Come on, it is your problem, why should I pay for that??? Who wants that useless equipment? I have been wanting to give it back for a long time. And right now I'm calling the customer service, which have already taken me 30 mins waiting... BTW, each time I called, they would keep me waiting for more than 20 mins. This company is definitely having very low efficiency, productivity, reliability and trustworthiness. I will definitely never use the service from Centurylink again!!! It's really frustrated. Really frustrated...

Helpful? [Yes](#) [No](#)



Carrie of Buffalo, MN on March 3, 2017



Please be aware that once you unbundle your Verizon account with CenturyLink you are not allowed to rebundle the same account with a new phone on the same service plan. CenturyLink representatives will NOT tell you this when you unbundle. In addition - just bend over and take it if you are in an area where only CenturyLink is available for home phone and internet. Not sure who is at fault but I can't say I like either company.

Helpful? [Yes](#) [No](#)



Geralyn of Bullard, TX on March 2, 2017



We have had continual problems with CenturyLink's services and technical support for years. The rates keep rising, the services keep lessening, and they continually try to charge me for house calls when it is not needed. The internet service is continually and frequently losing connection daily.

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replaced by channels nobody wants. When calling, it's difficult at times to understand the technical professional due to accents, and it infuriates me when I request to talk to a supervisor, and am denied; especially over my cell phone which I had to use as my landline once again was not working.

I do not want anything from CenturyLink other than an end to having to deal with them. I'll be switching to another company in a few days, but I fear that they will try to screw me over in regards to returning the modem. I'm writing this review to tell others to steer clear, no matter how good their introductory offer - you will regret doing business with them.

Helpful? [Yes](#) | [No](#)



Suzanne of Portland, OR on March 2, 2017



CenturyLink came to our neighborhood and installed fiber optic lines - we were so happy to see another option other than Comcast. The solicitor said we could have internet and tv - high speed for \$120.00 a month guaranteed. Well, it wasn't. Second bill is \$231.00 - called to complain and ask how and why... they gave us a \$20.00 off so our amount would be 'closer' to \$120 and offered a \$30 gift card to offset the cost. If a Centurylink rep comes to your door - slam it shut. Oh and customer service is through a call center - not even a Centurylink representative! I've been Trumped!

Helpful? [Yes](#) | [No](#)



Summer of Boulder, CO on Feb. 27, 2017



Two issues that made me feel abused & powerless as a lied-to customer: I dropped-off the rental modem on 09/07/2017 at my local UPS store. Luckily, I got a printed-out receipt at the store for that drop-off. On 02/27/2017, for the 7th time, I contacted CenturyLink to get my promised credit (reference# **). I have emailed, called and spoken with customer service about this issue. Each time, it is like Groundhog Day, with me having to start over and provide the RA# to them. Then we go the UPS tracking site to show how it's documented they received their modem. We'll see if my 7th time in asking them for this credit (after again, walking them through what happened) actually gets me the credit.

Issue #2. CenturyLink told me billing would cease when I terminated my DSL service with them, and that no advance notice was required. I cancelled it on 02/09/2017 and on 02/27/2017, the latest customer service rep said I have to pay for the service through 03/02/2017. So I was lied to by their rep in early Feb 2017, as that if they'd told me my service billing would cease 03/02/2017, then I would not have started Comcast until 02/28/2017.

Overall impression: It's like their customer service reps have absolutely no documentation in their systems of what next steps and promises they've already communicated to the customer, though on each interaction, I request that the rep writes down my request in my account notes. It's like CL's strategy is to promise action and credits but then just hopes that they beat-down the morale of their customers until the customer gives up and quits chasing the promised \$50 credit. And I am not even complaining about their download speed on old, outdated facilities being less than 3 MB.

Helpful? [Yes](#) | [No](#)



Pauline of Bend, OR on Feb. 27, 2017



In our rural community CenturyLink only offers internet speeds of 12 Mbps/2 Mbps but we never get any more than 10 Mbps/1 Mbps, often only getting 4 Mbps/ .2 Mbps. And the connection drops unexpectedly several times per day. They have not been able to solve the problem.

Helpful? [Yes](#) | [No](#)



Vicki of Cedar Rapids, IA on Feb. 25, 2017



I have had service for 4 months. In that time I have called at least 10 times, spoke to many supervisors and here I am still with an unsolved problem.

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it.

Helpful? [Yes](#) [No](#)



Kelvin of Las Vegas, NV on Feb. 24, 2017



Internet has been down FOUR days now. All I did was downgrade service from 40Mb/s to 10Mb/s. Since we were only getting 8Mb/s it seemed reasonable not to pay for 40. Service stopped working after I ordered the change. Technical support couldn't fix it so they "escalated" it to the "very best people" who still haven't contacted me except to say it'd be 1 to 2 days to fix it. Day 4 now. Contacted customer support who couldn't care less other than to say it's going to cost me \$250 to cancel service because we have a contract. A contract for a service that doesn't work, that I'm locked into and can only pay my way out of. I'm only a single, small consumer that can't fight this and CenturyLink knows it, therefore they get away with it. Unethical company. Shame on CenturyLink.

Helpful? [Yes](#) [No](#)



Ti of Portland, OR on Feb. 23, 2017



So I was approached by a door to door sales person in June 2016, I changed from DISH being they could beat the monthly charge. Starting with the first invoice that started charging \$75.00 more than what I was advised and on my contract. I started "calling" and using the "chatting" option in Sep advising them of this. Trying to get to someone on the phone that can "help" you is a crazy experience, the "chatting" experience I was always told it was being adjusted.

Of course now all of this they can find no record of. I was on the phone with them on Friday 2-17-2017 for 2 hours. They adjusted my billing to what it's suppose have been since July. I asked for an email of the changes, I have still not received anything, they still expect me to pay the back balance of over \$500.00. I spoke with them again again today, went over ALL of it again, they advised they AGAIN adjusted it to what it was suppose to be and again advised I still owe the back balance, even though they said they see where I have been charged too much. I refuse to pay the back balance but I don't know where to go from here... It is SO frustrating cause I really like what they provide.

Helpful? [Yes](#) [No](#)



Lisa of Riverside, CA on Feb. 23, 2017



Called tech support and in 5 minutes today modem was broke. Sent to billing to order new one. 1 hour later 5 rude people and still no order. Told each person I do not want DirecTV, each time I did so transferred to service disconnect person who then sent me back to tech support. Finally talk to corporate who said tech call from CEO office within 48 hrs to tell them what happened. Well it's been 7 days and still waiting for call. I have never had good customer service. Every call I have ever made to them has been a horrid nightmare.

Helpful? [Yes](#) [No](#)



Sharon of Brighton, CO on Feb. 23, 2017



I had Xfinity for years but they kept raising prices and different prices every month for the same service, so I called Century Link for a deal and nobody said they were hooked up with DirecTV. They there a receiver box on my front porch 2 days later and I had two bills in my mailbox from them. One for around \$200.00 and the other for \$150.00. Of course, I was on the phone for hours trying to get it straight when the tech showed up and hooked up the internet and land line and I was satisfied because it worked, for 20 minutes and stopped. By this time I was reading sign on the wall to Run! I had them take me off the billing list and went to DirecTV, not knowing the scam, yet.

After over 20 calls to get a box to send their modem back, a month later I got one and paid \$5.50 to UPS to send it back. That was Oct. and now, all

service that I never got. DirecTV hadn't got my story yet but I'm constantly on the phone with them, also. I was on the phone from 9 am until noon to a rep in Central America and few other non-English speaking countries to no avail. They all play dumb when they don't want make the consumer happy. Damn shame Americans have to try and outtalk people we can barely understand and vice versa, from other countries. Won't hire Americans because they are penny pinching Crooks. In the words of Mammy Yokum, "I has spoken".

Helpful? [Yes](#) [No](#)



dfewfgvfe of Adler, GA on Feb. 22, 2017



Full of false promises and customer help can't help customers. From bill went from a promised 36.98 to a 48.94 might as well pay for Comcast. And when I complained they gave me a one time \$10 refund even though this occurred for 15 months!! DO NOT USE CENTURYLINK! They will overcharge you and say it's your fault. They even had my address wrong, my email wrong and still said it was my fault for not calling them every month to say "you are overcharging me." DOES NOT DESERVE EVEN ONE STAR!

Helpful? [Yes](#) [No](#)



John of Portland, OR on Feb. 22, 2017



Overcharged every month since started service. Where do I start. Started when two salesmen knocked on my door. Said they'd lower my bill to \$98/month with basic cable, ten times faster internet than Comcast, a phone line and a \$200 visa. I told them I'd never use the phone but they said it would be cheaper that way so I agreed. What a great deal, right? Wrong! Installation guy showed up. He didn't like electric wires under the house so I offered to crawl and help him run the fiber optics. Then he said what a hassle it would be to run the phone line. I told him, like the salesman, I'd never use it. So he didn't install it. Well, my first bill came and it floored me. It was almost 3x the amount promised. So I called, figuring some honest mistake, beginning my first hour of hours and hours and hours of phone calls and hundreds of agents. Sometimes they'd send me to the wrong agent, or wrong co. or just drop my call altogether. This has become a monthly ritual.

Through persistence and a lot of patience I thought I always found that, "special agent", they would assure me that everything was true and it just won't reflect on my bill right away. And reverse late charges, and put me at ease. Next month bill is outrageous again. Hours and hours on phone again. Resolved again. Still no \$200 visa. Did receive a \$20 visa offer however. Hours and hours and agents later resolved issues again. Finally received \$200 visa after hours and you know. Finally they tell me it's not cheaper to bundle the phone. I freak. I spend hours and well you know. Finally they say they've reversed all charges but of course I won't see it on my bill right away. Is that their scam? So I continue getting these outrageous bills, but not fretting at all, because I was assured it would all work out. This whole time I couldn't even try to pay my bill because they cancelled my phone which gave me a different account number. I tried everything.

Their help chat line didn't even work. So it's been like 5 months now. I can log in and pay my bill now. When I log in it says I owe \$174.00. Very reasonable. Then I get a letter saying I owe \$748.00 AND THREATS OF SHUT OFF AND COLLECTIONS. I can't type anymore, of my phone conversation today, with them. I'm so utterly disgusted. I can't imagine how many little old ladies they've taken advantage of. They are the problem with our society and moral turpitude. They should go to prison. I don't recommend them. Calmly saying, have a nice day. I finally got to use the moral turpitude phrase. Lol. But seriously. These are images of my online balance versus what I get in the mail. There's no dealing with these guys. Utterly hopeless. I miss Comcast.

Helpful? [Yes](#) [No](#)



BENJAMIN of Santee, CA on Feb. 22, 2017



When I cancelled CenturyLink, I returned my modem. One week later, I called to confirm my modem had been returned. The customer support technician verified the return. Several months later, I received a bill for a missing modem. During the time I was disputing the bill, I was sent to collections. I dealt with CenturyLink and ignored the collection agency. CenturyLink, for the second time, confirmed the modem had been returned and I OWED NO MONEY. One year later, as I write this review, I received another collection letter (from a different agency) on behalf of CenturyLink claiming I owed for a missing modem. I broke down and paid because of the previous headache. I would recommend CenturyLink to NO ONE due to their poor customer service and record keeping. I was told two times my modem had been returned and I OWED NOTHING. But, I still wound up paying for the modem.

Helpful? ☒ Yes ☐ No

Carol of Phoenix, AZ on Feb. 22, 2017

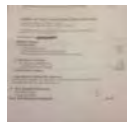


I have been a CenturyLink customer for several years and have yet to speak with anyone in customer service that did not have a really bad attitude and seem to really not want to assist their customers at all and even had one tell me he could care less if I went with another company - no skin off his nose. I have thought about writing to the CEO of the company, but the attitude starts at the top. I have been very successful with my own business and had I treat customers the way they treat theirs - would have never been one of the top in my industry.

I hope Trump does something so that CenturyLink has lots of competitions - because then they will have to be nice to customers or lose all their business as I hear the same from everyone that deals with them. They should be ashamed of themselves for having such a bad attitude and even hanging up on customers - it is deplorable and unacceptable if you ask me and I hope someday they are no longer in business - would serve them right. Unfortunately they are the only real option right now. Someone needs to train their customer service department (customer is always right even when they aren't).

Helpful? ☒ Yes ☐ No

Allan of Greenville, NC on Feb. 22, 2017



For the first time in years I actually looked at my CenturyLink bill. To my surprise I noticed I was being charged \$34 a month for a landline I didn't realize I had. When I called CenturyLink and asked about it, I was told that years ago when you wanted internet service you were required to use a land line, but that as of over 5 years ago it was no longer required. I told the service rep I was sure that at some time they may have included that fact in a bill, but that I had obviously not paid close attention to my billing statements and missed that key piece of information, and have just been paying the bill. So the rep says they can cancel the unneeded, never used service, and I agreed, then asked her what she thought was appropriate in regards to a refund for the years they were essentially charging me for air. She then supposedly spoke with her supervisor and told me they could give me a month's refund.

I then said, "Let me make sure I'm getting this right. We've established that CenturyLink was billing me over thirty dollars a month for five years, for a service that I've never used, and that CenturyLink knew I had never used and didn't need, and you are offering me a ONE MONTH refund?" Using the car dealers playbook, she said she could talk with her supervisor. She comes back and says their final, mostest, bestest, buddy-buddy, insider-only refund would be THREE months refund. She also stated that they had no way of knowing I wasn't using a landline. Incredulously I asked her to clarify her statement that the PHONE COMPANY had no way to monitor if a customer WAS USING THEIR PHONE, and she said, "YES, that was correct." I spoke with another service rep and they too uttered that same ridiculous lie.

Was I at fault for not reviewing my bill for so long? Absolutely. Is CenturyLink doing their customers a huge disservice by continuing to charge them for a service they know their customers haven't used for YEARS? Absolutely. There's no telling how many tens of thousands of people have been getting bled \$300-400 a month for years by a company that KNOWS it's jacking their customers for something that's totally obsolete. Then when an occasional customer wakes up and notices it and asked them about it, they play dumb like it's never happened before, and waste your time by offering you pennies on the dollars that they took from you for literally nothing in return.

Helpful? ☒ Yes ☐ No

E. of Albuquerque, NM on Feb. 21, 2017



"Extremely long wait times". Current still on hold with CenturyLink 1 hr 32 min. Got correct representative at first with correct internet department. Rather than helping, representative said did not know how to help and asked if she could transfer. My account is current, no money owed and internet down. Internet department said "unable to assist".



Chip and Anita of Dauphin Island, AL on Feb. 21, 2017



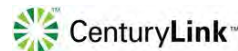
This account is in the name of Anita **, my wife. We have lived in this area for almost 4 years. The internet speed has been terrible for the last 3. The internet service goes out daily. Almost hourly. We, like most that are complaining about CenturyLink are in an area that no one else services. When you call, the techs are hard to understand and I don't think they fully understand us. My issue is not in my house. When I am having issues, so are all of the others in my area. We put in a new modem... no change. We asked for a tech to check from our house back to their equipment... He left a note on our door that said he needed access to the house.

I am an electrician, our wiring is fine. Like I said, it's everyone not just me. How could their issue be in my house? I have paid my bill with very little credits for the outages that we have incurred. It's terrible business. I welcome someone to contact me that speaks English. What they are doing to our community is taking advantage of the situation. It's a monopoly. They expect their payment on time. They should provide uninterrupted internet service or shutdown and pull out of our community. I will continue to post negative reviews in as many places as I can find until this is resolved.

Helpful? [Yes](#) | [No](#)

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Consumer Complaints and Reviews



Marjorie of Banks, OR on Feb. 21, 2017



Poor repair service, failure to meet the repair dates they give customer. Automated system that repeats "working on it". Second outage in a month, we are being told a cable issue. We live in a rural area with no cell service and have no other option for service provider. Neighbors phones working so problem is one customer. One occupant of home disabled with health issues and no phone service a big issue. First outage 8 days to repair. Current repair estimate 11 days.

Helpful? [Yes](#) | [No](#)



amy of Snowmass, CO on Feb. 21, 2017



Menu

Tom and Monica) and told me I was stupid for not catching the error sooner and the fact I routinely paid my bill every month meant I was OK with it. They have overcharged me \$1200 and want to charge me \$600 to cancel the account that was being double billed at the same address. They have no idea what customer service means!!

Helpful? [Yes](#) | [No](#)



Karen of South Cle Elum, WA on Feb. 21, 2017



I don't know what happened to this company, but someone at corporate needs to get a grip! It's been a 4 month battle trying to get my service/bill sorted out. This month a surprise \$250 fee!! Three hours (seriously, Three. Hours.) and six employees later it still isn't resolved. Run, don't walk, away from this nightmare of a so called business.

Helpful? [Yes](#) | [No](#)



patricia of Apache Jct, AZ on Feb. 20, 2017



Centurylink is the only service provider for internet where I live. For 3 years I have been fighting with them for reliable service. After 3 hours on hold being transferred from dept to dept, I finally spoke to a supervisor that told me that regardless if I pay for 5mb or 60, I should expect the same service because it is "up to" 60 mb download speeds and that regardless of the fact that I have been calling for 3 years regarding the same issues and that after getting a Prism TV technician out and being informed that I required 2 lines for internet speeds, I shouldn't have trusted what the company was telling me to make me pay for faster services that weren't available in my area, they will not be reversing any charges and I will continue to be billed for services not available. Thankfully I recorded the call because I would have never believed in a million years that ANY company would behave this way.

Helpful? [Yes](#) | [No](#)



Ralph of Butler, OH on Feb. 20, 2017



Menu

Helpful? [Yes](#) | [No](#)

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Bernard of Chandler, AZ on Feb. 16, 2017



Came home from work to find the neighbor's house connected to mine by a wire lying on the ground. Neighbors were surprised to see it and said a CenturyLink tech was there recently to work on their connection. I do not have a CenturyLink account and no one from CenturyLink contacted me about trespassing on my property to wire the neighbor's house to mine. I don't want this wire between our houses and if someone is not back to remove it immediately I'll cut it and remove it myself.

Helpful? [Yes](#) | [No](#)



chase of Centerburg, OH on Feb. 15, 2017



I have had them for 3 years and every year it's miserable. They constantly mess up billing, connections for internet are on and off. And customer service is poor, it also took them 2 years to bury my phone line that ran across my lawn, through a few trees, and into my house (I mowed around it) I called them around 6 times for appointments. Just terrible, stay far far away!

Helpful? [Yes](#) | [No](#)



peggy of Box Elder, SD on Feb. 15, 2017



CenturyLink is horrible. Waited two weeks to hook internet up then called when they were suppose to be here and said they would not be here until

this month. In my opinion never use these people for anything ever. They cannot be trusted.

Helpful? [Yes](#) [No](#)



Charlene of Warren, OH on Feb. 15, 2017



Ok where do I start. This has got to BE the WORST service company in the world. Repair is SLOW and generally goes down within hours. They can't seem to fathom we have two lines in our house. A landline and a dedicated fax number. When one works, the other does not. They must keep getting them mixed up. Our service is OFF more than it is ON. We call repair (where these operators are located, who knows) Always a repair ticket. Some tickets are as old as two or three weeks old. Why? Do they only have one truck for each city. CENTURYLINK get your ACT TOGETHER!!! Please.

Helpful? [Yes](#) [No](#)



Karen of Henderson, NV on Feb. 14, 2017



A CenturyLink sales rep came knocking on my door. The timing was right as I was ready to change my cable provider. After discussing the offer I decided to go with CenturyLink since I already had their internet service and they offered an incentive to make the switch. I figured that I had nothing to lose since I was not satisfied with the current provider and the deal that was offered would save money. During the process of signing up, the sales rep repeatedly stressed that the first bill would be for a partial month and would be "pro-rated". I thought it was odd that he repeated multiple times that the first bill would be "pro-rated". Well I did understand the definition of "pro-rated" and told him that I understood.

I received a letter one week later confirming the services that were ordered. The letter reflected full prices for the service and went on to state that it did not reflect discounts or promotions. It also stated "you may see "pro-rated" charges from the date your service is activated up to the date of your billing statement". Once again CenturyLink is making it clear that there will be "pro-rated" charges on the first bill.

I get the first bill and I am shocked! I thought that it had to be a mistake so I call CenturyLink for an explanation. It was no mistake, my first month of service was 3 days shy of a full month, so they "pro-rated" it as they repeatedly stated, but failed to tell me that they DO NOT apply discounts/incentives to a "pro-rated" bill. Therefore the bill for 28 days, pro-rated without discounts, cost me close to \$100.00 more than I would have paid for a full month at the quoted, discounted rate. Now it is clear why the sales rep repeatedly stressed "pro-rated".

I stated earlier that I already had CenturyLink for internet. I had a promotional discount for the internet because I was signed up for Autopay. I added TV service but was charged back \$10 for early termination of the Autopay promotion on my internet service. ARE THEY FOR REAL! No one lied to me, but they did not tell me the full truth. I would have never agreed to a partial month at such a high price. And I was not advised that there would be a charge back for early termination of Autopay promotion. The one good thing that will come out of this is that I am now committed to finding a real antenna so I can watch FREE TV without paying for it and use a streaming service for movies, etc. And, I will never again obtain services without getting all the details in writing. There are some business that you just can't trust to do the right thing, like tell the whole truth.

Helpful? [Yes](#) [No](#)



Jeffrey of Rocky Mount, VA on Feb. 14, 2017



I have had CL for 7 years now. The internet service has been okay for the most part, but here's what I don't understand. When they installed their line to my house, for phone service, they brought the line down past my house to a pole that is about 100 yards away from my house, and then dropped the line in the ground, in a ditch, and buried it from this pole all the way to my house. There was a perfectly good pole right behind my house about 20 feet from the back that they could have run the cable to. Next, the problems began when one of my neighbors, one of my wife's cousins, was doing some maintenance in the ditch my cable was buried in, cut the line from having to dig the ditch out in order to keep water from standing, perfectly understandable.

I call customer service (this was maybe a year into using their service), told them what had happened, and they said someone would come out and fix it. I requested that they move the cable out of the ditch since they have a wide open field they can bury the cable in. I called a few months later, since I hadn't heard from anyone, and was told that the cables had certainly been rerouted and buried. A few months after that, here comes a big rain, and my wife's cousin has to dig out the ditch again. Once again, my internet stops working. So I have a talk with the cousin who shows me the

Back on the phone I go with CL. To make a long story short, I was lied to on 4 separate occasions over this 7-year period about this cable being rerouted and reburied, and there may be a 5th as I have been told this last time that the cable was not rerouted, but buried deeper in the ditch. My internet is out right this minute; it went out yesterday 2/13/2017, and they're telling me it's because my modem is outdated, like it's a piece of fruit, or the IEEE standards for modem creation suddenly changed yesterday morning at 8:30 when it stopped functioning. I do not believe anything this company says any longer. When I called yesterday, I was on the phone for 1:06 with the lady from the Philippines. I was told that a technician would bring me a new modem and come check my line because I contended that there is a problem with the line to the house.

I call back today, and was told that the service ticket was never entered because I hung up on the woman before she could get vital information; more lies! At the end of the call yesterday, she asked me if there was anything else she could help me with. Does this sound like I hung up on her? So, no modem, no service call, nothing, so I told the lady today to just transfer me to whomever I needed to talk to to cancel my service. How do you suppose that went? It went nowhere; I got tired of waiting so I hung up.

I called back a third time and allowed them to talk me into sending me a new modem (I told the guy that I was willing to bet my life on this not solving the problem), but that I would not pay for any shipping. I also asked, "Why I couldn't just go to a CL office and pick up a new modem instead of them having to ship one, so I could have it today instead of having to wait days for it?" I was told that if went to a CL "store" that I would be charged for the modem. (Whoa...?) I asked, "Don't you people work for the same company?" "Well, yes we do sir, but they would still have to charge you for the modem."

I, too, am at my wits end with this company. This company is run like the worst leaders of military operations are in-charge. It reminds me of the last company I worked for, but even worse. At that company, it was like controlled chaos. But with CL, it's chaos at a whole different level. If there is another company out there that you can do business with, then I would recommend them, but buyer beware, there's not much difference between them, like the airlines.

Helpful? [Yes](#) [No](#)



Jacob of Weston, OR on Feb. 14, 2017



We've had CenturyLink for the past several years. They made some mistakes, but the problems were always able to be resolved. In December we signed up for a promotional reduced price. We did everything over the phone with the customer service representative. Then in January, when I never got an email with the bill (signed up for paper billing), I had to call. I was told the bill was for two months, that the lady on the phone would set it up for me, and that it was taken care of. A month later and I am getting billed for \$70 a month, which is over three times the price of \$19.99 I was promised in December.

First call today: I was hung up on within a minute. Second call today: Spoke with the person for over 40 minutes, seemed like the issue was finally almost resolved, then they hung up again. I can't remember the last time I have been deliberately hung up on by a customer service representative of a legitimate company. It has never happened twice in the same day. I am not sure why, but CenturyLink seems to be getting worse. I would recommend that people sign up for a different service with a local office where they can talk with someone in person.

Helpful? [Yes](#) [No](#)



Cliff of Mabank, TX on Feb. 13, 2017



A neighbor has Centurylink and stated it worked. I asked about speed and he wasn't sure. I decided to try it. I should have found these reviews first. My mistake. The website couldn't find my address so I couldn't sign up online. I called and could not understand the person on the other end. I tried a chat on the website. We discussed signing up. The website plainly lists Internet only at \$24.95/mo. I was quoted \$34.95. After discussion she finally agreed to \$24.95 at 10mps down. The website showed up to 40mps and I asked about it. For \$24.95 I could only get 10 but for \$34.95 I could get 25. It didn't make a lot of sense as what they were saying and the website showed didn't match. I agreed to 25mps at \$34.95 plus \$9.95 modem rental. Bill would be ~\$48 plus tax, HUH? They didn't mention the access fee of \$3.50.

Anyway I agreed and installation was scheduled for Wed 2/1. Since this was Mon 1/30 I thought that was great. Wed came and no install after waiting all day. Went back to website and was told install was scheduled for Fri and they would call first. After much fussing about the scheduled install of 2/1 they agreed to install 2/2. Still no install. On Fri 2/3 we were leaving the house when a Centurylink truck pulled up???? No call nothing.

I talked to the tech and he stated the absolute max speed at my location would be 6mps down, usually less. I asked why I was quoted 25 and paid extra for the increased speed. All he could say was that what they promised and I could get was different. I told him to cancel the install, too slow. And he did. On Mon 2/6 I got a bill and am trying to get that taken care of now. The website and the chat person both show a 30 day cancellation at

Helpful? [Yes](#) | [No](#)

Guy Eric of Laramie, WY on Feb. 13, 2017



Our home is in a suburb on the outskirts of town where, unfortunately, CenturyLink has a monopoly on telecommunication services. For years we have been paying for 1.5Mb/s data connection and we have never obtained anything close to that. Download speeds are about one tenth the speed advertised if we are able to connect at all - in the evenings, which is when we are home, our connection is often dropped. A week ago when I was able to connect (on a good night) the download speed was 0.17Mb/s.

When we try to call the customer service number, we are put on hold for long periods of time. Because our community consists of busy professional people like myself, this discourages telephone complaints. The customer service representatives on the telephone always give us the runaround, telling us that the problem doesn't really exist, that we need new modems, etc. The only reason they can survive is that in our locale, there is insufficient competition. Like a previous customer, I wish there was a "0 star" rating for this company.

Helpful? [Yes](#) | [No](#)

Dan of Seattle, WA on Feb. 12, 2017



I read many of the complaints posted about CenturyLink. I believe all the unbelievable stories. They are thieves, no dramatic license here, they steal, they know they steal, you know, just like thieves. Without recounting the numerous contacts, by phone, internet, letter, and even trips to the storefront location one by one, it was a lot, no resolution, each time was like starting over since, I guess, they never save anything, or have files, or keep track of anything, or care, in any way at all if they are providing quality service or any service at all for that matter.

Prism simply is not ready for public consumption, we all see a first generation failure now. If I had ANY OTHER CHOICE AT ALL TO WATCH MY BASEBALL I would choose that. Somehow, they have even screwed up the old reliable land line technology. Territorial monopolies should be gone, way back in the rear view mirror. The only portion at CenturyLink that operates in a businesslike, efficient manner is the Billing Department. And even they specialize in billing greater amounts than any contract ever indicated. What a bevy of nincompoops. Peace!

Helpful? [Yes](#) | [No](#)

Jada of Cardington, OH on Feb. 11, 2017



Worst customer service I ever experienced. I am a captive of my geography, which I am sure is the case for most of CenturyLink's customers. Price for service is prohibitive and internet speed has degraded seriously over the last 6 months. No other available option where I live so I am a captive audience. To help "solve" my problem, they sent a new router and then charged me for it. Like wow. They knew a router switch wouldn't help because they are ridiculously over capacity. They are in the petition to the PUCO to drop home phone service. Maybe they are waiting on that? Don't know, but this is scandalous.

Helpful? [Yes](#) | [No](#)

K. of Fort Morgan, CO on Feb. 11, 2017



CenturyLink teamed up with DirecTV and we thought hey that sounds great. We can have our cable internet and home phone all on one bill for what I thought was a great price until, the price I was quoted was way lower than my actual bill. The guy from DirecTV came out to set up our new cable service and told me that I would receive some premium channels free for 3 months and not to worry after that three months because those channels would discontinue or "fall off" automatically and I wouldn't have to do anything. I had my son in Oct. and he was in the hospital and I found out 3 months later that I had been billed for those channels for 3 months. I called and explained my issue and CenturyLink and they told me to call DirecTV and then DirecTV told me to call CenturyLink! CENTURY LINK AND DIRECTV DO NOT COMMUNICATE!!!

Menu

Well I was already struggling with my son in the hospital and couldn't afford what they were charging me (They said the credits would not go on until the next month's bill and they were telling me I had to pay the full amount asap).

I couldn't pay at the time so they continued to charge me and I asked CenturyLink to put my account on a "vacation hold or suspend" and I thought if I told CenturyLink, DirecTV would know as well to suspend my service because they "teamed up". Well that was not the case. Then I find out that neither one of them suspended my account AFTER they told me they did. This was Dec, here is February and we received another bill!! So I call again and I have the same issue! CenturyLink is telling me I need to call DirecTV and vice versa. So now I am being billed by BOTH companies for TWO SEPARATE early termination fees. All because they wouldn't work with me even after I explained the situation with my son who was in the hospital with a serious illness. I didn't even want to cancel my services but because they would not work with me and fix THEIR mistake they are sending me letters and bills left and right.

And what am I supposed to do? Pay for all these charges that were caused by their own employee? But even if I call them and try to put my own mind at ease both companies are avoiding responsibility. So I will never return to them and I suggest no one start services with either company! They both suck anyway. DIRECTV's cable would cut in and out constantly even if it was a mild wind. Anyway I hope karma comes and bites them both in the behind because my heart is broken. My life was already stressful with a new baby and then him being sick in the hospital for a month and you think these companies even cared? Well, I can tell you now they do not care and I lost faith in them. I'm not too sure if I had faith in them to begin with to be quite honest. So don't make the same mistake I did. Wait I didn't make any mistakes...THEY DID.

Helpful? [Yes](#) | [No](#)



Dan of Punta Gorda, FL on Feb. 11, 2017



What they sell you and what you are billed are not the same. I'm a snowbird with a property in Florida. In Oct 2015 I found an on-line add for CenturyLink internet for \$35.00 /month (taxes extra) and was told it was a program for snowbirds that allowed the internet to be shut off or on as needed which seemed like a great deal since I only use it 3-4 months of the year. They said the price was guaranteed for 2 years. The lesson here is to first record your conversations and second be sure to ask the right questions. A 2 year price guarantee -yes - it was a 2 year non-cancellable contract (not explained). Could you shut it off - yes but if it wasn't set up as holiday mode (1/2 price) then there is a 200.00 cancellation fee which I learned when I first went to turn off. So now they back track give me a credit for 200 charge and I agree to 1/2 price off season.

When I go to turn it back on in November they try and tell me I have to sign up for another 2 years but relented when I insisted that was the original agreement. The problem is that over the course of the contract no monthly charges have correlated to the original offering. Phone calls and emails have been ignored or addressed by saying I had to agree to auto debit to get the difference which I don't trust to be what is agreed upon yet I have always paid the bill charged before it was due and billing is in advance in any event. I even got a 7.00 late charge for a payment 1 cent short. I would never recommend them and intend to go elsewhere once this season is ended. DO YOUR HOMEWORK and get ALL the facts. Be sure to record so it's clear as to what both parties said.

Helpful? [Yes](#) | [No](#)



Danielle of Littleton, CO on Feb. 11, 2017



From my understanding, there have been some internet and billing issues that need to be addressed. On Tuesday, January 31st, we received a notice from CenturyLink stating "Access to the box on the side of the house is required in order to determine direction of the issue. Please contact technician for arrangements." It also stated that "We are always working to improve our service and have completed an audit on the lines in your area. The audit showed, some issues on your service and we have attempted to fix those up to your home." YES because, you are cheating customers and charging them for something they don't even have. It is a good thing for me that Ron was so forthcoming in the information he left on my voicemail!!!

On the bottom of the notice there is a handwritten note that says "Too far from our equipment to get to the internet speed you are paying for, Please call Ron the Tech 360. He can be reached by calling **. I then received a VoiceMail from Ron on 2/2/17 at 2:11 pm. I called him back at 2:13 pm and at 3:31 pm. We finally connected. In the VoiceMail received from Ron, he stated, and I quote "You are PAYING \$97.00 for what you thought was 20 mbps, However, YOU are ONLY RECEIVING 5 mbps" unquote.

I am not a computer person, however my 22 year old son is and he had been saying for quite some time,that it was too slow, and something is

getting 5 mbps, what am I going to be refunded?" He said that that was a good question, but he didn't know about that part of it. Lucky for me, for some strange reason, I kept ours bills back to 2013. Then a co-worker tells me, there is a lawsuit against CenturyLink, for doing this same exact thing to many others.

THIS IS JUST NOT RIGHT!! I am apprehensive paying the \$97.00 for February, because we were so misled into believing we were getting something that we were paying for and in reality we really weren't. It's funny to me how these big corporations want their money right away, yet they can lie and deceive their customers and threaten them that they will get over to collections if they don't pay, How is that ok? So my question to you Mr. **, how much money is CenturyLink going to refund me? After all, My number/address came up in your system as needing "audited".

Helpful? [Yes](#) | [No](#)



Danielle of Mason, OH on Feb. 10, 2017



Completely NONSENSICAL contract. We signed up for a 24 month contract and our bill was consistently ~\$108-\$110. Right at our 1 year, I just noticed the bill went up to \$173.14 and it has gone up more and now consistently \$187.57... Meaning, I'm being charged ~\$63-\$77 more per month

than expected for the past 9 months??? Long story, short: We believed we were locked in for a monthly bill for 2 years for \$110 and we were not. Centurylink provided me information which has left me feeling duped. I feel this was sneaky and I'm very frustrated.

This is what I heard when speaking with CenturyLink: "You signed a 2 year contract but it was only 2 years for HALF your package 2 years for the DirecTV, 1 year for internet." "You signed a 2 year contract for the DirecTV, but the price increases HALFWAY through your contract." "You signed a single contract but if you want to renew it, you need to negotiate with TWO different companies." A very nonsensical contract. They were not willing to work with us. We cancelled and never heard from them again.

Helpful? [Yes](#) | [No](#)



Maya of Bellevue, WA on Feb. 9, 2017



They are extremely rude. I order Century Link's internet service and a box was delivered on 2/3/2017. I called them on 2/9/2017 to cancel my order before I connected to Century Link's internet service. (Because our original internet provider can give me a better deal.) Century Link's staff is extremely rude and wasted my time on the phone. Don't order their services.

Helpful? [Yes](#) | [No](#)



Roger of Greenfield, MO on Feb. 8, 2017



The one thing that makes me dissatisfied with this company is having to contact them every six months to renew their discounts. Why can't they set the price and leave it alone? How many \$ does this company make off of their customers by them forgetting to renew their discounts? This practice seem a little underhanded to me.

Helpful? [Yes](#) | [No](#)



cathy of Raleigh, NC on Feb. 8, 2017



I would rate them a zero if I could. We upgraded our service and had new line and equipment installed (at a cost to us of several hundred dollars) on Friday. Sunday the service went out. Spent 2 days on the phone with tech support troubleshooting blinking lights on the modem etc. It was repaired and working intermittently. Now completely dead and they refuse to dispatch service until "next available" which is a week away. We work from home so waiting a week is not really an option. which was also explained to them. If this was any other product I would return it for a refund and

Helpful? [Yes](#) | [No](#)

R. S. of Shreve, OH on Feb. 8, 2017



At any time between 4PM and midnight, the service is terrible. Example: if watching a 42 minute episode program on Netflix, you can count on spending about 2 hours while it plays for 2 or 3 minutes then buffers for at LEAST that long. Same thing with streaming music or YouTube. Speed tests show from 180kbps to 230kbps down and 80 to 100 kbps up. NOT mbps.

Helpful? [Yes](#) | [No](#)

Diane of Butler, PA on Feb. 7, 2017



All I did was upgrade (over the phone) a week ago (when order was placed), and NO INTERNET SINCE! THAT'S SIX DAMN DAYS of no internet, and my income is earned with online sales! Guess what? Six days of lost work = \$600 loss of income! I had to go over to my mother in law's yesterday, to use her computer. I can't keep doing that, darn it! And my BUSINESS taxes were to be done by now, And they're not even started! I can't manipulate my important photos, because I can't get them from my cloud to my computer. I cannot print shipping labels to get my packages out to customers from six days ago. I can't do banking, and woke up to a notification this morning that my checking account is overdrawn (I never do that!)

Plus - after using cell phone for 6 days (for everything else but work), I'm going to have to pay for extra data this month, plus over six HOURS on the phone with four different reps (none of who know WTH they're doing), and a repair service call was PROMISED to me by noon today. Guess what. It's 12:22 and still no one here, no internet, no text/call/email from them. Should I take them to court? (And this is the short version, because they've wasted so much of my time, energy, and peace of mind - that I have no time, energy, or mind left!) I now want to CANCEL my account, and I PROMISE I'll blast them all over the place if they won't let me. I just want out already. This is abuse (ab-use) of a fine, strong woman, and I've HAD ENOUGH!

Helpful? [Yes](#) | [No](#)

Caitlin of Centennial, CO on Feb. 7, 2017



I've been with CenturyLink in Colorado Springs for a few years now. Service has been decent for the most part and the technicians who come out to do installations/repairs are generally very nice, but billing and customer service have been HORRIBLE. And when I say horrible, I mean charging me for TWO SEPARATE internet connections at full price (\$100 bill) when I'm supposed to be charged \$30 FLAT, then literally getting haggled with when I tried to call in. Being told that they didn't have a promotion associated with my account when I had an email proof of purchase. One lady finally got my bills under control when I called in for the 5TH MONTH IN A ROW, but when I moved to a new location, it started all over again. And then I got charged a \$200 cancellation fee when I had to move to a new location that already provided internet (which I could do nothing about).

Helpful? [Yes](#) | [No](#)

Ruben of Pagosa Springs, CO on Feb. 7, 2017



Good work CenturyLink. Having been a customer for CenturyLink for the last fourteen or more years, and having read reviews that are almost 100% negative, I feel compelled to write a positive review. Fortunately, I have had excellent service from customer support to technical support, including their Billing Department. The most recent incident dealt with upgrading the DSL speed offer and DIRECTV. The price quoted to me was honored by them, the DIRECTV offer of extra moving channels for three months was also honored and I had an excellent support lady that had Direct disconnected the same day I called. Why I read so many negative reviews is perplexing, and I must be one of 100 or more that perhaps, has a good thing to say of CenturyLink and their personnel.



Theresa of Seattle, WA on Feb. 7, 2017



I have been fighting Century Link for over a year to get the prices they quoted for Fibre Optics High Speed Internet 40 mbs for \$20. I have been a loyal customer for years. I tried their High Speed Internet quotes three different times during my time with them. This time they guaranteed this service and they had me terminate my contract with Comcast and they did not honor the quotes, even at the Executive Levels. They have said they made mistakes and misquotes but are failing to honor them. Several have offered rate quote solutions they are failing to honor and I was even told after asking them to review the phone conversations with representatives that they are not going to honor them and that the phone conversations are just for training purposes. I complained to most of the regulatory agencies who forwarded copies of my complaints to Century Link and even though it's true no one will do anything.

I was never allowed to speak to the CEO even though I left messages and wrote emails to him. This last round of communications with those who claim they represent him included rude and heavy handed correspondence but no one will rectify the situation. In fact, when I have spoken with Customer Service Staff by phone and some who came to my door, they are still offering rates that no one will honor. I have had to pay higher phone bills with no one willing to refund part of the price at times. The fact that they still have customer service staff who are still signing people up for rates they don't intend to honor is fraud. I even wrote to Jesse. SOMEONE HELP US!!!!

Helpful? [Yes](#) [No](#)



Adam of Baker City, OR on Feb. 6, 2017



I've been a customer with CenturyLink for years... As a bundle customer, I have a bill that's hard as can be to decipher so I just paid it. Upon unbundling my service, problems quickly arose. Everything was taken care of except the fact that I've been paying for long distance service since early 2008... I've never had home phone service with Centurylink... EVER... They've ran me around for the last three months transferring me to different departments placing blame here and there. Got it all fixed today. For a documented total of over \$2000 worth of fraudulent charges, I'm getting a credit of \$64 on my next bill... What the hell is wrong with this company??? They've bought all the competing service providers in my area and then screw their customers over. Isn't this illegal? It sure should be...

Helpful? [Yes](#) [No](#)



Rodney of Fayetteville, PA on Feb. 5, 2017



This has been the most disheartening experience I have ever encountered! DirecTV part was amazing. In fact they are so thorough they are almost annoying. I had to tell them to stop calling, everything with them is good. Then their partner, CENTURYLINK, the most PATHETIC company I have ever dealt with. DirecTV should do themselves a big favor and disassociate themselves with CENTURYLINK! They make promises they WILL NOT keep! They LIE and just keep saying "I'm sorry!" I had a Customer Service Representative (from a country god knows where from) just today tell me that my service will be completed on February 01, 2017! You ** moron, today is February 05, 2017! Are you starting to get the picture yet?

I had to do a "Third Party Recorded Call" to give permission to have my existing Phone Number moved/transferred from Comcast to CenturyLink. Not once, not twice, you guessed it, Three times! I have all 3 Confirmation Numbers and to this day, they say that that process was never done, even though I gave them all 3 Confirmation Numbers confirming it had been! Want to talk to a "LIVE AMERICAN HUMAN BEING" that you can actually understand what they are saying (no pun intended)? Not at CenturyLink! I started this PAINFUL ENDEAVOR 2 weeks ago! Where do I go next, Better Business Bureau? This is so sickening and Disheartening you can't imagine. My recommendation, be careful what you wish for you just might get it! Run as fast as you can way from CenturyLink. They are liars, cheats, and don't give two ** about their customers! If this is how they treat a new service customer, imagine how they treat their existing customers!

Helpful? [Yes](#) [No](#)

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Consumer Complaints and Reviews



Ken of Salem, OR on Feb. 4, 2017



I quit century stink years ago because their high speed internet wasn't high speed. I paid my final bill. 2 years later I check my credit, and there is claim that I owe CenturyLink \$50. So I disputed the claim and won. Now, almost 2 years later, there is another claim that I owe these crooks \$50. So I have to dispute that claim with Equifax. How do they get away with this? Can I sue them for lying to credit reporters like Equifax and Transunion?

Helpful? [Yes](#) | [No](#)



T. A. of Bozeman, MT on Feb. 4, 2017



I signed up for a \$19.95 month promo for one year with Centuril ink internet. 6 months later I have vet to see a \$19.95 bill. I have been charged \$34

Menu

sending me modem/routers. I've received three and two were sent within a 24 hour period. I didn't order them! I tried to contact customer service on February 3, 2017. The first Centurylink Rep Jay said he would check into the problem but after 34 minutes on hold hung up on me.

I immediately called Centurylink back at 5:45pm and a Rep by the name of Jensen told me that he couldn't help me right now and instructed me to call back in 15-20 minutes but when I called back at 6pm they were closed. I'm sure he knew they were closing at 6pm. All I was trying to do was stop the modem/routers from coming to my address to save them the costs for shipping and return shipping. Almost every experience I have had with Centurylink has been negative. They will promise to help you but nothing is ever done to fix the problem. I've seen many companies fail because they don't hold their employees accountable to a high standard and I believe that's going to happen to Centurylink. I wouldn't recommend them to anyone.

Helpful? [Yes](#) | [No](#)



Heather of Windsor, CO on Feb. 2, 2017



I have had this service for over two years. I have called several times trying to get better service. The service is so slow I can't run more than two devices. I can watch Netflix on my TV and while doing that my laptop takes forever to load. I should not have to wait 30 seconds for pages to load while watching a show. If my kids are using the WiFi on their phones Netflix won't load on the TV. I have called several times and all they tell me is that my service is running fine and they don't have the ability upgrade my service in this area yet. I live in Windsor Colorado and I can't get any other service here until I convince my landlord to let Comcast run a new line to the house.

Helpful? [Yes](#) | [No](#)



Jim of Ho Chi Minh City, Other on Feb. 2, 2017



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Where is the zero star? CenturyLink continued billing me after I turned in their equipment and sent them an email back in 2013. Thankfully my bank stopped paying them knowing I had moved. So yesterday they sent me a large bill for 3 and a half years after my terminations of service. When I contacted them via Facebook their rep told me that they still had expenses sending the signal to my house and their policy is they only shut off the service with a phone call not an email. I sent them this... "CenturyLink's contention that even though I turned in your equipment and moved out of the US three plus years ago you still had expenses sending your signal to my house is laughable. Paying you for three years of service violates my policy of paying for service I never received. Thanks for understanding that a client's policy overrides CenturyLink's policy to not stop charging clients no matter what!"

Helpful? [Yes](#) [No](#)



Kristin of Centennial, CO on Jan. 31, 2017

★☆☆☆☆

I received a bill from CenturyLink but I never used their services. I inquired about their services over a year ago but immediately decided to stay with Comcast. They sent a bill to collections and I received a notice today. I have been on hold for hours and they are being so rude and no one is willing to help. NEVER even sure about their services. If I could give a lower star I would.

Helpful? [Yes](#) [No](#)

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Dawn of Mesa, AZ on Jan. 31, 2017

★☆☆☆☆

Was a new customer. Service connected on this past Thursday. Couldn't connect due to problem with phone jack. Service for tech to come out on Saturday between 9&1. On Friday I called to increase megabytes to 40. Was told a tech had to come out @ \$60. I asked if the tech coming on Tuesday could take care of the phone jack problem. Was told no, a tech would still come out Saturday for the jacks. No one showed. Called was told the Saturday order was cancelled. I told them I was cancelling service immediately. Was given a disconnect order #. I told them to make sure the order for Tuesday is cancelled. I just got a call from the tech for the service today which was supposed to be cancelled. Poor communication between their employees. If I could recommend to everyone DO NOT EVER THINK OF USING CENTURYLINK.



Ben of Albuquerque, NM on Jan. 30, 2017



CenturyLink quoted me a monthly price for a 2-year contract at \$19.99. I signed up for this contract, but my monthly bill would vary wildly and always be higher than the quoted price. I was first told it was higher because I had not signed up for paperless billing (a condition which was not communicated in any way when I signed up). So I signed up for paperless billing. Still high (\$52/mo). So I called back. They said it was because I had not signed up for automatic billing. So I signed up for automatic billing. Still the same price (\$52/mo). I then spent about 5 hours with customer relations and they told me they had no record of the initial quoted price, and that I was out of luck. I even sent them my confirmation email that listed the price of \$19.99 per month, and they refused to budge.

After a total of about 15 hours on the phone with CenturyLink, I finally got someone to grant me a temporary waiver down to \$30/month and was told that was the best I was going to get. The internet service itself is terribly spotty and drops routinely. DO NOT SIGN UP FOR CENTURYLINK INTERNET. This is absolutely a scam, and they routinely breach their contracts with customers.

Helpful? [Yes](#) [No](#)



Angie of Littleton, CO on Jan. 30, 2017



I received a promotion letter to get \$10.00 off my bill, I called to take advantage of that promotion but I was offered a different one. \$28.93+ tax to upgrade my internet from 1.5 MB to 7.5MB and I took it. The lady told me a tech would stop by my house to install the new high-speed internet on 01/30. The tech called me to let me know that the highest speed that I could get is 3MB and that I already had it! Not only they lied about the speed that I already have but also I can't get anything higher. I called customer service and the guy basically told me, "Well, it is what it is, oh and by the way your price is 28.93 but only for the first 2 months. The rest of the year is going to go up to 33.50." Lie after lie, zero customer service, they don't even deserve 1 star. This company does not care about its clients. BIG FRAUD.

Helpful? [Yes](#) [No](#)



Taryn of Ocala, FL on Jan. 30, 2017



I have had nothing but bad experiences with this company. When I started services with them, I specifically told this company that I did not want a contract. They ensured me that I was not in a contract. I told them I would be moving in less than 12 months, so it was imperative that I was not in a contract. They again, reassured me that I was not. When I attempted to cancel services, they told me during that time that I "was" indeed in a contract. This is terrible business behavior. I was lied to, and told that I was not in a contract, solely so this company could make a sale. Also, the service was terrible throughout my entire time with the company. My internet services were extremely slow and constantly disconnecting. At times, I would have to go to the local library to complete work because the internet service was so terrible. Overall, I give this company a 1 star rating.

Helpful? [Yes](#) [No](#)



Zachery of Deltona, FL on Jan. 28, 2017



On 01/27/2016 I had an appointment to set up a landline phone for my work at home. I was told to be home so I took off at 8-5 PM no one showed up or even called/emailed about not showing up. I reached out to the support on the CenturyLink website chat. A customer service rep named Tim assured me that they are coming and they allow a two hour window so before 7 pm the tech should be out. They are running behind in my area. Okay no big deal. I had an email confirmation of the date they are coming as well as multiple reps confirming this.

No one showed up by 7. I waited until 10 pm and still not a single phone call or email. I reached out to customer support and got hung up on twice. Reached another rep was assured not to worry she will answer all my questions! And then she transferred me to the "Tech Department". The tech department hung up on me multiple times before I got an agent who argued with me that there was no appointment. I asked to speak with a supervisor and got called back 20 minutes later when one was available. The supervisor gave me another phone number to call in the morning. This

connection.

The final agent I spoke with ended up getting me some answers and got a lot further than any of the other reps did and didn't hang up on me. I still did not get an answer on why the Tech never showed up but she assured me that after 5 pm Monday on 1/30/2017 a technician will arrive to set up my landline. I won't be holding my breath and I'm sure I'll be dealing with customer care again and tech support overseas until I can get this set up. I will not be purchasing another product from CenturyLink until customer service is fixed and actually know what they are doing rather than reading a script.

Helpful? ☒ Yes ☐ No



GERALD of Park City, UT on Jan. 28, 2017



I just contacted CenturyLink to inquire about cancelling my service to 6 different business locations. I was on the phone for over 35 minutes and transferred 7 times. I told the agent that this was exactly why I wanted to cancel and go with an alternate communications source; I am totally dissatisfied with CL service and lack of customer focus. The agent then offered to be my business services representative to assist me with any problems. I said "too little too late; where were you 6-months ago when I spent hours on the phone with CL reps and it took 2-1/2 months to get phone service installed in a new location. Thanks but no thanks, I just want to cancel." The agent then told me it would cost me a penalty of nearly \$1500 to cancel. I said "I am unhappy with the service, don't you guarantee satisfaction." She said that based on the term left in my contracts, that would be the charge.

So, a warning to all potential CenturyLink customers: once you sign up for service they have you where they want you. You will not be of any value to them after that because they are going to collect no matter what. Have a problem, well prepare to be on the phone for hours at a time, repeating the same information to every different agent you are transferred to and getting your problem resolved on their time schedule no matter the impact on you or your business. By the way, the agent I spoke with told me that CenturyLink realizes they are not customer focused, so they are working on a solution. I guess hitting existing dissatisfied customers with huge cancellation penalties is part of their new solution to being more customer focused. I can't wait to see what other strategies they will employ to garner customer loyalty and build their brand.

My advice: if you have any options other than CenturyLink for your communications needs, take them. Do not use CL for communications unless you have no alternative; and if you do have to use them, do not enter into any type of long term agreement. Options will come in time and you can avoid this terrible, inconsiderate abuse they call customer service.

Helpful? ☒ Yes ☐ No



Que of Colorado Springs, CO on Jan. 27, 2017



I have had CenturyLink for almost 4 years. In May of 2016, after our promotion was over, we were offered a Prism TV bundle by a guy named Christian (I still have his email address). He told me that this bundle would make my bill around \$55 a month, including tax. He also said he would not charge me for the Prism TV service fee. We were sent out the device and installed it ourselves. Needless to say when I received my first bill it was \$180. When I called I was told that I was charged for two months of service and the Prism TV alone was \$50. I explained the situation to the rep. He then told me that my bill will be \$118 for this month and will go down to \$55 the next month (something to do with rental fees which I was never told about). I decided to pay this amount in hopes it will all be resolved in the next month.

Next bill comes and it's \$80. I called again and told them that my bill is supposed to be around \$55 after tax; for both Prism and internet. I was told by the rep, "there is no way someone can quote me that price without entering tax and rental fees." Again I paid \$80. This went on for months before I finally spoke to a manager. I told him I wanted the Prism TV cancelled. They told me that they were going to send me a box to return my Prism tv device and I wouldn't have to pay a cancellation fee. I waited two weeks and never received a box and on top of that they tried to make me pay a cancellation fee! Again I had to speak to another manager. At this point the issue was finally resolved. I was sent a box and was not charged the cancellation fee. This was October 2016.

January 2017. We moved to a new apartment in the same complex. I called Monday the 23rd to have the service switched. I was told it would take two business days and I wouldn't have to be home for the switch to happen. Wednesday the 25th comes; I get home to no internet. I managed to call and get ahold of someone right before 6 pm. He told me that the internet will not be completely transferred until 7 pm. He also told me that a technician didn't even have to come out to the complex; they were able to do the switch remotely from the CenturyLink location.

7 pm comes and I still have no internet. Thursday the 26th I call and am told, the technician indeed switched the internet remotely and that there must be an issue with my apartment. They are going to dispatch a tech to my home. They asked if 8:30-12:30 will be an acceptable time. I told them

specifically told the rep this). Not only did they not call my husband's phone but the technician showed up at 9:30 am and left a voicemail on my phone!

I call Century link at 17:00 to see what the mishap was. There are no notes from the technician. They have no idea when he came by and didn't verify any information with me. By this time it's after 6 pm and they are closed. We managed to get ahold of a local CenturyLink supervisor (the conversation was not pretty). We agree to have the technician come out on Saturday the 28th to connect the internet.

Friday the 27th, my husband's receives a phone call from the supervisor. The tech actually did come out on Friday, just to a completely wrong address! Apparently, we were given a new account number without being told and on top of that, NO ONE REMOTELY SWITCHED OVER THE INTERNET ON THE 25TH LIKE THEY WERE SUPPOSED TO. The supervisor was adamant that this entire thing is CenturyLink's fault. This is completely unacceptable. I can't even begin to fathom how this company is still in business. Absolutely horrible service, no communication between departments and no one is ever held accountable. Something needs to be done. They have screwed over too many people.

Helpful? [Yes](#) | [No](#)



R.B. of Burién, WA on Jan. 27, 2017



Subliminal seduction and associated exorbitant charges - Just under a year ago (February 2016), I responded to a CenturyLink ad offering a special internet deal for around \$29.95. By comparison to what everyone else I considered offered, that seemed to be the best price. So, I opted to go CenturyLink. Altogether, for setup charges, equipment, and service, my first bill was \$84.98. I figured that was pretty reasonable. But the bill after that really surprised me: \$ 52.89 + \$3.50 for a service expediting service. Total: \$56.39! I got on that immediately!

The CSR explained that I didn't get the \$29.95 because I didn't buy into their auto-deduct option. I double-checked the service offering, and in hardly visible lettering it read something like "with auto-deduct" (that's not the word-for-word... just the meaning). I was really uncomfortable about this seeing that they actually camouflaged this fact by making the print as small and as inconspicuous as possible. But, it was too late. I signed a 1-year-term agreement with CenturyLink. I was literally locked into the deal because I went against my own advice about checking the fine print. So, late last December, taking stock of things, I noticed that my contract with CenturyLink would be fulfilled by the first week of February. That's when I gave the ultimatum.

I spoke with the CSR and demanded that, if I were to continue with CenturyLink, I'd really appreciate a dramatically reduced rate. I explained that I was a senior citizen and that this exorbitant \$56.39 wouldn't cut it. The CSR pretended to understand the situation, and offered me a 50% discount "effective immediately." I believed him. Meanwhile, when I peeked at my bill about a week later to see if whether or not I was deceived, I noticed it was still "\$56.39." I had to pay it. Just this morning (PST), I peeked at the bill for February: Considering the basic charge which was now \$44.16 and the addition of \$3.50, my bill for next month is \$47.66, that was only a reduction of roughly 20% instead of the "50%" which the CSR claimed was made "effective immediately."

When I called about this huge discrepancy, the CSR on duty insisted that their records indicate that I "did" get the 50% discount (mysteriously appearing hidden fees). That was when I had had it. Show me how \$47.66 is 50% of \$56.69, and I'll show you a jackass that's secretly a "champion thoroughbred race horse!" Of course, CenturyLink will do well without me after the first week of February. But, please allow me to share with you the fact that, this corporation is evidently scandalous by nature.

I'm a senior, but they have no senior accommodation nor would they take that into consideration in their billing. I don't recommend for seniors or anyone else to have any part of it. If they have no respect or consideration for seniors, you can be sure, that they don't have any for anyone else. I find CenturyLink innately corrupt and predatory. Use them or stay with them at your own risk. One thing for sure, I guarantee that my next internet provider will be the right fit for me. CenturyLink definitely isn't it! P.S. I'm open to any relative class action against CenturyLink, especially in the state of Washington.

Helpful? [Yes](#) | [No](#)



Donna of Laquey, MO on Jan. 27, 2017



I have been a Customer of CenturyLink for over 10 years. I repeatedly have problems with their Internet service. It seems to be the only service can get since I live in a rural area. I have called them countless times and their repairmen have been out here countless times. But bill keeps going up and the service remains the worst service. How can a company this big have such terrible service. Is there any hope at all to have better Internet service in the country?

Helpful? [Yes](#) | [No](#)



Stacy of Portland, OR on Jan. 26, 2017



I was sold service by a door to door sales rep. We spent a long time evaluating the service against my current service and it seemed better. Later I reviewed it again and called my current service to confirm our rates. Turns out CenturyLink was not better. I called to cancel our service within 3 days of the sale (legally provided timeframe for cancellation) and all 7 customer service reps I had to talk with were complete JERKS. Even the "supervisor"... which it is not, only and 'escalation department' of other jerks. Never ever doing business with them. Ever. And I will tell EVERYONE I can to avoid them.

Helpful? [Yes](#) [No](#)

Christopher of Minneapolis, MN on Jan. 25, 2017



Services inexplicably dropped wife's business connections. She has been on with customer service for over four hours, spoken to five reps with no resolution. Furthermore, they fail to claim any responsibility for the fiasco. Do not use this company.

Helpful? [Yes](#) [No](#)

Cass of Dubuque, IA on Jan. 25, 2017



I read a lot of bad customer reviews about this company as well as every other Internet company. People are more likely to say bad things than good things... But anyways I've had some problems with Centurylink's billing. The modem and tech install was supposed to be free with the bonded upgrade but lg the agent didn't waive the NRCS. When I noticed the charges on the bill I called and they issued the credit. Two bills later sure enough I had an adjustment credit of \$159.99. Honestly this company has gotten a lot better. I have nothing bad to say.

Helpful? [Yes](#) [No](#)

Lisa of Atlantic, IA on Jan. 24, 2017



I would leave 0 stars if I could! The left hand has no idea what the right hand's doing! Our problems started in October 2016. The September 2016 bill was paid on time and in full. We received the October bill, and I just noted the due date. Then we received a disconnect notice, which we threw away knowing the previous bill had been paid in full and on time. On October 31, 2016, our internet service was disconnected(1). I looked at my October bill. It showed a total amount due, new charges, and paid account in full in September. But, the numbers did not add up, and I immediately called customer service at about 2pm CST.

I was on the phone to CenturyLink for over 1 hours and endured 4 telephone transfers! About 3:05pm I was transferred to a manager, Jason. I was told that through no fault of ours, CenturyLink applied in error another customers payment to our account back in June, and that suddenly we owed \$160.72 to CenturyLink. Seriously, the disconnect notice was the first notification we received of CenturyLink's error! The second notification to us of CenturyLink's error was our October bill requiring more due on the account than what the new charges showed, and yet showed the previous bill was paid in full.

I became frustrated with CenturyLink and the manner in which this situation was handled. I demanded that our internet service be restored immediately and no re-connection charges be added to our account. I requested Jason send to us a print out of our complete 2016 account record proving we owed the \$160.72 to CenturyLink. Until such proof was received from CenturyLink, I told him I would pay the new charges, which was done immediately on November 1 (due on Nov. 4). We NEVER received the requested proof that \$160.72, suddenly due on our account from June 2016, was owed to CenturyLink. The November bill arrived showing the payment received, the total due (which included the \$160.72 added to our account by CenturyLink supposedly from June), and current charges. This bill was due on December 5.

On good faith, and fearing that our internet would be disconnected again, I paid the entire amount due \$269.73 (including the \$160.72 CenturyLink

was paid in full and on time! On December 28, our internet service was disconnected again(2)! Again, I called customer service at 1:30pm CST. This entire phone call to CenturyLink was 2 hours of my time, 4 telephone transfers, and 2 disconnects!

I finally ended up with the billing/financial department. I spoke to Norna and Rohria. Norna was confused as the full amount had been paid and transferred me to Rohria. She told me that the payment I made by phone (\$269.73) was received by CenturyLink on December 6, but returned to my bank account on December 17 for unknown reasons. I was astonished that this even occurred! She reactivates the internet service as I requested without extra fees. I told her I needed to verify this claim with our bank first before paying the full amount. I then asked if there was someone I could talk to in person either in Des Moines, Iowa, or Omaha, Nebraska, as I was tired of this and wanted to clear up the matter once and for all. The phone call was disconnected again to my disbelief.

I called our bank, and per our bank account records, \$269.73 was withdrawn from our account by CenturyLink on December 6. Nothing in that dollar amount or any other dollar amount was ever returned to our bank account by CenturyLink! Where is this money, another customers account? CenturyLink disconnected our internet service again on January 4, 2017(3)!!! Three strikes and CenturyLink is out! We've had it! On January 9, 2017, I called CenturyLink to formally disconnect our internet service, and I spoke to Natalie and received a confirmation number. On January 10, 2017, I paid to CenturyLink the December bill (due on Jan. 5) the new charges for that month. But, yet again CenturyLink is asking for more money than displayed on the bill: a zero previous balance, new charges of \$109.01, yet the amount due is \$285.15??? This leaves \$176.14 supposedly due, which is unaccounted for!

CenturyLink customer service is lacking on so many levels! The finance and billing areas have no idea what they are doing either! At this point, we are not even confident we owed \$160.72, which was applied in error by CenturyLink to our account back in June. CenturyLink failed to provide proof of such when we requested it. We were lied to by CenturyLink about \$269.73 being returned to our bank account, when this never happened! We question where that money went? Now, our January bill indicates we owe an extra \$176.14; for what? I have written a detailed complaint letter to CenturyLink Customer Service and mailed it to 3 separate locations hoping someone will pay attention, because clearly the 800 telephone number is useless!!!

Helpful? [Yes](#) [No](#)



Rocci of Paris, AR on Jan. 24, 2017



Called the CenturyLink customer service line to order the bundle price of internet and TV of \$64.95 is not true. DirecTV will not honor the bundle price and when set up CenturyLink set it on the computer not bundled and will not go back and fix it. They told me to take it up with DirecTV; after spending 2 hours and transferred 4 time they told me that CenturyLink would have to fix it. CenturyLink said they didn't do it and DirecTV would have to change it. After 4 hours on the phone no one would honor the bundle advertised price of \$64.95. They both said they could not help me. Poor customer service, transferred many time, lied to the customer several times, changed their explanation, blamed the other company, etc. No one will honor what is being advertised. I can't even give them a one star rating.

Just check out the bundled advertised price at www.centurylinkspecialoffers.com. Clearly states bundled price of \$64.95. It is not bundled. DirecTV bill is over \$100 and then the internet bill is separate and right at \$55. Before I agreed to have my service switched I repeated several time to the sales rep that this was bundled and that I would receive one bill and that the total bill would be around \$69 a month for 12 months; I confirmed this on two occasions prior to installation and now that it is installed they have gone back and said that the person told me wrong; Century Link blames DirecTV and DirecTV blames Century Link. Customer gets no help or resolution. Just unbelievable.

Helpful? [Yes](#) [No](#)



Ebony of Jacksonville, NC on Jan. 24, 2017



Never in my life have I experience service like this. From the reps not knowing what they are doing or talking about, me thinking I have self install and it never was corrected in system from tech install to self install, to them constantly rescheduling and not showing up, to them telling me my order was too far along to change to self install. They will waive tech fee but the damn tech failed 5 times to show up. From a rep now telling me I can get self install and it will be here next day, mind you they told me before that wasn't possible cause the order was too far along. Now tech won't be here till 26 but I place order on 13, now it supposedly is change to self install overnight. We will see if I get it tomorrow.

Helpful? [Yes](#) [No](#)

This company has done nothing but go downhill for years. Their internet speed stinks and is not what is advertised. They will over charge you for any little thing they can think of. Then when you try to call in to get resolution they put you through an endless barrage of automated crap that eventually ends with a rude representative that offers no help in resolving your concerns.

Helpful? [Yes](#) | [No](#)



Joe of Branson, MO on Jan. 23, 2017



I signed up for small business account in September 2016 and as of January 2017 still do not have service but do have an \$800 bill. The telephone based help desk is an endless circle of automated data entry that does not even recognize phone number input. The "specialists" are generally unhelpful and I was transferred 8 times and still received no help. With technology today, it is amazing to me that a technology company does not have the ability to keep track of caller information as the call is transferred. Eight transfers and I had to give my account number, phone number and address every single time. As of today, no services, no likelihood of getting service any time soon, but an ever-growing bill. On the phone over an hour today. Why do they make it so difficult to speak with a person and why do the people have so little ability to help? I will never do business with this company again.

Helpful? [Yes](#) | [No](#)



Michael of Vancouver, WA on Jan. 22, 2017



CenturyLink internet is almost like going back to a dial up modem. It isn't lightning fast and more importantly is that it is difficult to manage. I have to wait for it to set up and then when it is ready for work I have the difficulty of all the bugs that they have on their web browser. Not a reliable nor is it a up to date internet service provider.

Helpful? [Yes](#) | [No](#)



Alex of Elizabethton, TN on Jan. 22, 2017



Worst internet speed. Never dependable. I have had CenturyLink unfortunately now for three years and has been the most miserable of my life. Continues to send tech whom does absolutely nothing. The bill is supposed to be 34.95 actually runs 108.00. Customer service is no help. States outage or coverage has too many customers for their towers... bull crap all the time. Build more towers.... They lie, cheat and steal your money every month. If I could switch I would. However they are the only providers available in my area. WORST BUSINESS EVER. Would give no stars if I could. I would love to sue for false information. They say you get 20mpbs. You get 3 to 5 if you're lucky.

Helpful? [Yes](#) | [No](#)



ERWIN of Denver, CO on Jan. 21, 2017



CenturyLink illegally a package to my account without my authorization. I have never needed a package and this has been standard for over thirty years. As a result of the illegal transaction they requested a payment in the amount of \$403.09. They continued with unwanted package for one year. The company was contacted but I have not received a reply to date. Due to the requested amount due the phone service was disconnected although as a senior citizen in my eighties that has critical medical issues and not employed with a fixed income when could care less.

Helpful? [Yes](#) | [No](#)



Nicole of Marlette, MI on Jan. 21, 2017



I was a customer of CenturyLink for 4 years. When I first signed up I agreed to a two year contract. Nothing unusual, what they don't tell you is after the two years they automatically renewed my contract without my knowledge. When I called to complain about that they argued with me and were downright rude. I asked to speak with a manager or supervisor and was told there was no one else I could speak with. There was nothing anyone could do. So in July I lost my job and fell behind on my bill. They shut my service off, and then proceeded to charge me but not only that they also charged me a 200\$ early cancellation fee because I couldn't pay the bill! Obviously I couldn't pay and that's what got me into the situation of not paying so what does CenturyLink do charge me more!!!

I called customer service and once again they were rude and could not help me. If I paid my bill up to date they said they would waive my 200\$ fee. However would have to charge me an extra 20-25\$ a month since the beginning of our second contract because then the contract would be void so the agent just recommended I pay the extra 200. I again asked to speak to someone else who was told they would be reviewing my calls but do not speak to clients. When I tried to call back on my phone it would automatically hang up on me! They have blocked my number! I called from another number and got through to customer service and once again nothing was done and was told they did not block my number. However I still cannot contact CenturyLink using my phone number! Horrible Business and horrible employees. Never in my life have I been so disgusted in a company! Go anywhere else!

Helpful? [Yes](#) [No](#)

David of Slc, UT on Jan. 21, 2017



RUDE customer service. I was told that's not their problem. My father I care for I'm speaking on his behalf. He is a customer with the account. The sale gal pitched me a fake price for the internet, Prism tv, phone package. Father was later billed over \$500.00 plus for the service I was given a price at sign up of 69.99 a month. My father I care for I'm speaking on his behalf. This is his account. He's retired and on a fixed income and with fall risk emergency alert phone system set up. They never informed me of the change of the house phone going to a plug in from the electricity from his house. So now if the power goes out and dad falls the emergency response system button dad press is not going to alert 911 to come help dad. This is BAD. They ended up giving me a big battery back up that's big and ugly to look at. Now if the power goes out it will still only lasts about a day or two. Not helpful for the medical needs of dad's life.

I was not informed of the electricity the phone runs off of and I've noticed dad's electric bill has now sky rocketing due to the phone running off electric. It's taken me about 5-10 hours of calling time to get to the right person and over 2 months of fighting with them to take charges off my dad's account. I will continue to advise everyone to never go with this company for any services. Also it states this is an American Co. BULL CRAP. I was transferred to the PHILIPPINES. This Co is working with out of country people to pay them I'm sure less to get the job done. But yet you can't even understand the guy on the other end. The language barrier is so bad. It's a horrible experience. PLEASE reconsider and go with another co. Plus getting a credit has to go through a manager's approval first and will take up to 2-3 months to post. In the meantime dad's still being charge a late payment fee of \$7.00 a month for not paying in full.

Every department I speak to says this issue is not our concern, and transfers me again which I have to repeat my name, address, phone number etc etc over and over again. I finally got someone in America in Arizona to help me. These people actually have training as to what to do and how to fix my issue at large but still going to take 3 months to see a credit. I've returned all the equipment except the modem that my dad's house landline has to run off of power now. It can't be put back to a reg house phone line. I was told by CenturyLink customer service reps everyone is going to fiber optics. It's the future. The phone line was suppose to be security if dad fall now dad's even more at risk because I wasn't informed of the change. Forced to change.

I want the reg phone line back. I want to cancel this co just as soon as I get the full credit. Oh yah I also did not receive a bill for the month of October 2016. So I was late paying again with my dad's disabilities. And the help from the state adult aging services I have been advised to write down all the names of reps I speak to and their login ID code. So just in case there will ever be issues I'll have to prove whom I've spoken with on dad's account behalf. I have a log of every single person I've talk to majority of them anyways. There's more issues. Just can't ever get someone on hold for a good 35-45 min for ways. CenturyLink representative. I really dislike this company and the investors should be looking into how this is being ran. Super sad this is an American co. Anyway so it states. Just don't sign up. Let's just say I've warned you.

Helpful? [Yes](#) [No](#)

Ron of Pueblo West, CO on Jan. 21, 2017



I called to ask about reliable internet service. They told me their highest speed for me is 1.5 mb. The rep asked me who my current provider is. I told him Comcast and he immediately hung up on me. I will never ever use CenturyLink for any service. They are just bad and really rude!

Helpful? [Yes](#) | [No](#)



Imad of Denver, CO on Jan. 20, 2017



Some company from India called CenturyLink and changed my plan on my behalf. I had no idea that CenturyLink will allow a foreign 3rd party call them and change your phone/internet plan without my authorization. They decided to charge me fee for a new service for that company who called them, a service that I have never requested plus cancellation fee with them. My bill went from \$120 to \$730. I stopped auto payment because I lost trust in them and they still charged me 2 weeks later after they told me that they fixed it and that my account is under freeze so no one can change it on my behalf. What a joke?

I can't believe that anyone can call them and change your plan on your behalf. They do nothing to protect your info and they charge high fees with no justification. By the way, this stuff is for my business. Unfortunately, I have 2 years left with them. It is an unbelievable horror story. Oh, even my email in file, username, and passwords are corrupted and can't access my account. I need to switch no matter what cost it is.

Helpful? [Yes](#) | [No](#)



Ashley of Clinton, MO on Jan. 19, 2017



If I could give it zero stars I would. Absolute crap. They lie and cheat. We've been waiting for four days for Internet and it's still not here. Absolute joke. They need a lawsuit to hit them and as soon as I can, I'll be reaching out to do so. Absolute fraud.

Helpful? [Yes](#) | [No](#)

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Consumer Complaints and Reviews



Mike N. of Benton, KS on Jan. 19, 2017



Internet died at noon on Monday. Called for repair. I was given a window of 8am to 5pm Tuesday for tech to arrive. He never showed. Then they gave me a 8am to noon window for Wednesday, but tech never showed. They have now updated the repair to 10pm to 11pm today. So far, I have spent over 5 hours on the phone and live chat and 18 hours off work waiting for tech. Have had to use all my cell phone data to get emails, communicate the CL and get other basics done. Our (internet) alarm system is in op and I have lost a lot of money and time. I'm sure they will send me a full bill for services I do not have this week. Who knows when they will show up.

I asked to speak to a supervisor or manager, but got blown off. Also asked for local tech to call me with a update for repair, but request was denied as well. Sat internet is only other choice, but same terrible reviews as CL. I just can't believe CL can get away with such terrible service. I also, can't believe there is not a class action lawsuit in progress! I dare anyone to find a corporate address or telephone number to company HQ. Can't even send them a letter!

Helpful? [Yes](#) | [No](#)



Julie of Oceanshores, WA on Jan. 19, 2017



I returned a modem to CenturyLink in December of 2014, thought I was finished with CenturyLink, and when reviewing my almost perfect credit report it shows a collection status from CenturyLink. After contacting CenturyLink and speaking to them, they said that the modem was never returned. I was told that if I returned item that they would show it. I was also told that if I couldn't give them a tracking number I would be responsible for the charge. I did not get one phone call, or did I get a collection letter. I have had the same phone number for 20 years. Well needless to say I found the tracking number, which proves that I did return the item. I have talked to several people who have absolutely no idea what they are doing.

I was told the collection agencies would be notified about the error and as of yet nothing. I find that CenturyLink is incompetent in their business dealings. I closed this account in 2014 and they try and attack me and ruin my credit. I warn anyone dealing with CenturyLink to go elsewhere, they are the most unorganized group there is. I was told that the was zeroed out, however they have done their due diligence and contact their collection agencies regarding their screw up. Still dealing with this and nobody will call me back and talking to CenturyLink after several transfer is like talking to a brick wall. Run from this company. They are very deceiving.

Helpful? [Yes](#) | [No](#)



alejandro of Auburn, WA on Jan. 16, 2017



I have so many complaints about this company I don't even know where to start. I pay for a 20 Mbps service, I can't stream videos, pages won't load. When I run their internet speed test they show 27 Mbps, but when I use the google internet speed test it show 3 Mbps. I contacted them about all this issue but they want me to pay for a technician to come to check my wiring.

I also bought their modem but I have gotten charge for 3 consecutive months for a modem lease fee. The only reason I use their service is because there is no other company providing internet in my area. This company is very unreliable and their customer service agents are rude and do not care about the customers that put food on their table. I'm sure this company won't last too long with this kind of business methods.

Helpful? [Yes](#) | [No](#)



Centurylink has the worst customer service! I was on a call today for 10 mins and they hadn't even pulled up our account yet. Then I was placed on hold and waited for another 10 mins. 20 mins and no account info had been verified. What a joke. Then I called back and the next person was more helpful but suddenly she was gone. I waited and kept saying hello but nothing. Nor did she ever say she was putting me on hold. What a waste of time and it problem didn't even get fixed.

Helpful? [Yes](#) | [No](#)



Robert of Inver Grove Heights, MN on Jan. 14, 2017



I use Gmail, so my email is already scanned, so I turn off the Norton email scan to avoid overhead. When I turn off the unnecessary scan in Norton it puts up a big red flag saying my system is not protected. I want Norton to bring back an ignore setting for this condition like they had in earlier versions. As it stands now I can't tell if something else has gone wrong with my protection without extensive checking.

Helpful? [Yes](#) | [No](#)

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shalom of Aurora, CO on Jan. 14, 2017



In October a friend of mine referred me to CenturyLink, I spoke to a very nice lady who set me up for internet installation. The technician did not look like he knew what he was doing, it was taking too long, he kept going out, staying for a long time an hour to 45 mins then he would come back and start all over again. When he said he was done, I asked him how? He never switched out old internet to CenturyLink, he never asked me to change the passwords, he never tested to see if everything was in order. I told him I will not sign anything because to me nothing was done. He said "It's wireless it will start working soon. If it doesn't call me." That was it. We called him but he never replied. I emailed CenturyLink only to get a reply from the machine.

I have called so many times, I have written emails yet I get reply from the machine. I have now started receiving bills for a service that I have not even used. They fail to communicate with me and continue to hold me off. I called again, I spoke to six people who were very unhelpful and

sided. I feel like I am being punished for wanting to be a customer. The guy left his equipment, I wish somebody would come for it. I wish they stop harassing me with bills of a service that does not exist.

Helpful? ☒ Yes ☐ No



Laura of Murchison, TX on Jan. 14, 2017



I live in a small town in Texas where CenturyLink is the only company for phone and internet. I have had to use this company for 10 years this Spring. 3 years ago I started having continuing problems with this company. It started with my internet constantly going out or not allowing me to upload assignments for my master's degree coursework. Turns out that at some point the company downgraded my internet without my knowledge, yet I had continued to pay the higher price for internet service I wasn't receiving. I have never been refunded this money! Then, my internet started going out every weekend like clockwork. Friday night 10:00 pm internet and phone go down and doesn't work until Monday midday. Never an explanation or refund until 6 months later when I reported it to the FCC.

Then, I started having weird issues on my phone- I would hear conversations that were in a foreign language, phones ringing, tv playing (while mine was off), full-blown conversations between multiple people, and when I would try to call someone at my house on my way home- "This phone number is temporarily unavailable." I called to report this. The customer service rep said, "This can't happen." So, I reported to the FCC. Guess how fast that issue was fixed?! Just this past September-November I called complaining of similar issues. It wasn't until I called a 7th time before someone came out. This person even said there were 4 tech tickets opened at my address that dated back to September; this was now November! I was still I having issues, complained to the FCC.

CenturyLink rep emails me with response saying I had only called them 4 times in 18 months for any issue! I find it odd since when I wasn't calling about an issue; my mother was calling about an issue. Which has been at least 4 times a month! This past Wednesday I called home on my way wanting to speak to my mother. I called 8 times in 45 minutes (my drive home). Each time I hear, "This number is temporarily unavailable." I call just before reaching my house, literally 150 feet from my driveway. Same message. I get inside my house call again... phone rings. I ask my mother if there had been some kind of power outage, nope! She says, she had to call 4 times this morning to her bank which is 5 miles away. Each time open air after she dialed.

I have no idea how this company stays in business! The only issue any of my neighbors complain of is the internet going down every weekend. Which surprisingly has only gone down once for me since my initial complaint to the FCC. A company that takes multiple calls to get any work down should not be in business. A company that allows their workman to destroy a driveway because they refuse to call a tow truck should not be in business. Yes, they even destroyed my driveway and a portion of my pasture. I called to complain about that; the representative said she would let the local manager know. This was a year ago... I am still waiting to hear from him!

Helpful? ☒ Yes ☐ No



Sherman of Chambersburg, PA on Jan. 13, 2017



There has been no bad weather, accident, etc. in our area and yet on the morning of January 2, 2017 we lost our phone and internet service. At 9:30 a.m. my husband used our limited minutes emergency cell phone to report the outage. He called daily. Twice he was told our work order had been canceled and once that it had expired. Several days he was told that they would expedite our repair. Three times there was a repairman across the street and four times a bucket truck was there, but each said we were not the customer that they were servicing.

Repeatedly my husband told Customer Service that he has a medical device for transmitting data to his doctor but was unable to use it. Our cell phone minutes and patience are both shot dealing with CenturyLink. We had no service from 9:30 a.m. January 2, 2017 until approximately 2:30 p.m. on January 12, 2017. In addition, the internet speed is so slow that even a two minute video clip pauses several times while playing which is irritating if you want to hear a news clip and two minutes stretch to ten minutes. NEVER DO BUSINESS WITH CENTURYLINK unless you want practice living off the grid.

Helpful? ☒ Yes ☐ No



Rainer of Pell City, AL on Jan. 13, 2017



USD. My first bill came today. 84.61 USD. When you call to question your bill, a barely English speaking "individual" will tell that you must have misunderstood the sales representative that you talked to (with other words: "you are stupid"). Avoid these people at any cost. They are fraudulent gangsters.

Helpful? ☒ Yes ☐ No



A. of Iowa City, IA on Jan. 13, 2017



June 2nd, 2016: I was told that if I wanted to pay online, I had to pay more (~\$4) to use Western Union's "Speed Pay" through CL's website and that I had to use a credit card (not my bank account). Otherwise, I needed to mail-in a check, so I started using my bank's free bill pay feature (they write the checks and mail them in).

July 7th, 2016: I called CenturyLink's customer loyalty department for a lower monthly rate. I was offered whatever their lowest priced promotional offer was at that time, which was a three-year, no contract promotional rate for 12mbps. It would be \$19.95 for 11 months (until July 2017), and \$29.95 after (July 2019). Which comes to \$23.94 and \$32.66 per month respectively with taxes/fees added in. (It had been \$65/month for 12mbps).

August 2016: My first bill (August, I pay all my bills on the 1st of the month) was \$22.80-- I assumed it had been prorated because I had negotiated the new rate during a billing cycle. Later that month, I called in to have my last name updated on my account. Then, [hindsight here] without authorization or my knowledge, my account was closed and a new one opened in using my new last name, but using the same phone number.

September 2016: My bill was for \$48.83. I chatted with customer service about the rate hike. I was told that I owed two months (~\$24/month) because they charged for the month of service plus a new account fee. I told her that I hadn't authorized a new account. The chat dragged on more than the endless phone transfers usually do because the customer service representative would not respond for ten or more minutes at a time, then when I would ask if we were still connected, they would send an emoji in reply. After an hour of this silence + emojis, she agreed to refund \$48.83-- after I sent in payment. Once again, I used my bank's bill pay. And a week later, I got a check in the mail for \$48.83 as a refund. The system seemed to work! But...

I had been traveling throughout this time and when I get home I realize that my internet isn't working at all (instead I had been using up wireless data). So I call CenturyLink, and surprise, surprise, I get a rude customer service agent. It was the tech department and I was getting the idiot treatment. Each time I tried to explain that the disruption in my service was coming from them, not the phone line in my apartment and not my router, she would tell me that 1. She didn't even have to help me since I wasn't using their equipment. 2. My router was probably defective and I should pay to rent their equipment. 3. If I didn't want to pay for their equipment I should buy a new router myself.

She talked over me when I tried to explain that I just wanted my new credentials to setup my router with the new account-- my assumption was that when they opened a new account for me (without my permission and knowledge) that it changed my ISP info and my router couldn't connect. Well, as soon as I hung up with her (not "on" her, though tempted!) I called back and got a heavenly, helpful representative. He found out that my ISP account information was the same as it was on the old account and that my service had been out for over a month. He apologized that they couldn't get maintenance out to my house for 9 more days. So he went out of his way to make sure my account would be credited for all of it-- 39 days-- using my monthly rate of \$19.95 to determine how much credit I was owed for the outage.

Maintenance found that my line was unplugged out at the utility box which was only accessible to CenturyLink. He plugged it in and my internet started working again. As he left, the maintenance guy joked that I was lucky the fault wasn't in my apartment or I would have been charged \$90 (something never mentioned to me by anyone).

October 2016: My bill is now \$65.77!!! I chatted with customer service. The first one keeps putting me on hold for a total of 45 minutes, only to tell me that he can't find my account at all. Even though I was signed into my account online. I was transferred and the next representative was typically rude, telling me that I needed to pay my bill on time-- as though I was being negligent. I tried again with another rep and discovered that the new unauthorized account had the same account number as my old account.

When they received my payment of \$48.83 in September, it was applied to the closed account and refunded back to me. I now owed new account fee, plus two months charges, plus late fees for the previous month. Now, this agent offered to remove the late fees, bringing my total bill to \$58.77. I was told that 1. credits might take another billing cycle. 2. That I couldn't get credits with past due bill on account. 3. That I had to pay this now (my bill was due in two weeks).

Seeing that I was getting nowhere with traditional customer service, I wrote a letter to the Vice President of Operations (for CL) in my state, stating all the facts of the situation with supporting 1. screenshots, 2. chat transcripts 3. phone recording audio. His assistant replied, apologizing for the situation and credited my account \$128-- leaving \$68.23 in credits on my account after the \$59.77 was paid. I THOUGHT THE ** STORM WAS OVER. But no. November and December 2016: I let my guard down, accepting the fact that my Quick Bill Pay said I owed nothing. Meanwhile, I am being overcharged for monthly service. Instead of \$19.95, I am being charged \$29.95. Clever way of getting back some of those credits, eh?

January 2017: I have a bill of \$32.59, with only \$1.35 in credit left. I realized I had been overcharged. I contact customer service. Again. This time

would then offer to copy/paste the charges for me to read. He refused to transfer me. Then he went back to treating me like an idiot. Not "listening" to anything I was writing. Then he "hung up" on me while I was typing (*almost* as bad customer service as DirecTV, almost). So I called customer loyalty department to figure out what was going on-- and I was told that my bill plan was always \$29.95 and that if I wanted it down to 19.95 I needed to enroll in autopay.

(Did you just slam your head on the keyboard, over and over? Understandable reaction.) Of course, I keep records (of everything) and I know that isn't the fact of the matter. They prematurely suspended my promotional rate of \$19.95 and have been overcharging me for three months. I have made a complaint with the FTC and I am making sure I post my experience wherever I can. I don't have another option for DSL internet service, and CenturyLink knows this-- it's why they get away with exorbitant prices and abusive customer service agents. If you find yourself forced to be a customer of Century Link I have some tips for you:

1. Don't just email transcripts to yourself--- do email them but in addition, use the print feature, even if to just print to google drive or a pdf. This way the numbers in the transcript aren't scrambled. If they are scrambled in your print preview (they may change something on chat program) expand the chat window and get screen shots.
2. If you live in a state where one party phone recording is legal, by all means, get yourself a phone recording app. Use it. Label (date, names, etc) and save all customer service call files.
3. Screenshots. Get them. Save them. Back them up. Screenshots of bank account/ credit card activity, of their website, ads you see from these companies. Timestamp them.
4. Don't use their autopay features. Not everyone will, but many do get lazy about checking their bills when they are automatically paid.

I got lazy for those two months (November and December) that I had the credits on my account, believing that I was safe. But just like every month as a CenturyLink customer, I was getting ripped off. If I had autopay on-- I would have been budgeting for \$24/month but having \$48 or \$65 automatically withdrawn. For those of us with very limited incomes this a huge deal and could cause overdrafts. The less crap we put up with from these companies, hopefully, the better service we will get.

Helpful? [Yes](#) [No](#)



Mindy of Mesa, AZ on Jan. 12, 2017



I had CenturyLink for one year and never really had any problems, but when I went to "renew" my service that's when everything went downhill. My bill went from \$99 a month to \$125 so I called and the customer service department to inquire why my bill went up when I was told it would remain at \$99. The rep Katie was so rude and was clueless about my service. I asked to a supervisor who was even more rude and told me to calm down, it was too early for her to deal with pissed off customers. She said she would give me a \$75 credit to get my bill down, but little did I know, they just added that \$75 to my next bill. Again, I called back and asked why my bill was so high. I was then told that no one ever gave me "discounts" when I renewed my service so the rep put in all my "discounts" and told me my bill would be \$89 a month.

When my bill came around the next month, it was \$126, not the \$89 I was told. I ended up cancelling my service because we moved and they did not offer service in our new area. While I am paying cancellation fees, it's worth it just to get rid of CenturyLink. They have the worst customer service and billing is ridiculous. ***WARNING*** DO NOT sign up with CenturyLink.

Helpful? [Yes](#) [No](#)



Nathan of South Jordan, UT on Jan. 12, 2017



I have been dealing with CenturyLink for only 3 months but I have hated it from day 1. When I got my internet set up it took a long time for them to arrive. There was not personal interaction whatsoever. I tried to buy the modem. I literally called 2 times saying "I want to throw money at you" and they still didn't want it. So now I am just doing their stupid "lease" system. It's essentially a scandal to get you to pay quadruple the amount over your time with the company for a device that only cost 75-100 dollars anyways. It's totally stealing in my opinion. They offer deals then they don't tell you how much you will actually pay.

Their deal where the internet is only 29.95 is a lie. You will have an "internet service fee" which bumps the amount by a few dollars, plus the rental fee for the modem which is 10 dollars a month. So your actual bill is \$45 dollars. Also if you don't sign up for the paperless billing and one other promotional offer that goes with it (which are not required by an optional sign up on your own free time) it costs you an additional 10-20 dollars a month. So your bill starts looking closer to \$55-\$65 a month. When people hate corporate America they hate companies like this. Junk service, junk product, junk company. Avoid it.



CG W. of Uppsala, Other on Jan. 12, 2017



Now and then I receive bills that we in Sweden call "air bills" in other words they don't have an order that requires a settlement. This is a bogus company that live on people who think that every bill they get is legitimate and should be paid. That is one way they make money. One other way is to catch consumers who want to make monthly payments. I read some complaints about this company and the complaints are in the thousands. It seems that they are into phone, mobile and cable businesses that require monthly installments. This is something that every consumer should be aware of. Including, naturally how they treat their customers.

For me these bluff bills have been the only problem. I never respond in any way, just delete. The latest one is that the company have branched out A pay (Paying any monthly installment). Just asking about it on any website alerts then even if that site is the one you do business with and is a secure one with a padlock.

I honestly believe that they are good at phishing. They recently sent me a mail about paying my monthly installment. I trashed it. Today I got a reminder. In it they used an unknown name and my surname. That is a dead giveaway. Trash it. Many on this site have had horrible experiences with them. I hope my review will help the ones who get a mail from them out of the blue. I am very sorry for the consumers who have trusted them and who are stuck with any monthly payment. Get help. I am glad to have become a member because of my curiosity about CenturyLink.

Helpful? [Yes](#) | [No](#)

Cody of Belen, NM on Jan. 12, 2017



Pull up a seat, grab yourself a treat, and get ready for this story. December 27th, 2015. We're getting settled in to our new home that we just moved into during the holidays. I'm now at the point where it is time to get internet and TV service called in. The initial process seemed to have gone well enough. I was a little disappointed that they couldn't schedule someone to come down until the 5th of the new year, but that's just how things go sometimes. I was informed that the TV installation would come on that date and the equipment for the internet would come in through the mail by that day too. Sounded a little unorthodox, but okay. Maybe all I needed to do was plug the stuff in and that's about it.

Jan 5th comes around. The guy for the TV comes down and gets everything set in, no problem. Right on time and completed in a timely manner. No complaints there. But when the mail has come and gone, I was bummed out that the equipment for the internet didn't come in. Ahh well, packages don't always arrive exactly when they do. I decided to just call CenturyLink the following day and see if maybe I could get a tracking number or the like so I might better expect when my stuff would come in. And this is when things really start to go downhill.

When I called in about my account, did you know that it wasn't even under my name? Maddening, I should know. Not even maybe a mild mistyping. It was a completely separate name all together! When I gave the representative my order and confirmation numbers, everything just led back to this mysterious name! I couldn't pry out the name of who it was on this call, but I did glean from it this much: The service that was under another person's name has been activated and paid for on time for quite some time before I even placed my order. Essentially, TV and internet service were activated at my address even before we bought the place and moved in. In other words, my order for new internet service was being interrupted by a previous and active account at the home I am now currently sitting in.

I tell CenturyLink that I do not know what's the deal with why the previous tenants never shut off their services at this address (really is an odd mystery considering it was still up to date with payments despite the family not living here anymore), but they need to discontinue those services immediately. Not only so I could get my services and account in my name, but so the other people could stop paying I don't know how much a month for services they no longer use. Unless if there is some secret underground bunker beneath our home that we know nothing about, I'm absolutely certain they no longer live here anymore.

So we end up getting up what I believe is called a discontinuation of abandoned services. I'm given a new order number and account number that CenturyLink said was under my name and the earliest that they could get a technician down to activate my services would be the 18th of Jan. Now I'm already reasonably upset by the fact that my internet services are already delayed due to the previous tenants never shutting off their services and questioning why this was never caught when I put my new customer order in on Dec. 27th, but I was not at all flattered that my internet installation was pushed back even further when I should've had it yesterday, in relation to the time then.

Other available time slots they offered me for installation would be for yet even FURTHER dates, which was almost insulting that it was even suggested to me. Why would I voluntarily want to wait yet even longer for services that should've already been here now? But I grit my teeth and say I accept the 18th installation date. I'm not happy, but hiccups do happen...as displeased as I may be.

Today is Jan 11th, 2017. I get up and get myself ready to run a few little errands in town when I walk out and find that CenturyLink was here for my internet. While I would've liked a courtesy call that they were changing my installation date for an earlier date, I'm not entirely opposed to pleasant surprises either. A week earlier than what I was told? Fine by me, especially in this scenario. There were some hardware technicalities due to some

due. Not this gentleman's fault that these wires were virtualized, so I appreciate him getting to mending this.

After I had finished with my errands and the technician was gone, I decided to call CenturyLink to get my PPP Username and password. I had a DSL modem laying around that I could use, so I figured I'd call to get those, plop them into my modem, and at last be enjoying my internet. It unfortunately wasn't that easy. When I gave the new order number and account number that I was given from my second call, I discovered that the account still wasn't put into my name! While last time I was not unable to get whose name was on the account due to it being a "breach of customer confidentiality", the name of the previous account holder was now thrown about casually and repeatably, including the last name being mentioned once (and for these reasons, I will respect this individual's privacy and not disclose it here).

What a boggle to the mind it was when I thought I made myself clear that this individual no longer lived here and I wanted new services put under my name that this task still wasn't done. For about an hour and a half, I was bounced between a few departments and put on hold for a better part of this time was a solution finally established. They still had the previous account holder's phone on file, called them, and got the confirmation that the account was to be released and placed on my name...or so I am led to believe at this current time. For all I know right now, everything is still under this person's name.

Another technician comes around to finish the job that the other guy had to leave (he had to go home sick). The new man comes in to test my lines to ensure I am getting a signal as well as set up my modem and go over with me some of my account details. Things seem to have been started to get everything under my name. Some details still seemed unclear, but some stuff did seem to finally start falling into place...until I was told what my internet speed would be.

According to the work order, I had only placed an order for 1 Mb/s internet speeds. Now trust me when I say that I absolutely did not ask for such slow speeds. I'm a large internet user. I play games online, I upload videos daily onto my YouTube channel, and I know that 1 Mb/s speeds would not come anywhere close to what I needed. I'm not a fan of waiting hours for a relatively small update to a game. I like good ping so I'm not lagging behind while playing matches. When it comes to internet speeds, I want the best speeds available to me.

When I was first placing my order on Dec. 27th, I was told 20 Mb/s speeds was the highest available to me at my address. Not the best in the world, but it was surprising to me as my online research suggested to me that internet speeds at this address would've been 12 Mb/s. It's not the cheese factory, but it'll do. Then while speaking to a representative a second time, I was told that I wouldn't be getting 20 Mb/s speeds, but that 12 Mb/s were the fastest available at my address. Okay, maybe the first guy I spoke to accidentally said 20 instead of 12, or maybe I misheard 20 instead of 12. Possible human error. That's fine. Makes sense. Checking online, it said 12 Mb/s was available at my address. Things seemed to have lined up. Would've liked 20 Mb/s as a pleasant surprise, but I went in expecting 12.

But you know what in reality the highest speeds available at my address truly were, according to the technician checking my connection today? 7 Mb/s. 7 Mb/s were the fastest speeds I could possibly get at this address. Not the 12 Mb/s that were checked both on CenturyLink's website and reassured to me operators when I called in to CenturyLink. 7 Mb/s was the fastest I could get. And despite me ordering the fastest speeds I could get at my address, I was put down for a weak 1 Mb/s speed instead.

I feel horribly misled. I can understand the human error of either the operator or myself saying or mishearing 20 Mb/s instead of 12 Mb/s, but I was promised 12 Mb/s when I asked about it specifically for my address. Not the area; my address specific. And then to not even be given 12 Mb/s and not even the 7 Mb/s reality that I was struck with today, but instead being told my order was for only 1 Mb/s when I know for a fact with how I use the internet that it is nowhere near what I would need? No. There was no human error on my part there. I know specifically what I asked for. I wanted those 12 Mb/s speeds and I was misled there, then put down for the slowest high speed service available.

The technician that was there said he would call in my upgrade and do what he could to get me booted up in priority for the 7 Mb/s, but no promises were made. I can appreciate his concern there. My best guess as to why I got stuck with 1 Mb/s comes down again to the previous tenant. Maybe they only had 1 Mb/s and it overrode my previous work orders, just like how my old work orders and confirmation numbers under up under this person's name instead of mine. Perhaps when account ownership was being transferred over to my name, I also inherited their speeds while my request for faster speeds were discarded.

I'm honestly at a loss for what really is going on here. Despite being assured things were being transferred into my name, I was already told this before and that did not happen. And if that was the case, am I actually getting a new account for service at this address or am I inheriting everything that was on the previous tenant's account? Are there any debts? Am I going to get billed for a prior months of service I didn't even use? Will this interfere with my TV and internet service bundled that I ordered for myself? None of these questions were answered. My TV and internet are working now (even if the internet is not at the promised speed and just the lousy 1 Mb/s), but will it stay this way? What sort of charges will be billed to me?

I'm just wrought with worry over what else could've possibly went wrong here. I do not trust anything I was told (save for what the technician showed me on his reader for fastest speed available; that was substantial proof for me). I'm even more skeptical as I was bounced between multiple people and departments during the duration of my calls. I can't promise that the order number I gave will even work because of just how discombobulated everything was. When I gave some of these before, it went to this other person's account (the only hint I'll give is it starts with an M).

As I come winding down in my lengthy complaint of my recent experiences with CenturyLink, I say that this whole mess should've been caught day 1 as I was placing the order. When someone who chose the option to register as a new customer gives you an address that is already serviced, this needs to be brought into question immediately. Instead, I was led to believe my whole order went through when it didn't. Finding out my account

that I'd get was even harder on what I had wanted to do.

But credit where credit is due: Multiple people that I did speak to with CenturyLink were friendly. Some more than others, but nobody who I would consider having gotten short with me. Perhaps a little frustrated, sure, but nothing I am willing to forgive. This ordeal has made me want to pull out hairs, so I can imagine how things went on the other side with a situation that, according to one operator I spoke to, said he had never before seen anything like this, expressing great concern and interest in how this could've even happened. So I'm led to believe that this is less the people's fault and more of a poorly established system. Or perhaps some poor training or oversights. But most importantly, this all could've gone a whole lot smoother if the previous tenant just called and shut off their services when they were meant to.

Be that as it may, I am still disappointed with how things have went. If there were any better alternatives for internet around, I'd be tempted to switch. But there isn't, so I'm having no choice but to tough it out. All I ask in the end is this: Please provide to me the fastest speed that can be mustered at my address, ensure my TV service is not interrupted despite all these shenanigans, do not bill me for things from the previous tenant's account, treat myself as a brand new customer and account like nothing has happened before, and I'll then be happy to put all of this behind us and pay my bill monthly like normal.

I know this is a rocky start for CenturyLink as well as myself, but I just want to get everything straightened out and then continue on with things like this has never happened. Lastly, but certainly not least, I'd like for CenturyLink to come up with a system to help prevent such headaches from happening again, just in case a new tenant of an address wants to establish new services from when a previous tenant never shut off.

Helpful? [Yes](#) [No](#)



Kimberly of Lakewood, CO on Jan. 11, 2017



I don't know which Denver metro location you deal with when you call the CenturyLink 1-800 number you see on your bill, but I was just told that they couldn't help me fix my problem because they had already been on the phone with me for 15 minutes, and they needed to help someone else because that's their policy. I called at 11am, spent 2.5 hours on the phone between tech and billing because in addition to a persisting, unresolved billing issue, my Internet doesn't work past 4:30pm daily. I have wasted 3 hours of my day, and not one of my issues has been resolved.

Not to mention, my bill has not been right 1 month since moving into my new house in July. Oh, AND I was informed by a rep that the area where I live has been flagged a red zone because they're maxed out on lines for the number of people they're serving. So in other words, there are TOO many people trying to receive Internet for the number of lines they have in my neighborhood, but they sold me their Internet package anyway. Unbelievable. This is by far the worst service imaginable, and I'm furious. Thanks for nothing CenturyLink. I would have given zero stars if that was an option.

Helpful? [Yes](#) [No](#)



Tammy of Mount Vernon, OH on Jan. 11, 2017



From the day we moved into our new home we have heard nothing but horror stories about Centurylink. On day one of moving I requested new Internet service to be installed. That didn't happen until a week later because somehow the customer service rep didn't schedule the appointment. We have been here for a year and have paid for 10 mgs and have only received at the most 2.5. After back and forth with tech support and customer service we set up for a tech to come out. We just had our second no show no call. I have never dealt with a company that not only can't provide service but doesn't even try to fix it. They are our only option for providers and I run a business. How do they stay in business?

Helpful? [Yes](#) [No](#)



Athena of Dallas, OR on Jan. 10, 2017



My day started off with calling CenturyLink on my existing account. After being transferred to the "correct department" four times and 45 minutes of my day wasted, I was told they couldn't help me. I was simply asking to change my direct deposit withdraw date by 2 days. I called a couple months ago asking this and they said it was done. It was not and on this call they told me "it is impossible to change your date" and they would keep auto debiting my acct on the 30th when I get paid on the 1st. I have never come into contact with any company who cannot change your withdraw date. My only other option is to remove direct deposit and lose my discounts.

I opened my new acct in May of 2016. Absolutely blows my mind. Not 1 bill, notice or collection notice in 5 years. After over 2 hours of dealing with this and being disconnected several times, during needless transfers, I was eventually told they have lost all archived notes so they cannot confirm I requested the acct be closed and unless I had the confirmation code from 5 years ago, there is nothing they will do. My mind is blown!!! I will be closing my current acct with them ASAP. If you are smart you will run from them!!!

Helpful? [Yes](#) [No](#)



Pat of Charlotte, NC on Jan. 10, 2017



Received my bill on Jan. 9th, which stated it was printed on Dec. 24th. The due date is Jan. 13th. That's only 4 days to get it mailed and credited properly without incurring late fees, which is nearly impossible! This has happened on several occasions but enough is enough. It's time for an investigation into CenturyLink's billing practices! If anyone else is having the same problem, contact your state utilities commission like I am getting ready to do and start raising hell. This is obvious fraud for the purpose of extracting more money from consumers.

Helpful? [Yes](#) [No](#)



Becky of Milwaukie, OR on Jan. 10, 2017



It has taken over 6 months to straighten out overcharges on my bill. I had to make two stop payments for incorrect removal of funds from my bank account and even when it was their mistake they charged me a \$25.00 fee! I have a stack of papers with confirmation numbers showing I've spoken with them over 15 times and each time a different representative has a different take on what's happening. They even blamed UPS for "not sending the delivery code for the modem" I returned and they continued to charge me even though it wasn't on the bill as such (no one could figure out the extra 10.00 on bill). Except to say it was a "loyalty customer charge"... really?? Do not use this company - they are the worst!!!

Helpful? [Yes](#) [No](#)



Sam of Gilbert, AZ on Jan. 9, 2017



CenturyLink has worked hard to earn the worst ISP. I made the mistake of subscribing to one of their deals and was appalled by the slow and repeated interruption of the service. I requested a service cancellation and have been trying for days to get a refund for the service that I terminated with no avail. I'm constantly met with rude customer service representatives who basically say that's the way it is. Billing has been a nightmare. Right now I'm chatting with a customer service representative who does not know why I'm being charged for a service I'm not using. I canceled my service and returned the modem. CenturyLink acknowledges that I did both and still want to charge me for a service I'm not using. They acknowledge that the bill should be adjusted. Instead of doing so, they are transferring me from one representative to another. I've spent hours being transferred between several representatives, and still at square one. Never again.

Helpful? [Yes](#) [No](#)



!@\$ of Albuquerque, NM on Jan. 9, 2017



I was never told that I had to pay for the router that CenturyLink was installing in my home. I was only told that there would be an installation fee. The day the tech came out to install it he told me he would waive the fee. When I got my bill there was a \$100.99 charge on it. When I called to see what the charge was it was for the router. The only option that the guy (who could barely speak English and did not seem to know anything) could give me was to send the router back to them.

When I said that I wanted a payment option he was unable to do it. That one encounter took an hour of day away from work. When I called back to talk to someone else it was a female who had an attitude from the moment she answered the phone. And guess what? She couldn't do one single thing to help me out. What do these people get paid for? I am so tired of these companies screwing over the little guy! CenturyLink you SUCK!!! If I

Helpful? [Yes](#) | [No](#)

Ralph of Alamogordo, NM on Jan. 8, 2017



For 5 months I've Been trying to resolve this situation to get my bill down. They offered 27.99 for new customers. I was currently at about 70.00 a month. So I called them since I was a 8 year customer I felt that they should work with me to see if they could help lower my bill or I was going to switch to a local internet provider that offered a higher speed for 32.00 a month. They sent me to the loyalty department since they claimed they couldnt do anything to lower my bill, so I was about to cancel my service with them. The loyalty dept. rep said they could keep me on for 35.00 a month.

To make a long story short the next month was 102.00 a month with no change in service so once again I got on the phone for about 4 hours, and once again was told I was at 35.00 a month. Next months bill was 70.00, and another 4 hours on the phone with them. Next months bill was 90.00 a month and hours on the phone, last month another 90.00 but at least they reimbursed me 90.00 last month but now this month it's 120.00. I've had it. I'm gonna now just switch providers, (which now the promo is no longer available) but the hours on the phone with the lousy customer service and

lies about my bill will at last be over with! And their internet is also lousy. If you have a choice, avoid CenturyLink! You'll save a lot of frustration and money!

Helpful? [Yes](#) | [No](#)

Kimberly of Ocala, FL on Jan. 7, 2017



Moved service from one house to another. CenturyLink raised my bill and placed me on another one year contract claiming new service even though the account number stayed the same. I did not have service for a two week period connected to any residence. CenturyLink billed me for an entire month plus the month plus the first month of the "so-called" new contract. Changing addresses raised my internet service from \$55.00 to \$75.00 and a new contract for the same services. When I attempted to speak with a CenturyLink agent to discuss my bill, I was hung up on by several agents including management. In order, to disconnect service bill move be current. Which means you would have to pay for the highway robbery charges they take upon themselves to add to your bill. CenturyLink does not screen their calls. Agent are allowed to hang up on and be deceiving to us customers. HORRIBLE SERVICE CENTURYLINK.

Helpful? [Yes](#) | [No](#)

Tom of Coon Rapids, MN on Jan. 6, 2017



I receive my first bill for my internet use, then I receive a bill for my Prism use, then they, CenturyLink, combines them about a week later. I pay my bill. Not so fast!! I let a few days go by and wella!!!! I'm charged again for something I did not order or even know about. This has been happening for 11 months. I call customer service and hear the same line every time - "Sir our system is changing please be patient as we work this out." For years they have been "switching the billing from Qwest to CenturyLink."

I got my attorney general involved back in May of 16, VP from CenturyLink called me!! Told me my bill would froze at \$93 per month for two years due to their incompetence. Lies. My bill never froze, it just kept going up. Here today, I checked my CL account and see I am again being charged for what I do not know cuz I paid for December. I called my atty general again. They remembered me. I sent in a new complaint form as requested by my atty general. They are baffled as to why this company does not repair their system. The BBB will not give CL a rating due to their HS service.

Helpful? [Yes](#) | [No](#)

amir of Cedar Crest, NM on Jan. 6, 2017



keep getting wrong night bills for services I don't have. make a catastrophic mistake of asking CenturyLink to add internet and voip to my landline. From the minutes after installation numerous problems started, adversely affecting my internet system, loss of phone etc. Within 20min of installation, disconnected everything to resort to my basic land line. After several hrs of being on the phone, with staff that appear to have the expertise of only reading templates, and 10s and 10s of phone call, after cancelling their services, I still get notice of late payment. Customers... Do yourself a favor and stay away from this company. If I would have read some of the reviews, I would have never tried to get anything from this company.

Helpful? ☒ Yes ☐ No

Tobey of Montrose, CO on Jan. 5, 2017



I have been managing businesses for many years now. How is CenturyLink still bringing in cash? This is easily the worst customer service I've experienced over the duration of 7 months using them. For another 30 days until Charter gets setup in my building CenturyLink is the only option for Internet and Phone for my business in the building we operate from. EVERY communication with them has been insulting and bizarre. I was told if I dont like it I can leave by an annoyed rep when I called for the 3rd time to setup automatic payments which evidently didnt work the first 2 times I set it up.

When I had the initial lines installed they dangled the modem from the wall between a freezer and refrigerator in the kitchen area of my business. Nowhere near my office!!! I called back and they wanted to charge me to move it since they were there once already!!! EVERY TIME I called customer service their employees were very poorly trained and rude (I'm sure they are just tired of working under such a poorly run company). Please sell your company to another that cares about their customers so those who have no choice like me dont lose more hair dealing with you!

Helpful? ☒ Yes ☐ No

Nicholas of Homosassa, FL on Jan. 5, 2017



I am a college student and a full-time worker who lives on his own and putting myself through school. I moved into my apartment in August of 2015 and because I'm in school, I needed affordable, but reliable internet service. I came across a flyer in my mailbox for basic internet/cable for 70\$ a month for 12 months. So in October of 2015 I decided to give it a try, and from there the nightmare started (the nicest way I can put it). The person who set up my account over the phone from across the country messed everything up from the start. Then the technician never showed up the day he was scheduled.

When he did finally show up, I asked for the window of 12pm-4pm because I had to leave for work at 5pm, he got to my place around 1pm and it took him over 4 hours to run the phone line from the outside to inside and hook up the set top box/modem. Majority of the time I could see him standing, talking on his cell phone next or in his truck out my window. Needless to say I was late for work that day. Then a few weeks later I get my first bill and it's for \$350. I was livid, so I called and complained and wanted something done. This person made excuses and blamed the person who set me up and proceeded to give me the runaround.

Finally I "Thought" I had everything straightened out. Come to find the next not 1, not 2, not 3, but 6 months billing was wrong and had to call back and argue, each time my patience dwindling and anger growing. Finally I was assured the problem was finally fixed and was, for one billing period, then the bill was still 5\$ more then what I was originally quoted but I was so fed up I said forget it and just accepted it. It was better than the 15\$/20\$/25\$ differences I was seeing previously.

Thought that might be the end of my issues, but NO. Then about 5 months later the equipment I paid outright 100\$ from the start so I didn't have to rent it for \$9 a month every month, crapped out for no reason and I had to have it replaced. Now I'm moving out of my apartment to move back in with family while I complete my BAS and they want to charge me a "early termination" fee for BOTH services individually. I was just told it would be 200\$ for the internet and 240\$ for the cable PLUS my last month's bill which will bring the total to over \$600. Almost more than my rent costs me a month! To top this all off their internet is not reliable and their cable freezes all the time.

To say I am irate is an understatement! This company is nothing but a bunch of corporate, white collar, crooks who will squeeze every last dime out of their already unhappy/unsatisfied customers! I also want to file a complaint to the BBB because why they do just doesn't seem right. My only advice is that if you see a flyer or any "special offers" in your mail from CenturyLink... Burn them and run in the opposite direction because you will be living a true nightmare just as I am now.

Helpful? ☒ Yes ☐ No



In late Nov of 2016 a young lady knocked on our door and said that CenturyLink had just installed cable on our street and was offering a 30 days trial on cable TV. If we didn't like it we could cancel free of charge in 30 days. The door to door salesperson would not put the price in writing. In subsequent follow ups to confirm the charges we were given a different price each time, always more than the last. They always say, "I don't know who you spoke to the last time, but..." Once installed, the reception was so horrible (pixelated and frozen screen at least 15 times per hour) that we canceled immediately. On our bill we were charged \$240 as a cancellation penalty. It took three representatives and more than an hour on the phone to get the charge removed.

Helpful? [Yes](#) [No](#)

rick of Williamston, NC on Jan. 5, 2017



We have CenturyLink phone and internet service. Sadly it is our only option. The service does not work. The repair people will not show up. We can not get any response from their Customer Service Dept. If you call them you get Beebalabobala in Bangladesh. The only thing that comes in as it should is the bill. If you have any other options DO NOT USE CENTURYLINK.

Helpful? [Yes](#) [No](#)

Rosanne of Albuquerque, NM on Jan. 5, 2017



I have been trying to apply for a new account with your company. Yesterday (1/3/17), I had the pleasure of speaking to a phone representative of yours in installing internet service to my home. But unfortunately I was disconnected from the representative during the transaction. I received an alert that my credit history was checked by your company before we were disconnected.

So tonight 1/4/17 at 2056h, I called again to hopefully continue business with your good company. The female representative I was speaking to was VERY RUDE! I am a prospective client with high credit score. She was very rude and curt!!! Please review the recording of our phone conversation. When I expressed my dismay about having my credit score checked again, instead of continue encouraging me to buy your product, she was rude and very indignant! Despite that, I still gave her my SSN again. But her credit score inquiry did not go through. I asked her "would this 2nd review on my credit score be reflected on my credit history, and if I try again tomorrow, would that be the third time my credit score would be checked?" She said "yes." I expressed my disappointment, but never at any point of our phone conversation was I rude.

Instead of apologizing and continue selling me the product, she curtly asked me if there's anything else she could do for me, as if to end our conversation. And when I asked for her name, she hanged up on me without answering my question. I believe you have great services to offer, but this kind of customer service would drive any prospective or even current customers away. I also work in a customer service-related field, and I highly recommend that she be provided with the ample and professional training on providing high quality sales and service to valued customers or future customers. I would like to file a formal complaint regarding this matter and you can reach me preferably through email, but you may also contact me through phone. Thank you for your prompt response to this matter.

Helpful? [Yes](#) [No](#)[< Previous page](#) [Next page >](#)

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Consumer Complaints and Reviews



James of Chandler, AZ on Jan. 4, 2017



CenturyLink Customer service fails to tell you about all the HIDDEN COST of their \$24.95 Internet promotion. If you sign up for this special promotion you will really be bill in excess of \$80.00 for your first billing and then the promotion will turn into about a \$50.00 monthly charge depending if you purchase the modem. Upon contacting their very "curt" Customer Service about the additional charges they very bluntly explain "that is what your billing will be for the next two years."

Helpful? [Yes](#) | [No](#)



Marvin of Phoenix, AZ on Jan. 4, 2017



have done if I was able to find an answer which I could no thanks to horrible website. FCC should close down this company.

Helpful? [Yes](#) | [No](#)



Barbara of Wauseon, OH on Jan. 3, 2017



I signed up with CenturyLink in the fall of 2015 and was promised 5 years at the rate of \$62.00 (plus change) per month. Installation went smoothly. Good customer service when I had a problem. Everything changed one year later when a bill for \$85.47 arrived. They didn't care what I was promised. The 5-year rate was obviously a scam to hook those of us who hate arguments with cable/ISP companies. You can see the difference in customer service below: Originally on 10/17/15 - first month's bill: Our recurring monthly cost will be \$62.00 plus change. She will note on my account that this rate is good for 5 years, but she could not log it in due to billing codes being different. If it expires next year, I can call and tell them to look in the notes to verify they should renew the monthly rate at \$62.00 plus change.

On 11/2/2016 Spoke with Niketa at CenturyLink Phone #1-866-270-7498. She said the discount I had been given ran out which is why my bill went up by \$25. I told her what I was promised, a 5-year guaranteed rate of \$62.00 plus change. After long conversation she agreed to charge \$55.51 for next month's bill to compensate for the \$85.47 cost this month. Charge will be \$60.55 through 11/2/17. I told her I was angry at being lied to one year ago, that this is typical with internet/cable companies--promise the moon when you sign up and throw all promises out the window one year later. Told her I have a quote from Time Warner in front of me for \$89.99 per month for 30Mbps Internet, TV, unlimited calling. Why would I pay \$85.47 for just 25Mbps internet and phone with no TV? She said I should call back in September 2017 to negotiate for the following year.

12/3/2016 Spoke to Nickamica Phone at 1-866-270-7498. Didn't seem to know anything about conversation on 11/2 although Niketa told me on 11/2 that she had documented everything on my account for future reference. Nickamica put me on hold for 1-2 minutes to check. Said she can get it down to \$60.48. I asked what my bill is for this month. She said \$70.47. I told her that was unacceptable and I will not pay it. I was promised the bill would be \$51.55 this month to make up for the overcharge last month. I will cancel service on 12/13 and I will go with Time Warner, RTEC, or another Internet provider. Told her I am not angry at her because she is following company policy, but I am not playing this game every month. She asked me to hold on while she checked to see what she could do. She came back and said she got this month's bill down to \$50.80 and it will be \$60.40 per month until 12/3/17. I agreed and thanked her for her help.

On Dec. 31, received a bill for \$70.84. I did an online conversation with yet another rep today to fully document the event as well as promises made. Corey ** said my discounts expired and my new cost is \$80.33 plus tax per month. I have the full conversation documented but won't bore you with those details. The upshot is CenturyLink lies constantly, deliberately, and will continue playing games with your monthly bill no matter what promises are made via phone or internet conversation. We cut cable with Time Warner after 20+ years due to a huge annual billing increase. With CenturyLink, the battle is monthly. They are sharks. You need to get out of their water now. Better yet, don't ever swim there. Shameful!

Helpful? [Yes](#) | [No](#)



Mine of Erie, CO on Jan. 3, 2017



I have a 24 month term commitment for internet. I recently moved and when I got my first bill, I realized they are charging me \$10 extra. I spoke to a customer representative named Helen and she wasn't able to find why my bill was \$10 more. When I said "Why can't you explain this?", she raised her voice (yes, literally) and said the same thing over and over again "I can get you to retainer department". I said "Yes, please do so." but she hung up on me.

I called again and talked to another person. In the meantime I compared my previous bill and current bill and noticed that I am not getting full promotion that 24 month term commitment brings. He wasn't even going to notice if I hadn't seen the differences on my bills. He transferred me to retainer department and there was another person with short temperament. Even though, I was very kind, she didn't want to listen and wanted to cut me off all the time. When I asked her why I am not getting the full promotion anymore, she said "because you moved". I continued "What's the purpose of having 2 year commitment if my bill is going to change?" She couldn't explain that. I feel like CenturyLink just finds people with no customer service experience. They are all clueless and rude. I don't recommend CenturyLink at all.

Helpful? [Yes](#) | [No](#)

Michael J of Decatur, IN on Dec. 31, 2016



I like to pay bills with money order, etc., CenturyLink 2016 did not get a bill to me 2 times and I always send it registered, they lost it after they signed for it. I have talked with other people in my area that pay the old way and they have the same problems with them, funny, funny!! P.S. Stop identity theft. Pay cash.

Helpful? [Yes](#) | [No](#)

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J of Franklinton, NC on Dec. 31, 2016



It has been three weeks and CenturyLink still fail to send out anyone that can actually fix my issue! I keep getting the runaround about when someone will come. When someone decides to show they're not qualified so the issue is prolonged once again and my family is still without internet

wouldn't recommend them to my worst enemy.

Helpful? [Yes](#) | [No](#)



Michael of Burien, WA on Dec. 31, 2016



Comcast recently ran fiber optic around my neighborhood, so I thought I'd try switching to their service for enhanced internet speed. I started by telephoning and speaking to someone who acted like she was 12 while we struggled through spelling the simplest words and lots of repetition. We finally finished about an hour later, when she offered me my account number. I requested that she email it to me. On the next day, someone from the company phoned me to ask me to participate in a required computerized telephone questionnaire. I could barely understand a word she said, but I agreed to wait five minutes on hold for it to begin.

After holding for more than ten minutes, the call was ended from her side. When I phoned back three times to resume the process, I was told by each person that they were unable to find any record of my ordering a new account. When I got around to calling again to try opening a new account, I was told that the computers were down. Really? What an inept company!

Helpful? [Yes](#) | [No](#)



Leea of Vancouver, WA on Dec. 31, 2016



It seemed like I was talking to a robot, who could not answer a simple question about CenturyLink physical locations around me. The representative said that he could not identify me and would suggest calling customer service again! What?! I was talking to a customer service representative! Why do I need to be identified as a customer? All his answers were - "call us again later, call us again later, call us again later..." My actual reason for calling was to disconnect my service, which I have not even used. I was within the time range to get my money back, if not satisfied with their service or a change of mind.

When I ordered their service, they asked me for a \$50 security deposit. When I called to disconnect, they told me that the activation fee of \$19.99 is non-refundable! What?! What fee? What activation? Nobody mentioned anything about that before! I did not even open their cable box and have not connected anything! The second customer service guy acted like he doesn't know anything and has no idea why I was not aware of that. Moreover, they would not cancel my service the same day. Since it was Friday, my cancellation would take place on Monday! Wow! No more CenturyLink in my life for sure, or until they dramatically improve their customer service!

Helpful? [Yes](#) | [No](#)



mak of Las Vegas, NV on Dec. 30, 2016



This company has a pattern of lies. They lie lie lie. They will charge more for services than what they promised. They will add unauthorized devices and worst customer service of all. Never do business. You will regret IT.

Helpful? [Yes](#) | [No](#)



Petro of Newcastle, WA on Dec. 30, 2016



I had the worst experience with this company! First I was promised my bill will be 29.99 and I paid every month 53.00. The internet fell down after couple month. I called so many times stating for hours in phone, they didn't fix it, they send another model, didn't work. They never solve your problem. They charged me for the service I didn't had and after I disconnected the service after they sent two guys to check what's going on and they told me CenturyLink can't give me Internet service and I have to chose another company and there isn't any signal around my home because the area where I live. They were so mean. Told me to pay termination fee even they couldn't give me internet service. I had to stav with them no

Helpful? [Yes](#) | [No](#)

Rebecca of Debary, FL on Dec. 29, 2016



In spite of having service with CenturyLink SINCE 1977, my mother-in-law was still held responsible for a \$200 bill for "service" incurred AFTER SHE PASSED AWAY. So much for customer loyalty, and even human decency. The estate hasn't even been settled yet and funds came from her daughter (a single mother and teacher's personal account). Despicable. Honestly, it's inconceivable to me to be charged for service after one's death when the service is "virtual" in the first place. It's not like someone mowing the lawn or providing labor - would have only taken a reasonable customer service rep and copy of death certificate, but CenturyLink refused. Unbelievable.

Helpful? [Yes](#) | [No](#)

Cole of Benson, NC on Dec. 28, 2016



CenturyLink installed an Internet connection at my home. When I originally ordered the service, they told me that I needed their router because the customer handoff was fiber. It turns out that it was actually copper, so I could use my old router. The technician told me that he would send the router back to CenturyLink, and the \$99 modem fee would be removed from my bill; unfortunately, this never happened.

I have contacted CenturyLink probably eight times to try and get this resolved. Every single time that I have called them, I have had to explain what happened because apparently nobody makes notes in their ticketing software at CenturyLink. This entire ordeal has been a nightmare. It amazes me that CenturyLink is so stubborn about a \$99 modem (that in reality is probably worth less than \$20 retail).

None of the CSRs that I have spoken with have been able to remove the fee, and when it appears that a CSR has made some headway, when I call back a few days later to see if the charge has been removed, the person that answers the phone has no clue what I am talking about. I feel like I am talking to someone with anterograde amnesia. My recommendations to future customers of CenturyLink are to 1) find out if you really even need the router and 2) if you weren't sure if you needed the router and you ordered it, don't give it back to the technician to return. Return it yourself.

Helpful? [Yes](#) | [No](#)

Karen of Goodrich, MI on Dec. 28, 2016



Unbelievable, horrible, service. Had CenturyLink for 12 months due to a locked in contract. The internet constantly cut out for intermittent spells (sometimes 5 minutes sometimes over an hour) every day. Streaming TV was painful, but couldn't even stream music or send simple e-mails at times. They had service people out several times in the 12 months... Cannot believe how much time I wasted on them trying to get it to work properly. Finally, contract is over and I cancel.

Cancelling was another horrendous process. First they "didn't process it all the way". I learned after calling them 10 days after the cancellation and not receiving my equipment return box. Second, they insisted on billing me for the upcoming month even though the service was cancelled. Said I would get a late charge if I didn't pay it and then they would issue me a credit on the statement following that. Apparently the "cancellation" and removal of the upcoming months' fees won't show up until after the next statement is issued (which is after the due date of the first bill that I really don't owe). What do I do with a statement credit? Really, really, shameful service on all fronts.

Helpful? [Yes](#) | [No](#)

Jerry of Dover, AR on Dec. 28, 2016



Centurylink charges me \$120 a month for just DSL service. No television, no home phone, nothing. This is a ridiculously high price, especially in light of the lousy service dropping off every 30 minutes or so. I tried to change internet providers but I have none available in my area. CenturyLink

Helpful? [Yes](#) | [No](#)

Bet of Hertford, NC on Dec. 27, 2016



My 85 year old mom has been billed incorrectly for premium channels and we cannot get issued resolved because we are dealing with CenturyLink (billing company) and Directv. After 4 months the issue is unresolved with both companies blaming the other. Do not ever agree to combine services from 2 companies. CenturyLink has the worst customer service with rude representatives.

Helpful? [Yes](#) | [No](#)

Austin of Cosby, MO on Dec. 24, 2016



I wanted my landline removed and keep the internet service. They ended up cancelling all services giving the phone/internet port to someone else. Contacted them by phone to resolve the issue, they said there were no ports left to give out and didn't know when one would be available. Upon talking to the CSR she told me that we were being overcharged for the last 8 years for a modem that hasn't been in use for the last 96 months. She refunded three months of overcharges and informed me that was as far back as she could go. After 5 phone calls and lasting hours on end no one knew anything and kept the transfer game going. All in we were left with nothing. Mad I have to rate them with a star wouldn't give them anything.

Helpful? [Yes](#) | [No](#)

Nikda of Buckeye, AZ on Dec. 24, 2016



I have been a customer since 2014, but I have suffered from the worst with this company. I finally canceled the cable TV service, because every month they raise my bill, they give me an offer of three months and next month they raise my bill. But the worst, when I canceled the cable they got upset and made a mess. They created me two accounts, they put the phone in one and the internet was left on the first count. They call me that they will install it on December 23, 2016, and they did not connect it.

I called and they passed me like six people and for hours they did not solve the problem. They wanted to make a third account, as I did not allow them, they left me without phone and without internet until new notice and I paid all my bill every month. I have paid thousands of dollars with your changes of offers and the internet is not good. Please someone should sue this company, this looks like what WELLS FARGO did, is a fraud in capital letters. PLEASE HELP.

Helpful? [Yes](#) | [No](#)

Maria of Dewey, AZ on Dec. 23, 2016



CenturyLink service representatives are rude and will never do business with this company again. I cancelled my service and have been trying endlessly to contact them regarding the last bill where they are trying to overcharge me once again. They have ignored my emails to their escalation department and whenever I call and manage to get a live person they just keep me on hold forever and pass me from one person to the other. I have not resolve my bill as they are ignoring me. Do not do business with this company.

Helpful? [Yes](#) | [No](#)

Phyllis of Lakewood, CO on Dec. 22, 2016



I have many complaints against CenturyLink. First their customer service is atrocious. I was on hold 20 minutes. When I did connect I could not understand a word he said. My main complaint is with billing. I called exactly one year to renew my internet service. I was up to date on my payments. I was quoted a total of \$28.94/ month for an upgrade from 20 to 40 and free installation and free modem. My bill is/was \$81.61. I called customer service and his response over and over was "You should feel lucky you're not paying what other people are paying." He offered no solution. I had also tried to contact customer service online. I waited 15 minutes and had to leave. The installation was a nightmare too. I waited four hours for the technician to show up. He could not find an existing telephone line for hook up so he had to drill holes in my house. He took three hours to install. That's a whole day of work I had to take off.

Helpful? [Yes](#) | [No](#)

John of Tucson, AZ on Dec. 22, 2016



Over a period of approximately a year, every time it rained in Tucson, my phone service would go out. Two or three hours after the rain subsided the service would resume. I never reported it until the last month when we have gotten more rain than usual. The 1st time I called & explained the situation, I was told that it would be 2 or 3 days before a serviceman could get out here, I explained to them that by 2 or three days, the problem

would no longer exist & someone needs to come out while it is raining. They told me that they would try to get a serviceman out sooner. I waited a few hours & service was resumed. They never called so I called them, they informed me that they fixed the problem.

A few weeks later it rained again & the phones went out again. I went thru the same B.S. as the 1st time. This is approximately 2 weeks later & it is raining again & our service is out for the 3rd time in about a month. I called them for the 3rd time & went thru the same B.S. as each other time. This time I lost my temper because Jen, the person I was speaking to kept talking over me & completely ignore what I was telling her. I told her that I wanted to speak to her supervisor, she informed me that the supervisor would call me back. It's a good thing that I did not hold my breath, I am still waiting. I hope someone from consumer affairs reads this & I hope anyone considering Centurylink reads this. We are senior citizens and have been around for a while and I have NEVER deal with such an incompetent phone company in my life. If anyone considering this company & has an alternative, please do yourself a favor & choose the latter.

Helpful? [Yes](#) | [No](#)

John of Winter Garden, FL on Dec. 22, 2016



Needed to move my account to my new house. I called and was told that could be done within a couple of days. Technicians came out and said a line had to be run to the house and this couldn't be done for 9 days. I called and found that Brighthouse could run the line and have my internet up and running in 2 days. So, I went with Brighthouse and waited for Century Link to call with an appointment. They never called. A technician showed up even though no appointment had been set. I told the technician I was canceling the service and asked if I should call Century Link, they said no, they would turn it in.

3 weeks later I had heard nothing from Century Link about returning their equipment. I called. Of course, they had no record of service being terminated. I gave them the date the technician visited and told them I had switched because it was taking them so long to set up service. They then told me I owe them a \$200 cancellation fee. Typical. By the way, I see several others have had problems with phoning Century Link. I spent hours trying to talk to them and the call dropped on at least 3 occasions. They had verified my contact number but no one ever called me back after a dropped call. I had to start from the beginning every time I called back.

Helpful? [Yes](#) | [No](#)

Cindy of Coalmont, CO on Dec. 22, 2016



Last week, after all troubleshooting, my internet service was slower than dial up. The rep had me run a speed test. Running about 15% of the speed I am paying for. Service 4-5 days out. Got the call confirming service Tuesday, stayed home waiting, stayed home Weds. Called and confirmed they would come Weds. Nope. Stay home from work for day 3, at what cost to me. I can't do any internet shopping the week before Christmas, I can't work remotely, I can't go to work. If I go to work, I have to go another week without internet. Absolutely abysmal service.



A of Bend, OR on Dec. 21, 2016



I don't understand why CenturyLink is still in business. So many are unsatisfied with the service yet here they are years later continuing to make the lives of their customers miserable. I had CenturyLink 10, maybe 15 years ago, it was Quest then, and the service was good. Customer service was good, internet good. When it switched over to CenturyLink I continued to use the service, and it went downhill from there right into the crapper.

They charged me for other people's services, also overcharged me for usage yet I could never keep a connection, kept getting bumped offline so I canceled. I decided again to use CenturyLink last month thinking they worked out the bugs. Holy cow it's worse. Not even a month went by and they claimed my usage is over what I am paying for. Talk about gouging people to fill your pockets with money. This has to be illegal. They are slow to fix any issues yet quick to take the money from the customer. Plus they are shutting me off at the end of the month because they cannot wait till I get my disability check next month. I will be without a phone. NO MORE CENTURYLINK!

Helpful? [Yes](#) | [No](#)

M of Aurora, CO on Dec. 20, 2016



Tried to get information on the statement for my recently deceased father. Spoke with three people. I asked for a manager two times and was brushed off each time. The Incompetent customer service agents were pathetic. Not only did they not speak to my mother because her name is not on the bill, they asked for a POA document. Note, they took her money from the account she paid from, but wouldn't assist otherwise. This is absolutely the WORST company I have ever encountered.

Helpful? [Yes](#) | [No](#)

Jeffrey of Las Vegas, NV on Dec. 20, 2016



DO NOT do business with this company! Stay away. Work with any other company, but CenturyLink. They are fine when soliciting your business, but after that it's a nightmare of billing issues and poor service. Do yourself a favor and never do business with this company. They should be out of business by now. I'm a small business owner in Las Vegas (6 kiosks), and as its consumer I have struggled for a year with incorrect billing, overcharging (read: bait and switch), and lack of response from my account rep. She will ignore all my emails and voice mails. Unbelievable! How can this entity stay in business providing this level of poor service. I've wasted innumerable hours trying to get problems straightened out, but to no avail.

Helpful? [Yes](#) | [No](#)

Vicktoria of Marysville, OH on Dec. 20, 2016



If only I could have chosen 0 stars for CenturyLink. We recently built a home and called CenturyLink for phone service. We were scheduled for the phone installation on 12/19/2016. They were to run a line from the box to our home. The installation never happened and when I called to inquire I was told that they would call back with a date for installation. I again asked for some kind of time line and was told they had no idea when a technician could run a line since they were in negotiations. I expressed my frustration and asked for a manager. Unfortunately, I was told the same thing with no explanation of what "negotiations" meant. Terrible, terrible, terrible customer service!!! We will NEVER use CenturyLink nor would we suggest it to a friend. We will happily make the HOA aware so that others can be informed.

Helpful? [Yes](#) | [No](#)

Might as well have been talking to an automated service. Most of the people could barely speak English. I had set up a bundle package in September with tv and internet. I was being automatically charged on my bank account for the services. I return home one evening in November and my internet is shut off. No warning or anything. They had got my mailing address wrong and never set up the bundle package. So I was not only late but was charge extra since the discount wasn't applied for the bundle. They didn't take the blame for it and told me to make payments which first payment was due on December 16th. So I made my payment that evening.

Now again on December 19th internet shut off again with no warning cause they failed to tell me I had to pay by 5pm and I paid at 8pm. So they decide to make me pay 174\$ tonight to have it turned back on. Of course I'm mad as hell. The idiot that I was on the phone with didn't want to help resolve the issue. Just kept repeating the same information on his computer. Now I'm out money and no internet.

Overall this company doesn't care anything for their customers. It's just a scam to rip people off. Through this whole time the internet kept shutting off almost everyday. Got so sick of calling them to have them run their tests and what not. First time I was on the phone for 4 hours trying to figure out what was wrong. Seriously... I got kids and home to run and work. I don't got time to fix their mess ups. In all it should of been so simple. The bundle wasn't made no fault of my own. They should of apologized and credit the account for three months that it was messed up and started out fresh when I called them. Having a normal bill every month. Not charge me more and shut my internet off for their incompetence. Also received a bill of 144.71 due by 1/04/2017. I already paid 100\$ on 12/16/2016. So they tell me they're going to not turn it on even though I'm not late and I'm actually ahead???

Helpful? [Yes](#) [No](#)



r of Las Vegas Nv, NV on Dec. 19, 2016



I have tried to work with CenturyLink for years and each month they raise the price of your service even when you are quoted a price on contract. They also put you hold, switch your departments and outlast you so you end up dropping the call. The biggest thing that people should remember and can go after them in a class action suit, they advertise a certain amount of Mega Bits per second which you pay for but seldom do not get. I get about 60% and they say it is line loss, etc. SO WHY DO I HAVE TO PAY FOR IT?

Helpful? [Yes](#) [No](#)



Ashleigh of Jacksonville, NC on Dec. 19, 2016



This is the worst service I have ever encountered. I simply attempted to purchase their internet service and it never worked. From October 25 to November 11 I had 2 attempts to fix it via technicians and it was never fixed. I called to cancel because I got this notice that said I had 3 days to cancel before I would be charged an early termination fee. They customer service people put me on a vacation hold without explaining what that was. Not knowing a few weeks later I get a bill for over 100 dollars. I call because I don't feel I should have to pay all of this bill due to my internet never working... Understanding that some fees and shipping I may have to pay. They notify me that I'm on a vacation hold and now I will have to pay the early termination fee! Why would anyone go on a vacation hold when the internet does not work in the first place! Customer service department tells me that they will send my complaint to someone and get back to me.

After a day I don't hear anything so I call back to ask about my bill and what will happen because I do not want anything going to collections. She reassures me that I will get a bill in the mail. But 2 days ago I get an email saying that my bill is past due!!!! I call today and my bill is now \$291! This has been the worst experience ever. I was only supposed to pay about 25 a month for the internet at least that's what I had signed up for. I'm about 100% sure this happens to a lot of people at this company and this is probably how they make a lot of their money. I'm writing this review in hopes this will help a lot of people. They have horrible customer service and they are not there to help their customers but make things harder and ultimately scam you.

Helpful? [Yes](#) [No](#)



William of Oxford, NE on Dec. 19, 2016



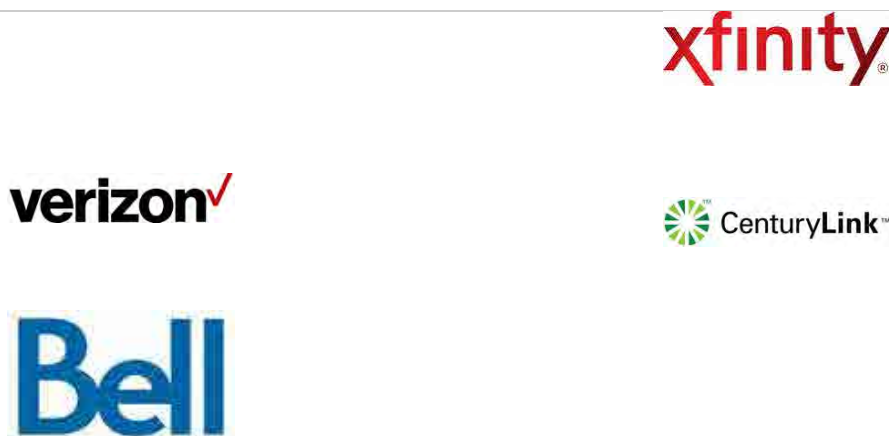
policy, I would have never agreed to ever sign up with them to begin with. I had no address to use for them to send me a return package for their equipment, and they wouldn't allow me the option to drop it off at one of their retail dealership locations. Then they told me if they don't receive it within 20 days after cancellation, they would charge my account.

After a few days, I asked a family member if I could use their address. After them agreeing, I called CenturyLink back, gave them the address in which they could use and after a week of not receiving their return package I decided to call them back to check the status. They told me they sent it to the house I had since sold & wasn't living in anymore. I was livid, as I had to give them the address again & threatened legal action if they try and bill me for their mistake!!! I will NEVER use their service ever again, or refer them to anyone. Not only were they insensitive to my situation, they were rude and not professional at all. After reading the hundreds of negative similar reviews, if they do try to charge me I will totally jump on the class action wagon, and report them to the Better Business Bureau.

Helpful? [Yes](#) | [No](#)

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Consumer Complaints and Reviews



Stephanie of Cottonwood, AZ on Dec. 18, 2016



We pay \$70 per month for 20 mbps. Our internet never runs faster than 14 mbps and if I call them to complain, they say there is no problem they can detect. We had no internet for 2 days – it took 3 phone calls and 5 different people to finally solve the problem. I'm not sure if their call center is overseas or if they just employee people with thick foreign accents. I struggle EVERY TIME I call in – which is monthly. We finally dropped the home phone, because it was constantly going out. Now we pay \$20 a month for home phone (got to keep my number too!) through Verizon and have had no problems.

CenturyLink is my only choice where I live and work. Our CL internet at my office is PAINFULLY slow as well, but Cable One is finally going into our building in January. Yay! I truly believe CL knows they don't have to have superior customer service because they own the market in our area. It's all we have. I'm sick of paying "extra" for a faster speed that we don't get.

Helpful? [Yes](#) | [No](#)



Marie of Cottage Grove, MN on Dec. 17, 2016



I was having problems with my CenturyLink telephone service. It began on 12/15/16. I tried to snapchat with customer service at CenturyLink because I could receive calls but not make them. I don't have a cell phone. I was told by a customer service agent, Edjyard, (not Edward) to click on a link for snapchat telephone assistance. When I did I was connected to internet repair and told to CALL for phone repair. He did not understand my complaint, I guess. How could I call? On 12/15/16 I was trying to use the phone again. My dog has cancer and was near the end. I still could not make calls. I did an email to CenturyLink and tried snapchat again, asking for someone to call me so I could get some help in repairing my phone.

First an agent named Jonathan gave me a link for telephone snapchat help. Again it was the internet link. They gave me a number to CALL. I went back to customer service and got Susan **. I told her all that had happened. I asked her to have someone call me so I could get my problem addressed. She told me she could not, she could only refer me to another link and she was sorry about my dog. She said they have no ability to call. I asked her to find someone in CenturyLink's customer "care" dept to find a phone and find a few minutes to call me. She claimed she would at 9:00 AM CST on 12/15/16 and I am still waiting 24 hours later. She told me, however that she knew what service they could offer and that there was telephone repair snapchat and that I needed to click on the link. I finally did and, of course, it was for internet ONLY.

Again they told me that I had to call. Even though I was emotionally drained because of my dog I drove nearly one mile to my parents' home to use their phone to call the vet and CenturyLink phone repair. The weather on this day for my zip code was for a winter storm warning with 6 to 11 inches of snow. It was very slippery and I fishtailed 3 times but, CenturyLink was unsympathetic. When I got to my parents' home I called telephone repair and got a phone tree. After pushing 0 for operator a recorded voice said I would be transferred to a live person. I was in fact transferred to a conference call line. I was told to enter my conference "code" and when I could not the recorded voice said to call back when I had one and disconnected me.

I called back and finally got a human. He said he was "sorry" about my problem and that the line going to my home was not working. A technician would be out THAT day, 12/16/16 between 1:15 and 3:15. I made sure by repeating "He will be out TODAY?" and was told yes, TODAY. When it was 3:45 and no technician came I went out in even worse weather to my parents' home to call again. I got a lady who insulted me by telling me I did not speak to anyone, that I had electronically put in for a repair date of 12/17/16. I asked for a Supervisor because I knew that I spoke to someone earlier as I don't have delusions where I think I spoke to someone but didn't.

When one finally managed to take the call he said, even though all calls and snapchats are recorded, he did not know to whom I spoke earlier. I was told that maybe the person I spoke to was 12 hours ahead and so for him today was 12/17/16. I said that he had an American accent and if they had a call center in India that they should be aware of US time if taking calls from the US. Also, if they are outsourcing jobs it is another reason to hate CenturyLink. The supervisor said he will "try" to get someone out 12/16/17. I then went, in the snow, to the vet to talk about my dog. My dog is 129 pounds and I can't carry him to the car on icy, snowy driveways. My dog is in his final stages of cancer and to avoid a painful death I have to put him down today, 12/17/16. I am unable to call my support system for comfort or the pet cemetery to make arrangements for his burial after he passes.

I spent the night lying with my dog on the floor to be with him one last time. It is painful that I could not even call someone for support. I have never been treated so badly at such a difficult time all because CenturyLink can't repair the telephone wires in a timely manner and because their snapchat people don't even know that there is NO snapchat for phone repair. Also, their call center people are ignorant if they were in India taking a call from the US and do not know about the time difference. This has made my sad day harder. If someone had thought outside the box and found someone who somehow could find a phone somewhere in the CenturyLink building and went outside "policy" in the name of customer service to call me so I could tell someone to fix my phone earlier it could have been fixed yesterday.

I also would have felt better, even if they could not fix the problem earlier, knowing that a live person made an effort to reach out and TALK to me. It would have said that CenturyLink values their customers. I will let them repair my line today, 12/17/16 but am going to change my service to Vonage or something else. There are other providers and I, the customer, am profit, not overhead which is what employees are. I don't like being treated like an interruption of the employee's time or being treated by them in a discourteous manner. I have never had such a bad customer "service" experience in my life. CenturyLink stinks.

Helpful? ☒ Yes ☐ No



VERSION OF HISTORY, RE ON DEC. 17, 2016



I purchased my certified CenturyLink 40mbps modem to avoid paying the \$9.99 rental fee for a box. This was working perfectly fine in my residences. I then relocated to another place and asked for a transfer. CenturyLink told me I'd have a \$19.95 monthly special. When the technician came out to set up the service, he brought a new modem with him. We told him we have one already, but he insisted that it doesn't work with our location although it matches the speed 40mbps.

We called CenturyLink service, and they said the same. Then a month later we received the bill which showed \$44. We called to find out why because we had the \$19.95 plan with a modem for \$29.95. Then the rep told me that it is only \$19.95 with autopay. No one ever told me that! I advised that we would be canceling due to the slow connection and misleading payment info. The rep then said that it would require a \$200 cancellation fee, because we were supposedly in a contract, although we never signed anything. How and why is this stuff legal? CenturyLink is by far the worst, and after reading all the poor reviews on them, they should be put out of business. To the "techie nation" - please create some better options. It's time.

Helpful? Yes No



Sean of Howey In The Hills, FL on Dec. 17, 2016



Lied to by sales people. DON'T DO ANYTHING OVER THE PHONE, email only so you have a record. Sales rep told 20mbps was available for the install in my area Central Florida. Sent a modem for 10mbps. Installer was running a line to the second house on property because it was a new install no cost no problem. I was home all day Wednesday. I live on 2 acres from the road. You have to drive 4 acres to get to my house. We have 2 very large Bull Mastiffs. They bark when anyone goes on the property or driveway. The Centurylink box is in the rear of house. No service tech showed. I did receive the modem via UPS and barking dogs. Called Century Link. They said I was all hooked up and ready to go.

I do electronics for a living. I have 12 pair translated to 24 wires run to my house. I asked what pair did he pick? The women barely spoke English and had no idea what I just asked. Why didn't the installer call me? Checked ZERO volts coming in on any pair. Prewired house wired with CAT6 15 phone and internet drops wired to boxes with plates. Called again multiple times hung up on frustrating runaround. These people don't have a clue. Called to seclude the install again. The installer was going to install the 20Mbps modem. I agreed to pay the one time 59.00 fee for the install. Took off work again. He was going to be there between 2 and 5. 6pm I called they said he was already out and canceled the order for the 20mbps.

They must employ Ninjas to do their installs. 2 x's broad daylight and 2 dogs and I didn't even see them. They informed me I had the wrong wire for the install in my house. I replied "Oh my god he was in my house. Should I call the police because I didn't let him in?" Dead silence humor is lost in translation to 3rd world countries. Now every conversation using words they don't know ambiguity, simpleton, willfully just to make them read the cue cards for responses. The bottom line still not hooked up never was. Now I am told I need to do a repair ticket and if it is on my end there will be a fee for the repair!!! Sure here is your sign dumbasses "WE ARE AN IPS COMPANY THAT CAN'T HOOK UP THE SIMPLEST INSTALLS. Nor do we care about you or your time or anything else." BIG MISTAKE.

Helpful? Yes No



Last night internet was not working correctly, reset the modem twice. Decided this morning, I should call. Finally got through, after being disconnected - after listening to 2 minutes of prompts. Listen to the message that says there is no trouble reported. Talk to live operator, has me check lights on modem, yes the internet light is not lit up. I am told they are working on it and expect to have it working by 8:00 p.m.- it isn't even 8:00 a.m.! Dangerous windings for MN today, planned on Netflix binge... I guess not.

Helpful? [Yes](#) | [No](#)

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Angela of Apopka, FL on Dec. 16, 2016



I just started a new internet account with CenturyLink and right from the start customer/tech service has been HORRIBLE. I chose the self installation for the modem, and steps direct you to connect modem to your laptop with Ethernet cable. Well my laptop has no Ethernet port so it says to call tech support. This is where all the fun begins. I get some girl in the Philippines who ends up talking in circles and I finally find out from her that connecting to the laptop is not necessary. Imagine that!!!!

But in talking with her, she tells me she can't help me any further at the moment with installation because there is an outage in my area. Strike two! And she also tells me that she shows my account was set up for 15Mbps service which I did not sign up for. I signed up for promotional 15Mbps service. She said it looks like someone went in and changed it from 15 to 25 and guess what that will take a separate phone call to customer service to figure out that whole mess. 40 mins on the phone and I got absolutely nothing accomplished. Strike three! Then I ran across all these bad reviews for CenturyLink online, Strike Four!! I am going to cancel my account with them asap! It hasn't even been a full week and it is quite obvious that they SUCK. HORRIBLE FIRST IMPRESSION. This experience was so bad, I don't even want to give them a second chance. Luckily, I haven't paid them anything, I am hoping I can get out of this w/out having to pay a penalty.

Helpful? [Yes](#) | [No](#)



Helen of Chinquapin, NC on Dec. 16, 2016



WHAT IT'S LIKE TO HAVE "CENTURYLINK" PHONE SERVICE. PLEASE SHARE!!!! We lost our landline service back on Oct 10th when hurricane Matthew made landfall in our area. We finally had use of our phone 2 MONTHS LATER. After We called many, many times to finally get

tell us when they would return to get it working! vve were forced to call someone in the Philippines to let them know the guy came but we still have no service and to ask what was going on? He told me (in broken English) "Sorry, but we can't get a guy back out to your place till next week." The guy that was supposed to come a week later called and said, "Sorry, I can't make it. I will come tomorrow morning." The guy never showed up the next day though we waited all day.

People from the Philippines I found out later (after our service was restored) had left several messages (on said broken land line) to inform us regarding what was going on with the broken land line they were supposed to be fixing!!! How could we have received those messages our land line was broken???: / A few days ago I saw a message on my cell that a guy had been to my house about 8:45 am to fix the phone. I had NO IDEA he was coming that day! I suppose they left THAT message on our BROKEN land line?! It's now 2 MONTHS WITHOUT SERVICE. I called him back and he came back and restored our service in 15 MINUTES!!! He stated they will come back to run a permanent line another day.

Today two men showed up. I had NO IDEA they were coming! I had to chase down my angry dog and bring her in so they could enter the property. At which time he ASKED ME in broken English where to dig to put in the permanent line?!? I have NO IDEA where it's safe to dig for a permanent line across my entire front yard?! The saga continues. We will have to call the Philippines AGAIN to see what needs to be done to figure out where they need to install the permanent line!!! / WOW!!! I don't want this service ANYMORE!!! I have been SHOWN I cannot TRUST THEM!!!

Helpful? [Yes](#) | [No](#)



Karen of Elizabethton, TN on Dec. 16, 2016



I spent 15 minutes on the phone going through menu after menu with never the correct option to report a simple line down and in need of repair. I was to the point of tears of frustration by the time I finally got a person. They then gave me another number to call. Which once again sent me into another 15 minutes of frustrating "pick one" directories to another dead end. I finally found another number to call and FINALLY got a person on the line that could speak English as a 2nd language, sort of. I have never hated a company more than when I try to call Centurylink. No other company that I deal with has as many hoops to jump through just to report an issue.

Helpful? [Yes](#) | [No](#)



C. of Bozeman, MT on Dec. 16, 2016



Worst experience I've ever had trying to get service working and get then get my contract canceled. Constant disconnections from the wifi, super slow speeds when it was connected, horrible customer service. Can't say anything good here.

Helpful? [Yes](#) | [No](#)



Amy of Villages, FL on Dec. 16, 2016



I was sucked in reading everyone's comments about CenturyLink and their service. So much negativity and hateful words for the service provided. I have had CenturyLink for years, great service and customer care. I was right away quoted my price for service when I first started, till this day I pay the same price. I was given a discount when signing up and given more information about the many different ways to save a dollar with them. I signed up for quick pay and saved a total of \$25 extra.

I have never had a problem with the service my speed and connection is wonderful. Not everyone is going to have the perfect service, just like I have never and don't see problems with them in my future. I'm grateful for my service and for those who are "stuck" with CenturyLink because it's all that's available.... I would be even more grateful that you have anything at all. You can't judge an entire company for the one rep that doesn't care about their job. Those things come back to them, there's always someone listening. I've worked in a call center before and for those who don't value their position.... well they won't be there very long. Thanks you CL for my service. :)

Helpful? [Yes](#) | [No](#)

First of all, the lies, the constant lies. About everything. I was told that they were tirelessly working on upgrading the speeds in my area, this was the reason they had a hard time getting a tech out for my install. A tech had come out, looked around, made some notes and left, not once trying to contact me to let me know what he had found. I found out the next day when I called to activate. They told me that they would have a tech out the very next day, free of charge. And that they would call me first thing in the morning. This did not happen. I called them around 11 am and was told there was no way a tech would be able to come out that day. So the next day they would... again because their techs were working tirelessly on upgrading the speeds in my area. When the tech came out and looked around, he did make contact with me immediately.

He also advised me that there were no plans to upgrade speeds in my town, at least none on the horizon. He got it up and running, stating he would make sure I got a credit and would not be charged. Now, I made a complaint on Twitter, and was approached by someone from the company, who only placated my complaints with flimsy excuses. If they just told the truth... But then she advises me that after 30 days I would be on a contract, a contract I was told I would not have. I told her, there is no way in hell anyone would be tied down to a contract for some of the worst internet speeds available. So now, I must call again... and complain. Pretty sure they will 'forget' to credit the install and the two months of service they said they would for my troubles. Seriously, just go without net and phone, but do not go with this company.

Helpful? [Yes](#) | [No](#)



Ashley of Kirbyville, MO on Dec. 15, 2016



So we have been using CenturyLink for almost 1 1/2 years now. During the course of our account we have added on Directv. When we were ORIGINALLY told the pricing it would be \$80.00 when we got our first bill it was 132.00 and some change. We called and complained because that was not what we were told, they were able to work it out so it would be 108.00 instead, since we were falsely quoted. THEN we get our bill for December (1 month after we complained) and it is 174.95. I called and a very nice lady was glad to help me. She informed the 174.95 was because they changed the billing cycle and that our normal payments would start at 133.00.

I informed her that is still incorrect because they quoted us 108.00. She was unable to do anything else at this point. So now here I am messaging you guys. WE ARE FED UP!!! You are lucky your business has not been sued for false quotes. If this issue doesn't get resolved we will just pay the dang cancellation fee. This is the absolute WORST cable/internet company we have ever worked with. I would love if we could just figure out a way to solve our issues. We are VERY unhappy and of course you and I both know that word of mouth is what can destroy a business.

Helpful? [Yes](#) | [No](#)



Christine of Holmen, WI on Dec. 15, 2016



After 5 years of dealing with CenturyLink have had enough. Internet service extremely slow, techs have been out at least 10 times, replaced cabling and tried many different modems and it is still slow. Prism TV has issues with maintaining quality picture and locking up. Phone service OK, biggest issue is with inconsistent billing. Over a period of 60 months bill has been different 7 out of 10 months requiring calls and billing adjustments. I would not recommend Centurylink for TV or internet service.

Helpful? [Yes](#) | [No](#)



Karen of Phoenix, AZ on Dec. 14, 2016



This is the most horrible company I have ever dealt with. They quoted me a monthly price of \$27, then raised it to \$37, then raised it to \$44 and now raised it to \$56 a month. They have repeatedly double-billed me and calling them on the phone is a nightmare. Whatever you do stay away from this company. They are horrible.

Helpful? [Yes](#) | [No](#)



I remember the old days of dial up internet which seemed so slow and annoying until CenturyLink comes along and is 10 times slower. I try to check my Yahoo e-mail and day after day it's the never ending loading circle for 10 minutes before I can get in. Online streaming at best will run 10 seconds before it needs to buffer. The "service" if you can even call it that is not worth currency! Maybe lawn clippings or old Halloween pumpkins but in no way worth money!

Helpful? [Yes](#) | [No](#)



Robert of Ft Myers, FL on Dec. 13, 2016



I have been a long time customer with this company and switch two accounts including DirecTV. One house which is rented had an issue with the internet. It has been on and off since November. Renter complained on Monday evening. I was informed that there was an outage from 8:30 Monday until 8:30 Tuesday. At 9 am still no internet. After 7 telephone calls and a crock of apologies, was informed that there was an external fault and a tech needed to call. As the tenant required advice on medication via the internet I told the tech department it was urgent. No appointment the same day and another 24 hours without internet.

This is a breach of contract as service interruption are very frequent. No supervisor called me back and they cut the line dead twice. If you're thinking of using them think again. They are appalling to deal with. Have no idea of how to prioritize service calls, prioritize security over Health and Safety. Use anyone but CenturyLink if you have options.

Helpful? [Yes](#) | [No](#)



Kimberly of Boise, ID on Dec. 13, 2016



I have had CenturyLink for all of 5 months and have already had two horrendous experiences. When I attempted to pay my first bill, I entered my debit card information when prompted, received an email confirmation that my payment attempt was received, and then went about my merry way. A couple weeks later, after the due date for the bill passed, I received mail and email notices that my payment was not received. Being the responsible consumer that I am, I called CenturyLink and explained that I paid the bill, and received a confirmation email, so the customer service attendant told me to ignore the notices. Yet, they kept coming, and I was shortly notified thereafter that I owed a \$25 fee for incorrect payment information.

This was strange to me because I have never entered incorrect payment information from my debit card that was not immediately rejected from any site (i.e. you're online shopping, you accidentally type the number wrong and hit "place order" and then it immediately comes back with red text saying "that card number is invalid"). I called CenturyLink again who told me that my bank information was incorrect and I would have to pay the \$25 fee that is essentially for when you give the wrong e-check number or when an e-check/check bounces. It is my gut feeling that someone processing the payment did not correctly input the information, and yet, I was charged at extra \$25 that month for service. (I am a recent college grad living in Seattle, so \$25 is precious).

Like I said before, I am a recent college graduate who moved to Seattle in July for a four month internship. I am originally from Idaho, so I knew that I would not be staying in Seattle for more than four months, so I called CenturyLink to set up service and explicitly told them I could not be under contract because I would not be in Seattle for more than a year. They told me over the phone that the no-contract service is more expensive, I told them that was fine. I specifically asked them if I would be charged to cancel my service and they told me no.

I called today (Dec. 13, 2016) to schedule my service cancellation, and lo and behold, they tell me that I will be charged \$200 for canceling my services during my contract. I explained, I should not have a contract because I knew I would not need your services for a year. They told me that I was basically out of luck, and that in the teeny tiny fine print of their documents, it says that I am under contract. They are not wrong there, after investigating, I see that they did quite clandestinely put me under contract, charge me an outrageous amount each month for internet, and then charge me to cancel my services and there was nothing they could do to help me. I tried to explain to two customer service representatives that there was no logical reason I would have set up a year-long contract with no intention of using it since I knew I would not need it for a year. They were no such help, they basically told me I was SOL.

CenturyLink customer service is atrocious, they make excuses, they do not do sufficient research to make sure that the "special deals" they are giving you don't actually end up costing you in the end. They do not take responsibility for their mistakes and they do not put the customer first. I will never use CenturyLink internet again and my parents have found alternate internet service as well.

Helpful? [Yes](#) | [No](#)



Julie of Spokane, WA on Dec. 11, 2016



If you call and cancel service make sure you get some kind of confirmation number or letter stating the date of cancellation, they will claim you never called to cancel. Same with any equipment you send back, make sure you keep tracking info for it because the warehouse can claim you never sent it back. We even asked if they could look up in the modem was in use anywhere. They stated there was no way to track that, so how could they track that it was ever checked in at the warehouse is my question. Still trying to get a hold of the collection agency they sent us to, Stellar Recovery. No one has ever answered the phone there and when I looked them up online the first reviews said it was a scam.

Thanks CenturyLink, your inability to cancel my service in a timely manner and their scam worthy "we can scan our equipment back in but have no way of scanning our system to see if our equipment is in use," has taught me to NEVER trust another company again to cancel my service. How much money you must have made scamming people who cancel their service, which is usually to move, and keep billing them, at their old address that they no longer reside in so that they never receive a bill and can never have the chance until the bill is sold to collections to deal with it. I will be telling everyone I know to avoid your dishonorable company. Funny how you have a one star rating on EVERY consumer reporting agency, probably cause ZERO STARS is not available.

Helpful? [Yes](#) [No](#)

Scott of Portland, OR on Dec. 10, 2016



The Centurylink Billing department credited us with paying a segment of last month's bill but failed to credit us with the remainder. I Called and spoke with Louise, who transferred us to Finance department. The woman in Finance has such a strong Hispanic accent. Her English was not understandable. After asking her to repeat twice she hung up. Now there is no way to call her directly as they don't give out the phone number for the finance department. So I was forced to start the whole process over again, go through the humiliating verification process for the third time and then explain to yet another employee that it was not my error but Centurylink's error that I was trying to fix.

I called back and spoke with Spencer in customer care. He transferred me to Jose in Finance. Jose explained that we did not have anything "Past Due". I explained that the bill clearly stated we owed \$91 and change. He was emphatic that we did not. I asked for verification. He said his word was verification. I asked him to put himself in my shoes. A month from now I call back, tell them that someone named Jose in Finance told me there was nothing "Past Due". Who is going to believe that? When I pushed him for email verification he refused and became belligerent.

This company is the result of the purchase of two other companies, with separate billing departments, and separate finance departments. The current integration of the two companies is not going well and the customer service department, that could make all the difference, is not empowered to help their customers. The rating above is one star because I had to enter that. But in truth this is a negative five star company. I recommend that potential customers avoid this shoddy company and save themselves the grief.

Helpful? [Yes](#) [No](#)

Cheryl of Aurora, CO on Dec. 10, 2016



I was a CenturyLink customer for a year... My mistake. I ended their service, September 30, 2016. I returned their equipment on, October 12, 2016 and received a bill dated, December 01, 2016 today, December 9, 2016 with two charges, one for the DirecTV bill September 17 through September 30, 2016 AND a \$99.99 charge for unreturned equipment. I called to get an understanding of the bill and spoke to 6 people, the first one I didn't write down her name, the next Vanessa, then Makaya, then Leticia, then Tonny and Jeff who was not even in ANY department that could help me. Jeff was in the Dial Tone Department. Thank you Tonny for passing the buck. I just cannot understand how these people have employment. Where are the checks and balances with this company? How is the customer service monitored? I was on the phone being shifted around for over an hour with no resolution to my dilemma of the unreturned equipment.

Leticia helped resolve the issue with DirecTV. Thank you Leticia! I really dislike this company! I could barely wait for my year to be up so I could stop service with them. The internet service they provide could not support DirecTV's services. I don't remember how many service calls I requested to try to get their services up to speed to no avail. If you research companies before you subscribe to their services you are SMART. I will NEVER allow CenturyLink into my home EVER again AND I DO NOT recommend anyone else subscribe to their services! This company should be put out of business!!!

Helpful? [Yes](#) [No](#)



Jenny of Rio Rancho, NM on Dec. 9, 2016



I did business with CenturyLink for ten years. I have spent so many hours on the phone with them over inconsistent bills. I have not been able to play movies because of slow internet connections etc. I finally became so frustrated that I canceled. Now they are trying to charge an early termination fee which I was told wouldn't happen. I asked them if they didn't have a recorded phone conversation to confirm this. They said they would try to find it. They have threatened to report the 200.00 fee to a collection agency. This is the WORST company I have ever dealt with & I am seventy three years old.

Helpful? [Yes](#) | [No](#)

Brad of Carthage, MO on Dec. 9, 2016



If anyone in telecommunications can make AT&T's customer service look good it would be CenturyLink. As bad as CenturyLink is you really need to give us negative stars to rate our experience. One department has no clue what the other department is, has done, or says they will do... Calls to their so-called customer service takes FOREVER! I have been 3 weeks and untold hours on the phone, chat, and on hold trying to resolve an issue which is within CenturyLink's system. I will have to hand it to CenturyLink, they are consistent. In the 3-4 weeks I've been trying to get service from them not once have they done what they said they would do.

Helpful? [Yes](#) | [No](#)

Diona of Las Vegas, NV on Dec. 9, 2016



If you are in the market for a truly frustrating experience filled with horrible customer service staffed by individuals with the most limited knowledge possible, constant mistakes in your bill, repeated interruptions in service due to their incompetence, and in a nutshell, the most awful all around experience you could ever imagine... then Centurylink is for you. I have had my service interrupted only to find someone in the office improperly completed something they shouldn't have and when you try to get someone out to fix the problem, prepare to wait 2-3 days for them to fix their screw up. My bill was consistently incorrect for the same reason and I was even told that I didn't even have internet service on my account even though I have had it from the beginning (3 years ago). That is funny since they sure were charging for the service.

When I was not being placed on hold for an hour or longer, I was met by one incompetent person after another. The final straw was when I attempted to get a camera installed that would need the Internet provided by Centurylink to support the images. The internet speeds were such a joke and not even able to support the technology even with an upgrade. My tested upload speed was at the fastest, a little over 1 mbps with a download speed at an abysmal 11 mbps. I canceled them at which point they tried to tell me I would have to wait so many business days to cancel because they don't do same day cancellation. I demanded they cancel immediately and after escalating to a supervisor (something you always have to do) I was able to say good riddance to the most awful consumer experience I have ever had the misfortune to have.

Even at the end they were sure to cause just enough frustration to solidify my decision by making return of the equipment almost impossible. I am sure this is in their benefit so they can charge. I drove around to three stores listed on the internet only to get there to an abandoned building or new business. When I called and asked why they couldn't send me a label so I just couldn't mail them in, their reply was "we assumed this would be easier since we have such a significant presence there". I soon found that this significant presence amounted to a whopping 3 stores all of which were 30 mins or more away. Some presence... I can see why the others close. They are without a doubt the worse company for service offered, available products, and customer service. I would rather watch an old black and white UHS and play stick ball than to go back to this horrid company.

Helpful? [Yes](#) | [No](#)

Guy of Albuquerque, NM on Dec. 8, 2016



month I have never paid that and my charges for both now are almost \$200 a month. I have had repeated losses of service, with no recompense, horrible customer service which is never resolved. I had to file a complaint with the Better Business Bureau. It took months to resolve and CL admitted to over-billing and credited my account for over \$200. The next month they over-billed again! I had to go to the FEC and file another complaint. Again, they admitted their error and the very next month, unbelievably, over-billed me yet again by almost 40 dollars. This company is reprehensible and predatory... Never obtain your service from them!

Helpful? [Yes](#) | [No](#)



ron of Penasco, NM on Dec. 8, 2016



I have been with CenturyLink since our last phone provider Quest. I have had number since 1975. My internet connection speed that I am paying for is download 7.1 upload 0.8 and only getting 5.1 download and 0.8 upload. For many years I have complained to no avail. Today I find out that their local port has been giving them an alarm that "bandwidth is exhausted outage on their side" what this means to my community and close areas are getting cheated and paying for a speed that will not be provided to us until CenturyLink stops telling its techs to fix the problem, when in fact it's up to the company and not the techs power to provide us with more ports to get the speed we are paying for.

Alert and advice - do not order service from CenturyLink until new ports are provided or you will deal with less speed. CenturyLink only saves its data of complaints for 45 days, after that they start new as if we had no problems with them in the past. So I have been complaining for at least 7 years and to date no paid speed available? Be sure the techs are trained in not just electrical but speed and technical internet issues, which most of them are not.

Helpful? [Yes](#) | [No](#)



Carol of Beaver, UT on Dec. 7, 2016



Where do I start? I moved in September and ask that they put my internet on hold until I got my new address. Since then I called when the serviceman didn't come to put in the internet and when I called they said I hadn't ordered it and didn't have an account with them (I have a witness to the phone call and I have been a customer for many years). She set up a new account and ask for my SS number to check my credit rating. I made it clear they were not to check my credit rating and she said she wouldn't. Two days later, my credit had a hard inquiry from guess who? Long story short, I have spent two months and literally hours on the phone being billed because they can't keep the accounts straight and I have called repeatedly to try and get it straight. Got a call today from Verizon and I owed them money because CenturyLink had unbundled me (no notice).

Again, an hour on the phone, plus two calls disconnected by CenturyLink, before I finally talked with someone who, I hope has straightened this all out and sent Verizon the money they owed them. I don't have time for a company that can't sufficiently train their employees yet rakes in billions but won't spend money on training the employees at the bottom who have to deal with irate customers. I have never had the frustration with any company that I have had with CenturyLink. I'm moving into a new home in a couple of months and I will be going back to local companies that care about their customers. I wouldn't have given even 1 star but there are some good employees that are trying very hard for a company that could care less about them.

Helpful? [Yes](#) | [No](#)



Amber of Cibolo, TX on Dec. 7, 2016



When we purchased a vacation home in February of 2014 we set up our service through CenturyLink for Internet and DirecTV bundle. Service all throughout the time we had it was horrible! Forever having to reset or reboot one or the other of the systems. Also had to have modem replaced multiple times because it stopped working for no reason. Flash forward to April 2016 when I called to cancel services effective May 1st because we sold the property. I was assured by customer service that my service would be canceled and paid my final bill. Then in June I get another bill for over \$100. I call them to find out why I am still getting billed. I was then told by them that they can only cancel the internet portion and that the cable portion needed to be canceled through DirecTV.

So I paid that bill and called DirecTV to cancel and also pay their \$160 cancellation fee that I was unaware I would owe. Never heard another peep from CenturvLink except for them calling to see if I wanted to connect their services in my primarv residence. which thankfullv was not an option.

that says my balance is \$0 and also call DirecTV to make certain everything was canceled. They commit it was and that they even created me \$10 that I overpaid them.

So now thoroughly confused, I call CenturyLink where I am on hold and or switched to 8 various departments over the course of an hour until I finally reach the escalation department which tells me I owe the money because they pay DirecTV in advance for services I had canceled through BOTH companies! How is this my problem? It seems to me that they should be trying to get their money back from DirecTV not billing me for service that I had tried canceling 3 months prior and had finally succeeded in canceling a month and a half before!

Escalation department refused to do anything whatsoever! They referred me to a voicemail for their legal department instead! So are they asking me to sue them? In all the research I have done, it seems there are rampant instances of scamming people out of money! I would LOVE to be a part of a class action against this company and their fraudulent billing practices!

Helpful? [Yes](#) | [No](#)



Steve of Portland, OR on Dec. 7, 2016



On Saturday I signed up with CenturyLink and had 3 business days to cancel my order. After reading all of the terrible reviews I decided to cancel. I called on Monday to cancel and went through 6 different people until Kylie said "I have cancelled your order" but she couldn't give me a cancellation number. I wanted to confirm my cancellation (not confident with Kylie) so I called this morning (Wednesday) and was on the phone for over 1 hour speaking to 8 different people until Maria said that my order was not cancelled. She said it needs to go through the "Winback Center" and she spoke to them and said it was now cancelled. We'll see what happens. She asked why am I cancelling and I said because of all of your negative reviews about poor customer service, poor internet service, and constant billing problems. How true.

Helpful? [Yes](#) | [No](#)



rick of Thief River Falls, MN on Dec. 7, 2016



I have had CenturyLink for several years. The only way to deal with them is to call and threaten to drop them then you get a great rate for a year. I have had the tech out a few times over the years and find it best to call him direct on his cell to get service without waiting days for a work order to get to him. If you do not call when your promo ends the bill will go sky high. My bill has been all over the spectrum over the years from 29>95 down to the deal I made today at 14.99. That is for internet only as I have no use for the phone service via having a cell phone or the tv via having DirecTV. Now for 35 a month for over 100 channels.

Helpful? [Yes](#) | [No](#)



Lynnea of Newport, MN on Dec. 7, 2016



Sales and Billing - I switched to CenturyLink because I was tired of calling every year to renegotiate my bill with Comcast. The sales department assured me that I wouldn't have that problem with CenturyLink. Now I have been with CenturyLink for 5 months. EVERY month my bill is overcharged. The last time I called they told me that if I wanted the original promotion that I signed up for in August (it's now December), that I needed to find the original mailer that convinced me to call. It gave me 2 free set top boxes, free modem and what I was looking for, the entire reason I switched, a bill under \$100 per month. My bill has never been under \$100!! First month was over \$200.

Prism - According to the salesperson, I was really lucky because I was able to get Prism because of the area I live in. YAY ME! It constantly freezes up and you miss sections of any show you watch. The answer is always another set box in the mail. **On Demand** - I was with Comcast for 14 years. Comcast On Demand has most if not all of the channels and holds several shows so if you want you can watch a whole series. With Comcast, if you miss a show tonight, you can watch it On Demand tomorrow.

This IS NOT the case with CenturyLink. The On Demand system may as well not even exist. If you miss a show tonight, that show MIGHT appear in the On Demand next month or the month after. If you see it in there, you better watch it right then because by the next day it could be gone again. Several channels that I pay for do not even appear in On Demand at all and just because the channel is there does not mean that your show will be in there. Even if the show is listed in On Demand, many of them don't have ANY episodes to watch.

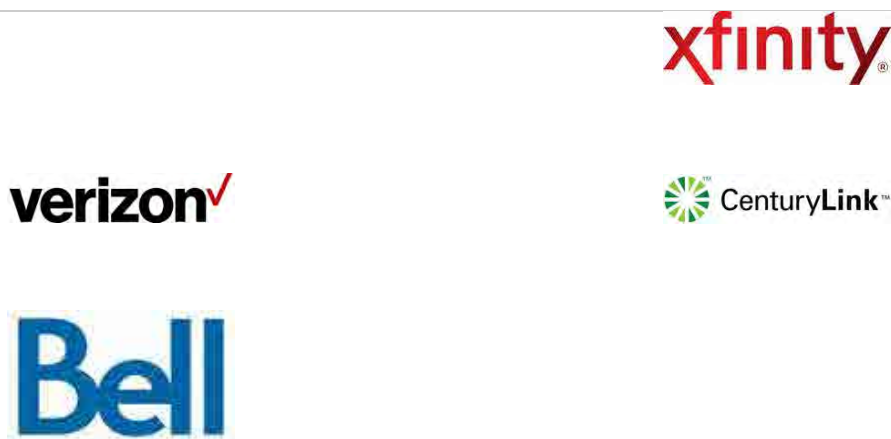
me calling my next complaint... Customer Service - On average I call 3-4 times per month between problems with my service and my bill. I have never been on hold less than a half hour. Usually it is more like an hour. Today I spent 2.5 hours between the hour and a half on hold, having to call back later because the customer service agent I was dealing with was off work in 2 minutes, and finally, the usual conclusion, they are sending another set top box.

Did I mention that the cables outside took months to get buried? I had to call 3 times and warn them that if the ground freezes and it snows, that is where the plow guy puts the big pile of snow. Originally I thought that Comcast was jacking me around. It was the reason I decided to switch. CenturyLink is 100 times worse. They lie to get people to switch and charge you \$20 per month to get out of the contract. Hopefully these reviews will help someone else avoid the headache that is CenturyLink. If I had known I would have to go through even half the hassles I would have stayed with Comcast or just have upgraded my Amazon Prime TV. I HATE CENTURYLINK!!! THEY ARE A WASTE OF TIME AND MONEY!!!

Helpful? [Yes](#) | [No](#)

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Consumer Complaints and Reviews



Ilene of Port Angeles, WA on Dec. 6, 2016



Spent all day trying to resolve an issue with a payment they lost. Customer service told me that I had to go to my bank and get documentation of payment and fax it to them. I did this - which takes three days for them to even acknowledge that they have received the fax. Then I found out that they didn't need the documentation, they only needed the payment confirmation #. And all through this, they were rude. Mistakes being made are understandable, rude customer service agents are not. Fortunately for me, they aren't the only game in town. I'll pay the early disconnection fee so that I will never have to deal with them again. If you have any other choice for internet service, then I recommend that you don't go with CenturyLink.

Helpful? [Yes](#) | [No](#)



Marina of Pittsburg, CA on Dec. 5, 2016



my mom moved 3 weeks ago. She wanted her service with CenturyLink transferred to her new address. They never showed up for her service app. She kept calling and was given the runaround. Still no service and no help from this company. Terrible customer service. Consider this a public service announcement to STAY AWAY from CenturyLink.

Helpful? [Yes](#) | [No](#)



Dick of Elberta, AL on Dec. 5, 2016



The internet service is very poor. I have problems with the internet service! The last time I called the help number, I was on the phone for 42 minutes and the service is the same or even worse!! Please check out other services as CenturyLink is the worst, slowest internet service. Don't do business with them!!

Helpful? [Yes](#) | [No](#)



Devon of Rigby, ID on Dec. 5, 2016



So my roommate and I signed up for CenturyLink in November of 2015 and then did not have any service between December 20 and February 10 or so. We had a twelve month commitment and I assumed that the month and a half we had no service would not apply. Suddenly this month my bill has more than doubled, not only am I suddenly being charged thirty dollars more for standard internet but CenturyLink CHARGED ME TO START CHARGING ME MORE. I'm furious right now and doing everything I can to contest this bill but CenturyLink's customer service is so difficult that I'm getting nowhere. I wasn't notified at all that my rate was increasing, nothing.

Helpful? [Yes](#) | [No](#)



Debi of Henderson, NV on Dec. 4, 2016



When I had to get my kindle registered I could not connect to WIFI. Upon calling CenturyLink and spending HOURS on the phone they tell me they have NO record of my phone number and the SECOND time they tell me they have no record of ANYTHING. So where exactly have my monthly

Helpful? [Yes](#) | [No](#)

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Stephen of Seattle, WA on Dec. 3, 2016



Words cannot express how much I hate CenturyLink. I've had internet + Prism TV for one year now. The internet service has been fine. The TV service has been terrible. I almost always have to fight with the remote and the set top box just to be able to watch TV on a given day. But that's not the main problem. The main problem is the people. They simply don't know what they're doing. This includes people on the phone, people on internet chat, and people in retail stores. I've been trying to do two things: 1) sign in to my CenturyLink account on line, 2) renew my service for the coming year. But nobody can help me. I've tried phone, internet chat, and a retail store. Nobody can help, and on top of that, they have been rude and dismissive. I thought I hated Comcast, but I hate CenturyLink so much more.

Helpful? [Yes](#) | [No](#)



Ron of Cut Bank, MT on Dec. 3, 2016



CenturyLink has been our worst experience since the home computer inception. I could go into all the details, but I don't want to sit here for that long. Approach any dealings with this company with extreme caution. I am really sorry for ever opening our door to these people.

Helpful? [Yes](#) | [No](#)



Alina of Fife, WA on Dec. 3, 2016



part that says "account #". They don't recognize that as the account number even though they tell you that this number is your account number on the bill.

Helpful? [Yes](#) [No](#)



Ethan of Minneapolis, MN on Dec. 2, 2016



I have been a CenturyLink customers for at least 10 years. When things are working, it's great. The second something goes wrong, it's hell on earth. Customer service has: 1) hung up on me, 2) been super rude, 3) transferred me over 4 times during a call. Technicians don't come out when planned, if at all. "Promotional packages" are never as good as they seem, and I'm on the hook for about \$420 in extra charges that were not explained to me. I cancelled Prism and kept internet and phone. They cancelled my entire account! I restarted it, only to be met with a \$600+ bill. Downloading the bill did not show why the charge. It said to pay my "190.30 bill", which i promptly did. Now my account says I owe \$420, with no explanation. Truly a mess of a company, and there isn't much else in terms of competition. I wish we had more choices out there...

Helpful? [Yes](#) [No](#)



Sherwin of Gilbert, AZ on Dec. 1, 2016



Initially they told me that the service I'm going to have is a Fiber Optic 40 mbps Internet Speed and Prism TV. The 1st week is really horror like a dial-up. Speed is only 20mbps not 40. (Lie No1. They say because the other 20 is dedicated to TV.) Nobody's willing to help. Calling them is such a waste of time waiting. Transferred and hanged up. Customer Service Department telling me its Fiber Optic but Tech Dept is telling me it's not. (If I want to go Fios I have to pay some more. Another one BIG LIE.) Numerous times they give false information. They try to fix the modem but after a reboot everything is gone. No internet and tv. They have to sent somebody to check it the next day hopefully. Isn't that such unfortunate?

Decided to just preterminate to end the agony but they told me I have to pay a total of \$450. \$200 for Internet and \$250 for tv. I was told in the beginning that pretermination fee is only 200 for the entire service. (Another Lie.) This company is a terror and living nightmare. They don't know what is Customer Service about. They only care about money and for their profit. They are full of Lies and don't care about the customers at all.

Helpful? [Yes](#) [No](#)



Jennifer of Las Vegas, NV on Nov. 30, 2016



To make a long story short, I sign up for a 2 year contract because they said that it would be \$39.99 a month and an initial fee of \$50 plus \$100 when I bought the modem. Well, now I am stuck with a \$63 a month with the worst internet ever. Now to cancel it will cost me \$200 to cancel because of the contract. I am going to end up canceling and losing my \$200. Their service is not worth it, they don't even care about the customers. They are so nice when you are trying to sign you up but be careful after that, they won't care about your concerns. Don't get trapped in their contract and horrible, horrible service.

Helpful? [Yes](#) [No](#)



Peter of St. Paul, MN on Nov. 29, 2016



We signed up for internet service with CenturyLink about a month ago. When the tech came out initially, the fiber optic cables had not been laid so they could not install. They still have not been laid. CL has not informed us of anything. If I didn't keep calling I would have no idea what is going on. They make Comcast look great by comparison. Switching to them was a huge mistake.

Helpful? [Yes](#) [No](#)



Carey of Seattle, WA on Nov. 29, 2016



Fiber optics came to our house and then CL sent information about pricing so we signed up. No one showed up for the FIRST TWO appointments. CL tried to blame it on me. The offer was for \$120/month as a promotional price. I canceled the order after the first two no shows and said to put the account back the way it was. I'm stupid and agreed a third time for them to install. Much to my surprise, they actually showed up.

Then the billing problems started. I've been trying to get it fixed since August 2016. In October 2016, I called and supposedly everything was corrected and I was told I'd be paying about \$130 a month including taxes and was given a confirmation number. Today received my bill and it shows over \$400 due! I called CL and they say the bill is correct and they weren't interested in looking up my confirmation number and tell me I have to pay \$190/month. I would've NEVER agreed to a bill that high. And they aren't going to fix the bill. I HATE them. I have spent probably 15 hours trying to get everything setup and then trying to get them to fix the bill. I will never be a CL customer again.

Helpful? [Yes](#) [No](#)

Sonia of Colorado Springs, CO on Nov. 29, 2016



If the choice of NO star was available, that's what Century Link would get from me. THE WORST company I've ever dealt with in my entire life. The right hand does not know what the left is doing. I've been with them since May 2015 and NEVER, ever did I get a correct bill correctly them. They ALWAYS try to overcharge me from \$50 all the way to \$110 every single month. Last week right before 2016 Thanksgiving I called them back once again (my monthly calls to them which usually lasts from 2-3 hours and being put on holds indefinitely, calls being dropped, talking to 3-5 different people) to argue about incorrect billing. I was yelled at by one of the Customer Service rep. who when I called him on it he apologized and transferred to Customer Retention. Customer Retention comes online and tells me that the ONLY option I had at this point was to sign up for DirecTV.

After explaining to me how it would work, we came to the conclusion that I should change from Prism to DirecTV. Friday, 11/25/16 the DirecTV tech guy comes over only to find out that 1) a dish needed to be installed (mind you I wasn't informed of this by CenturyLink and my HOA requires pre-authorization on this); 2) no satellite signal available so DirecTV couldn't be installed/set up. I got all of this in writing from the DirecTV tech guy. Today, 11/28/16 I woke up to NO TV RECEPTION AND NO INTERNET (I work from home strictly and lost a day's salary).

After spending from 9am-2pm on the phone with CenturyLink I found out that they disconnected my services BEFORE getting a confirmation from DirecTV stating whether my services were able to be connected or NOT. What type of business does things this way? The logical thing would be to wait to get DirecTV's confirmation in first and then they should disconnect the services, do you agree? So, the new Customer Retention person who picked up my call assured me that my services would return by 5pm and all would be done remotely.

At around 3pm I hear my doorbell and a supposed tech guy wearing a CenturyLink T-shirt claimed to have come to my home to fix my problem and he proceeded to ask me what the problem was to which I answered "what do you mean? First of all, no one told me that a technician was coming to my home. Secondly you work for the company how can you not know the reasons for you to be here?" I told him that I was the client and he should know what he was at my home for. I asked him to call CenturyLink but he didn't! As he was leaving my home I turned the TV on to see if the services had returned as well as the Internet and it did return. He left and I started working. At around 9:45pm my TV goes out again and I couldn't get the services back.

There I was calling CenturyLink again and another Customer Service person in the Technical Dept. answered the phone and put me on hold for a looong time. When she returned she told me that Prism disconnected me again and that she couldn't do anything to repair it and that I would have to wait until tomorrow when the Prism people would be back in the office. IS THIS THE KIND OF AMERICA we want??? What happened to "the customer comes first"? NO TV at all and I hope that tomorrow services are reestablished and that I don't have to call them (I DREAD calling CenturyLink). Every time I have to deal with CenturyLink my blood pressures goes up and I become so nervous that it is starting to affect my health.

IS THERE ANYONE WHO COULD JOIN ME TO OPEN A CLASS ACTION LAWSUIT against CenturyLink and get them to do the job they are paid to do by us consumers? Recently Comcast was penalized with about \$2.0 mil. for incorrect billing and bad services! I guess CenturyLink needs to get penalized too. ANYONE??? I've contacted the Better Business Bureau about this, my Congressman Michael Bennett. NO ONE seems to get CenturyLink to work correctly with the consumers. CORRUPTION maybe? It makes one wonder. We consumers are the mercy of these conglomerates of cable tvs, Internet providers. HELP!!! Does anyone out there have any idea what we can about this situation and correct it once and for all?

Helpful? [Yes](#) [No](#)

Long story Short. From Day 1 my service has been a disaster. They sent the modem 17 miles away, set my service up again, 17 miles away and I was ineligible for the service I signed up for. When we "Fixed" It, my business number was NOT ported over and I was on the public call list now. I had to change all my business contact details to deal with this mistake which costs me additional fees! My installation was supposed to be free, wasn't. I was not supposed to have the protection service, I was charged anyway. Long distance took over a month to get set up on my line. All this took almost a full year to resolve!!! (I am way too patient).

Now, I have been in financial trouble unfortunately (laid off repeatedly etc...in the tail end of the recession) and sometimes miss my bill payment. They charge \$45.00 to reconnect your service (Half your bill) which is outrageous. On top of this, the only way to pay your bill free of charge is to mail it or use your bank account. No one charges to do this any more especially tech companies! It's ridiculous. I called to confirm shut off date. 11/29 is the date I was told by Retention. I was also told the amount past due 104.XX is the minimum to keep service on. I paid \$106 by 9 am 11/28 and within 2 hrs my service was shut off! I spent 2.75 hrs on the phone with Retention and Finance to figure out why! I was told different information by each person (7 people total) different details about how much was required when service would be restored. No one knew anything.

In over a year of service I have never paid more than the past due, but was told I had to pay the upcoming bill to get services turned on. That is asinine!

Finance even hung up on me simply as I had already spoken to them today but was transferred by retention. I was hung up on twice when I was very respectful though angry. Finally at the end of the day, the rep in Retention who helped as much as she could and Mid compliment she hung up on me. It's like these people have no idea what right/left hands are doing/saying. No one notes anything they can be held accountable for. 45 min call

with specific dates/amounts discussed had two lines of notes not stating anything of importance - "Customer Called Upset, offered credit". Ummm really?? And No one can work a dang phone to save their souls yet they work for a telephone entity! I am completely baffled! I am canceling as soon as I can find another provider! Cannot come soon enough!

Helpful? [Yes](#) [No](#)



vincent of Hampton, NJ on Nov. 28, 2016



Absolutely most unprofessional customer service I have ever experienced when I said I was calling to cancel service. They cannot manage their bundle package. I have cancelled my DirecTV and they were still charging me for it and they would not contact them nor would they accept their side of the payment creating a bigger issue between the two companies. They put me on hold for 20 minutes - a complete retaliation for cancelling.

Helpful? [Yes](#) [No](#)



nick of Fort Myers, FL on Nov. 27, 2016



Tried to get internet service for a new home in a 10 year old development which CenturyLink has accounts. Placed a phone order with a local store location here in Fort Myers and was given an appointment. A day before the appointment on my way down to Ft. Myers, I received a phone call from someone at CenturyLink asking me a few questions which seemed minor. On appointment day NO ONE CAME. The next day I called the local office and never got anyone. Left a message and NEVER GOT A CALL BACK. Personally went to the store and was given a new appointment and was reassured that all problems were resolved regarding the address. Called back to reconfirm the appointment, was told everything was okay. Again NO ONE SHOWED FOR THE APPOINTMENT.

I have spent hours on the phone with CL and could never get to speak to any supervisor who would properly identify themselves. This is the most deceitful company I have ever dealt with. They flat out lie to everyone. You are put on hold only to later be disconnected or rerouted to start over again. While on hold you are told how important your call is and how they strive for great customer service, what a joke. I have told my developer to never suggest CenturyLink as a provider of any service.

Helpful? [Yes](#) [No](#)



Cindy of Alma, KS on Nov. 27, 2016



service. No customer support on the weekends and their website is terrible for customer support. I was told lies several times by customer support. Won't turn my service back on.

Helpful? ☒ Yes ☐ No



Debra of Phoenix, AZ on Nov. 26, 2016



I have had issues with my internet and finally called the escalation dept. You don't get to speak with a person you have to leave a message. It takes them days to return your call. Once you talk to them, tell them the problem, in my case no internet connection, they blame you. I was told it was the wiring, then my computer and even the fact that I had Microsoft. The tech that came out today played around with the modem and said there was no problem, my services were turned off due to nonpayment.

I have not had an internet connection since at least 11/11, possibly before that. I told everyone I spoke to about 15 different people that I would not pay until this was resolved. They turned my services off on 11/21 and now claim I had internet all along. These people clearly think their customer are stupid. Did they think I wouldn't see their tech play with my modem and unplug and plug wires again. Went did the tech get upset when I told him

I was hooking to wait for him while he was checking the wires? Rio be honest, I think their company policy is that the customer is always at fault, no matter what. Also was told the internet ou'd only \$20 of my monthly bill, so my phone costs me \$130 a month... unbelievable.

Helpful? ☒ Yes ☐ No



Amanda of The Dalles, OR on Nov. 25, 2016



Wow... Never again! I originally got the bundle package through DirecTV combined with internet. It was suppose to be a flat rate of 108.97 for the next 2 years. Hahaha.... First month had an issue, called that "fixed" everything and told me it won't happen again. That my bill through just them would be no more than \$42.73 a month including taxes. Now it's the 2nd month and my bill is \$156 through them... Unbelievable. So I call and get a totally different answer from last time, and told a bunch of different stuff.

No one is on the same page at that company. It's pretty sad when their own technicians tell you to watch your bill from them because they scam people constantly. They are the worst in customer service!! I'm surprised that are even in business. I had enough with the 3rd person I talked to that gave me yet again a different reason for all these "hidden fees" I closed my account immediately!! I suggest you do the same or not even sign up for internet service with them!

Helpful? ☒ Yes ☐ No



Leonard of Phoenix, AZ on Nov. 24, 2016



Every time I get my bill it is so screwed up and when you deal with a rep they promise you a discount for all your hassles, then you get your next bill it's higher and no discount. I am so tired of dealing with this company. I just need to talk to someone that actually cares and knows what is happening with their billing system they have. It's a mess how they operate.

Helpful? ☒ Yes ☐ No



Andy of Hicksville, AL on Nov. 23, 2016



Awful, awful, awful! First, I signed up for 10 mb/s service, with the possibility of upgrading to 15. I specifically said I would not sign up nor pay for anything less and was told, yes I would have 10 mb/s. So I signed up. I was told I would have instructions and my account info emailed to me. I wasn't. I ordered a modem (because I didn't want to pay their \$100 for a \$30 modem) and the day they were supposed to connect me - nothing. So I

have a DSL link on the modem. Good. But I have no set up info. So I call them. Spend an hour on hold. Finally hang up and try again.

This time I get their technical support - someone in the Philippines who doesn't sound very technical. They are not familiar with the modem (a very common one) and I think I knew more what to do than they did. The first one said my modem wasn't even compatible (it is). I just needed some basic info to input. I called again - the second one said it was but gave me a bunch of wrong info. Long story short, I talked to three different people, all gave conflicting info (not modem specific - these are just basic settings required for their service). The last one had some better info, but I still couldn't get connected. She then had me reset the modem to factory defaults, and then we were worse off than before. Finally she gave up and told me to call the modem manufacturer. Which I did.

THEY were able to quickly help me with the configuration, and I was connected after wasting 2.5 hours of my life! BUT, I tested the line and only had 8 mb/s service. And only about 0.7 upload! The upload is useless if you actually want to have a conversation with someone on Facetime. I called and talked to a rep, "sorry, you only get 8" was all she could say. "Would I like to disconnect my service?" No, I said, "I want what I'm paying for and what you said I would get." So I talked to a supervisor. Same thing. I was already getting a discount, she said, so what more did I want? I would certainly discontinue their service if I had a choice. AWFUL! I DO NOT RECOMMEND!

Helpful? ☒ Yes ☐ No



Aaron of Kent, WA on Nov. 23, 2016



When it was still "Qwest", I never had any issues. It wasn't really until 2014 that the issues began. I had been with Qwest for a long time. But in 2014 CL had me purchase a modem that I didn't need. It would later confirm that their telephone lines were the problem. They fixed that and I was only out \$100 for the new modem. That's no big deal. In 2016, September, I tried to transfer my service to my new address when my house collapsed. After three days I got nothing. I went ahead and spent 12 hours canceling the service. 12 hours both on the phone and in chat. They would constantly cut me off the phone line or claim "we have the wrong number for cancel on the website"! LOL! A week later I had a wireless specialist check up on the progress. CL had never canceled the service. The specialist was able to send the request, again, on my behalf.

A month later there was also another guy who worked for CL named "Mike". I don't have his last name. He claimed there were no records from CL about the previous two cancellations. He also tried to cancel the account and that also seems to have been lost on CL's end. I am still fighting with CL on this issue. I have filed complaints with the BBB and the Washington Attorney General.

Helpful? ☒ Yes ☐ No



michelle of Phoenix, AZ on Nov. 22, 2016



CenturyLink is one of the most unprofessional company I ever dealt with. I was dealing with trying to get credit issued and getting someone out to my house to hook up internet. In one day I was transferred 5 times and 3 times to the same department. I work full time so I don't have time to be just on the phone dealing with them. For two weeks I was dealing with the same issue hooking up internet, internet not working. They are rude individuals - if you don't like your job quit. If it wasn't for the customers you wouldn't be in business because our money as a customer is what keeps you up and running. With that being said there should be more training on which what department does what and how to talk to customers. I was frustrated to the point I wanted to cry and I've never felt like that ever - first time for everything right. I'm paying for quality service. I should get what I pay for.

Helpful? ☒ Yes ☐ No



Sarah of Rifle, CO on Nov. 21, 2016



I am a new CenturyLink customer. CenturyLink claimed to have sent my modem and that it was delivered to my porch on Thursday 11/17/16. This is not true. I did not receive it and was never sent any confirmation that it was sent, nor was I sent a tracking number, a day to expect it to be delivered or the option to sign for it. I called on 11/21/16 to let them know that it had not arrived. They said they would send another modem that would arrive 11/22 or 11/23, but would not verify that I would not be charged for this and they refused to email me or send any kind of confirmation that a new modem was being sent or that I would not be charged again for this.

Once they assured me that it was being sent, they said it would be impossible for them to send confirmation of shipping or tracking info from UPS.

customers through kafkaesque mazes of customer service reps with no ability to do anything. I wouldn't wish them on anyone. I have no way of knowing what is being done about my issue as they refused to document it.

Helpful? [Yes](#) | [No](#)



Tulsi Ram of Parker, CO on Nov. 18, 2016



I recently moved to parker, CO and I thought "let me give a try to Centurylink." O'boy I am messed up because of their scamming billing. At first month bill they sent me a bill of 47\$ for partial payment. I did not see the bill and paid it. This month I am shocked to see the bill of 202\$ and this has taken my frustration to an unbelievable way. I called them and asked and the customer rep said "proration and discount and looks like they did not bill correctly for last month." Also... they say I have to pay penalty for breaking the contract if I have to cancel. Well I said I am within the initial trial month- there is the catch. Beware guys. They will send this shocking bill after 30 days so that you don't have any choice to cancel.

Helpful? [Yes](#) | [No](#)



WALLACE of Mansfield, OH on Nov. 18, 2016



System went down on November 14 at 2 pm and not up until November 18, at 1 PM. Begged them to check at the switching station since we had problems there before. Refused to do this. Made and broke 4 service calls. Finally came. Our lines were OK. Went to switching location and found a terminal loose. Fixed in 20 minutes total time. Why did I have to wait 95 hours for a 5 minute fix??? Their switching station is 300 feet from my office.

Helpful? [Yes](#) | [No](#)



Nancy of Aurora, IN on Nov. 17, 2016



I was always having to reset the modem because the internet would stop working. They always overcharged me and when I finally let them turn it off they charged me for 2 months I didn't have any service. Buyer Beware Indeed!

Helpful? [Yes](#) | [No](#)



David of Clayton, NC on Nov. 17, 2016



We moved into a new home in an area in which CenturyLink was the only option other than cable and we've been relatively happy with DirecTV. I ordered online and was told the modem would arrive prior to my start date of October 12th, but the service would not be functional until after 5:00 PM. No service and after 2 hours on the phone they figured out that my order had been rescheduled for October the 19th due to hurricane Matthew. While on the phone one of their representatives started up selling "while we are waiting". I very clearly said "NO".

On the 19th, I still had on service, and the next day I got a huge bill in the mail charging me for the month and for telephone add-ons that I didn't order. In fact, the technician that came to the house had in-wired the phones in the house since we use only cellular service. His logic was that the phone lines could affect internet speed due to interference. He also made sure the problem wasn't in my home or at the box out by the street but upstream somewhere. When he left, I had service for a while, but never more than 1 mps.

The service was supposed to be 8.0 mps. When it works at all it runs at less than 0.8 mps. We cannot use more than one device at a time. Another call, another tech, and this guy tells me that he can wire me into a different card is this 96 customer 8 card, 12 customers per card in the area's junction box. He leaves and no improvement. The repair orders they are opening are being closed and my problem ignored even though nothing is fixed. I work from home two days a week to avoid a drive to the office that is 130 miles round trip. That is almost impossible without reliable internet service.

Centurylink communications with me have been terrible and almost unbearable. The technicians seem to know what they are doing but once they

assuming the representative must get a commission or bonus. I don't do well with business that aren't honest, and selling me a service and not delivering is unacceptable. I'd like to know if I can refuse to pay until it is corrected, or I can cancel without cancellation charges since they have not honored the contract by delivering the services for which I am paying.

Helpful? [Yes](#) | [No](#)



Christian of Iowa, IA on Nov. 17, 2016



Ordered CenturyLink service without contract. The CenturyLink rep signed me up for \$110 worth of extra charges. Took 2 months for them to take charges off then without me knowing put me under contract. The service was bad, was paying for 12 gigs only, would get 1 canceled service and had to pay \$200 dollar contact fee and returned their router and know they are saying I didn't 8 months later and sending me to collections. This is a terrible, dishonest company. Please do not get their service people.

Helpful? [Yes](#) | [No](#)

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Consumer Complaints and Reviews



Ryan of Henderson, NV on Nov. 17, 2016



Okay I'm going to start off on saying this has got to be the worst internet provider ever! They are just plain horrible on service, their customer service is a joke, and they will give you every reason in the book on why they are having internet problems. I called them a couple weeks ago and told them my internet is running very slow and that it is taking forever for things to load and download. They first started off by saying restart my router. "And after you do let us know if that fixes the problem." My response back was I already tried that 4 times, thus the reason why I am calling. Their response "okay sir well we need you to do it for us." Okay fine so I restarted for the 5th time and still didn't fix the problem.

Next thing they asked was "how is the weather out there? Is it clear raining or windy?" My response was "does it really matter? You guys have all of your wires and stuff running underground and I was told by you guys that this was the best thing to do because weather and elements won't affect your internet." SO I ask again why would it matter. The lady responded "well even though it is still the best way to do it for the internet the elements can still affect it a little." I said "okay fine it's clear, with a light breeze of 5 Mile per/hr wind and if that is enough to affect my internet then that is ridiculous. So please ma'am tell me is it because of the weather." The lady responded no it should not be the weather. I also thought her I'm the only one in the house and that I'm the only one connected to the internet right now so I should have all the bandwidth and speed. The lady responded and said "are you sure no one else is connected."

At this point told the lady "look I know I'm the only on one this INTERNET AND NO ONE ELSE IS!" She said sorry for asking again and she verified that no one else was one it. So the lady had me do some other bull crap things and still nothing has changed. After spending 40 mins talking to this lady and trying to get my internet back up to full speed she asked "by any chance are you using an old router." REALLY lady? "No I am not using a old router. In fact you guys send me a brand new update router because I had this problem a while ago and you guys said it was because it was a old router. So no I am not using a old and outdated router since this is the one you guys just sent me." So about 10 or 15 more mins go by and she says "I'm sorry sir but there is nothing more I can do for you right now and that I can put in a request form to send someone down there and look at the problem and try and figure out the issues."

So here I am still no help no issues fixed and crappy internet... Save your time and go to a different Internet provider. THIS is hands down the worst provider ever! It would be great to at least get that phone call back or get this stupid internet fix before I say screw it completely and switch to someone else. Internet provider 1/5. Customer Service 1/5.

2/12

Helpful? [Yes](#) [No](#)



Camil of Goodyear, AZ on Nov. 16, 2016



I have just experienced the worst customer service ever. I currently feel like all of these bad reviews already written is everything times a million of how it needs to be expressed that having to be on a call for an hour to only be on hold for 19 mins, then disconnected, to calling back and being transferred three more times to finally settle on my fifth rep. By this point the original goal of the telephone call is null and void. I should have read reviews and looked into CenturyLink before I decided to get services. The reason for my call was never accomplished. Stay clear or hope you don't ever have an issue worth solving.

Helpful? [Yes](#) [No](#)



Terri of Alford, FL on Nov. 16, 2016



I recently became a customer of CenturyLink... Big Mistake! I am into my third month of service. My payment was 43.56 (minus 10.00 promotional discount). I called about the auto pay in October since the representative had mentioned this discount in September when I made my payment over the phone, so after talking with the representative concerning auto pay she explained to me that I would get a additional 10.00 discount by using auto pay. I did ask her several times for clarification...

Today I received my bill for 53.56, so I called about the amount of bill and when my auto pay would start. I was told that yes my auto pay would start this month for 53.56 (should have been 34.56 after discounts). I tried to explain what I was told, but just given excuses... But at the end of the day they do not look out for the customer - only how to be dishonest. I have cancelled my service regardless of contract penalty. I can't do business with people I CAN'T TRUST!!!

Helpful? [Yes](#) [No](#)

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I have been a customer for over 15 years first as CenturyTel now CenturyLink. I am paying for 1.5 MBPS and am receiving .16 continuously. I have called over and over. I was told for three years it is exhausted. How can I have had great internet until three years ago. I did have one technician tell me they redirect the traffic in the evening. I had to quit online classes because I cannot even get my email to download. I feel it is fraud to charge for 1.5 and you cannot even use it. I am looking for alternate service at this time which is almost impossible in my area.

Helpful? [Yes](#) | [No](#)



Matt of Castle Rock, CO on Nov. 15, 2016



Back story: I needed to save some money on my internet and TV. At the time I was bundling CenturyLink internet and DirecTV. The price kept going up every few months despite having a contract and then randomly skyrocketed with the companies saying there was no promotional deals left. I was a customer for over 3 years and was looking for long-term pricing at a reasonable rate.

I decided to cancel DirecTV but needed to keep internet and while on the phone the sales rep stated he could get me internet and Prism TV for \$86 and some change for one year and I would be eligible to renew at the same rate for another year once the initial year was up. After discussing it with the representative I decided to take the offer since internet was going to be \$60 by itself and for \$26 more I could get HDTV with DVR. The offer included equipment, setup... etc.

The first month's bill was \$225... not \$86. Despite canceling DirecTV I was still billed for DirecTV which later I was able to get a refund on. However, on the call it was determined that my bill would not be \$86 but \$106. The customer service rep found where the promotion was missing and stated it was fixed and I would get a refund and the bills going forward would be correct.

The next month there was a decrease in the bill which looked like it was on the right track. However... the next bill (November bill - 3rd bill now of the service) the bill was \$106.73... Not the \$86 and some change I was promised. When I called up to find out why I was told I was being charged for rental of equipment which was not in the agreement. Since the internet and TV need the same modem I needed their specific one. The one I have had for the past 3 years was not up to speed. The Customer Service rep was helpful in refunding me the cost of the rental equipment since that is what I was promised and he also directed me to where I can buy it. Basically after 10 months if I buy it I cover the cost of the rental. I plan on keeping the service long-term since I hate switching back and forth.

Beware that they will sell you a package at a price but watch your bill. They will nail you with additional costs and flat out lie to you about it. I hope someone can get the tv and internet companies to be honest, offer long-term pricing at a reasonable rate, and stop promising good pricing then hiking up the rates whenever they feel like it.

Helpful? [Yes](#) | [No](#)



Christian of Salt Lake City, UT on Nov. 15, 2016



I have had the worst experience with CenturyLink. The sales rep sold me on the service, which ended up being the worst I have ever experienced. We had to turn off our cell phones at home to even use them, that's how bad our service is/was. I have called 5 times since and I have been yelled at, hung up on and transferred numerous times. At the time of writing this review I am still trying to cancel my service. This has been the most unprofessional experience of my life. I would urge EVERYONE to stay away from this company!!!

Helpful? [Yes](#) | [No](#)



Billy of Spokane, WA on Nov. 12, 2016



CenturyLink continued to overcharge us for several months until we discontinued service. After being warned to save the UPS tracking info and obtain confirmation that they received the modem back, they continued to charge us. After repeated promises to correct the issue and confirming they did receive the modem, they have now, four months later, turned us over to a collection agency for the modem fee of \$108.69.



terry of Clermont, FL on Nov. 12, 2016



I am sick to death of CenturyLink's constant technical problems. My tv is constantly freezing or just going out all the time. My internet went out last week and repair has no explanation. There are problems all the time and CenturyLink cannot explain them. I have had to replace a modem, 2 boxes and more. All customers need their warranty or you are screwed. I have had the service for 3 years. It has nearly doubled in price forcing me to cancel HBO show time etc. My bill each month was over 300 for internet tv and telephone. With the terrible connection CenturyLink is now a terrible deal for customers who should look elsewhere. The only other company that is worse is Bright House with terrible customer service and higher costs.

Helpful? [Yes](#) [No](#)

John of Denver, CO on Nov. 11, 2016



CenturyLink allowed my sister's phone service, a customer for 23 years, to be transferred to Dishnet without her authorization. I and my wife, both authorized on her account, have been helping her to get the service restored since July 1, 2016 and if I had not experienced the unbelievable runaround myself, I would have said she was crazy. Dozens of hours, many on hold, being transferred to other departments, only to start the entire process over from the beginning. CenturyLink says there is nothing they can do as her service is with DishNet and DishNet says they do not know who she is so there is nothing they can do. We requested proof so she could know how this happened. Basically they told her it had to be her fault because CenturyLink would not make mistakes like that, therefore she did not have to provide proof.

I would have thought this was an unusual situation until I went to the blogs and found this is CenturyLink's method of operation - run the customer ragged until they go away. Surprise - we are not going away. Someone recently mentioned if a class action suit was out there - they would be on board. I invite anyone there to think about this. We have filed suit with the Colorado Attorney General and will be looking into legal action. I am in a position (time wise) to begin the process of locating an attorney willing to take this monster on. Too long have the regular people thought they were alone in taking on these giants - so that is why they get away with it.

For God's sake let's PUT OUR FOOT DOWN - TOGETHER - AND TELL THEM NO MORE!!! If money is the only thing they pay attention to then OK - let's get their attention. None of us can afford to do this alone (at least I can't), but together, and after looking at the number of complaints on the blogs, I think a hungry group of attorneys could be found and force CenturyLink to address each and every individual complaint - plus compensation for the deplorable way they treated you in the meantime. Respond to this blog (a brief response is great) and let us know how you would feel about this - personally after 5 months of them treating my sister like this - I am disgusted and pissed off.

Helpful? [Yes](#) [No](#)

Nicole of Mining, WI on Nov. 11, 2016



I have been a loyal CenturyLink customer for 5 years. I recently moved, and put my service on vacation until we were settled in. I called 2 weeks ago to have my services moved to my new address. I was told everything would be up and running in the next couple of days. Well 2 weeks later I sit here writing this review using my cell phone data because I still have no internet. I have called 4 different times, spoke to 10 different people, and spent close to 5 hours on the phone with CenturyLink tech support. Nobody can really tell me why I still have no service, but each time I hang up I am promised in the next couple of days my service will be restored.

I asked to speak with a manager the last time I called, and she wasn't any better than anyone else I had spoken to. She couldn't give me any answers to why I still have no service, or why it has taken 4 phone calls and over 4 hours of my time to supposedly have my issues resolved. I was promised that today my Internet would be working. I guess we will see, but I'm not going to hold my breath. Don't waste your time or money. If I hadn't bundled with DirecTV I wouldn't be wasting my time with them.

Helpful? [Yes](#) [No](#)

I called them to set up phone and internet services with them they told me they would be there on the ninth between 8 to 6, which means my whole day is taken up waiting. They never showed so I called them and was told my services were going to be turned on later and no one needs to come out. The next day still no phone and internet. I call again and was told my service was pending still and I will need to spend another whole day waiting the next day. I never had this much problems with other services and no one offered any discounts for my trouble. I am just fed up with them.

Helpful? [Yes](#) [No](#)



Deepak of Greeley, CO on Nov. 9, 2016



They explain nothing while they try to sell. Now they are charging early termination fee for whole 6 months. It would be cheaper to keep than cancel. They are very rude and I hate to do business with CenturyLink ever in my life and would love to avoid fraud company from all the friends I know.

Helpful? [Yes](#) [No](#)



John of Gold Canyon, AZ on Nov. 9, 2016



I had CenturyLink for my home internet until June. We moved to a new home, so I called the company to transfer my service. After calling on multiple days and hours of being on hold, I finally talked to someone. I explained my need- transfer my internet. They attempted to sell me more and to bundle my service. I explained that I only wanted the internet. I thought all was set; however, days later I received a letter in the mail from CenturyLink for my order- bundled services. Yes they took it upon themselves to bundle my services. I called back, again on multiple days and again I experienced hours of being on hold.

Finally, I was able to cancel the order. Again I inquired about my internet and I was told that the price was going to go up by 35%. I told them that this was unacceptable and I cancelled my service with them. I received instructions on how to return the modem; however, they never sent me a final bill. I promptly returned the modem and made inquires about my final bill.

After about one month I was able to reach someone (took so long because of always being on hold). I was told that there was about a \$100 charge for the modem that "was not returned" and a \$200 charge for early termination, and I believe about \$17 for actual services. The company forced the termination as they wanted to sell bundles or rob me for an increase in internet only. Regarding the modem, I returned it and I have the receipt. I have since filed a complaint with the BBB and it has done little as we go back and forth with the company and they fail to acknowledge any wrongdoing or bad business practices. While I await the outcome of that complaint I will look to regulatory agencies that may take my complaint. My advice to others - stay away from this company. Stay far, far, away.

Helpful? [Yes](#) [No](#)



Amber of Raeford, NC on Nov. 7, 2016



We had a bundled package with CenturyLink and Directv from 2012-2015 when we head to PCS and our new location was not compatible for Directv. We canceled some services before moving while keeping the internet until we had moved out of our home in May 2015 (in which they placed us under a new contract without our consent - which they "fixed" when we finally shut off CenturyLink services). We mailed Directv their equipment and my husband return the CenturyLink router to a local store in Fayetteville, NC. When we had moved we never received any of the new bills that were our final bills causing a mishap so to say. When I finally was able to reach out to CenturyLink, they informed me of a bill that would be \$200+ that I had never received (I am assuming due to mail not forwarding) and I had asked why it was so high and they dropped it to \$115 and some change.

They said when I received the last bill I could pay or I could pay online (which I think I did pay it online). I thought that was the end as it STATES balance 0.00. Fast forward to a year later, we wanted to bundle again with Directv and CenturyLink since moving again and into a house now, there were some issues when Directv tried to set up services and stated that I needed to set up our CenturyLink services directly with CenturyLink. So I called and was on the phone for several minutes only to be told I could not set up anything due to it being a Sunday and they could not check my credit and I needed to call back on Monday. So I did only to find out that I supposedly owed money to CenturyLink for UNRETURNED EQUIPMENT (which I will remind you my husband turned in).

that this charge was sent to collections (WHICH I was never notified of). This ordeal occurred on October 3/5 2016. After some more digging which no one in billing or supervisors could tell me due to it being a year passing already a service rep informed me it was a \$78.34 charge for UNPAID BILLING not UNRETURNED EQUIPMENT. They called it a partial write off. I then was transferred to Financial Services where a Karrie (Carrie) informed me that there was nothing anyone could do because it was already sent to a collections after speaking with a JOHN who say that CenturyLink charged me for services when I did not have the services for the dates that applied on the bill. Karrie informed me that I could request my bills from April-July 2015 and it would take 7-10 business days.

So 2 weeks pass with NO CONTACT and NO BILLS to show why we owed. I contacted CenturyLink again only to be given the run around that the charges from my account were from unreturned equipment and that I needed to contact Directv. Well I had done all that and Directv informed me that they sent a REFUND of \$54.99 to CenturyLink (which they collected on May 22, 2015). CenturyLink told me they paid Directv AFTER we had already shut Directv off. (So we asked where our refund was from DTv and CenturyLink did not share this information.) So I called CenturyLink again to have this charge taken off of partial status and pulled from collections in return they said they could not do but NO ONE could pull up any of my BILLS to prove to me that I owed said amount \$78.34.

Then they told me they could send me my bills from April 2015-July 2015 so that I could see WHY I was charged this amount. BUT ONCE AGAIN I HAVE NOT RECEIVED ANY BILLS PROVING THAT I OWE ANYTHING TO CENTURYLINK. (This conversation occurred around October 15, 2016 where I was then informed that they could see they mailed a notification that the unpaid charge was going to go to collection in September 2015 WHICH I NEVER RECEIVED and they had our new mailing address.)

The service rep offered to mail the bills again as he could see Karrie sent a request but never actually mailed the bills. Here it is November 7th, 2016 and I still have NO BILLS so I can see WHY I owe \$78.34 (you would think if I knew I owed it I would not be calling to correct this issue). Now it's sitting in collections FOR NO REASON. I will be pursuing LEGAL ACTIONS due to your unprofessionalism and inability to prove I owe you and for not PROPERLY NOTIFYING ME OF ITEMS GOING TO COLLECTION.

Helpful? [Yes](#) [No](#)



Karen of Seattle, WA on Nov. 7, 2016



We've been trying to get our billing statement fix since May of 2016 and up until now the last bill I received after calling every month and it's still not fixed. Either my husband and I called every month just to pay the correct amount and we get transferred to at least 4 people and spent almost 2 hours of our time each month just to talk to someone. Our bill fluctuate from \$400 to over \$500 each month and they promise us it will be fix but still not fixed!!! I'm beyond frustrated... Worst customer service ever!! And the billing department is worst!!!

Helpful? [Yes](#) [No](#)



Aimee of New Brighton, MN on Nov. 7, 2016



Here's the short summary of my experience with this company. Took off work to meet the late technician who then needed another day to install. Had an account canceled without my consent, one new account opened without my consent or acknowledgement and one new account opened that violated terms I had set in advance with a rep in effort to rectify earlier issues (all of which are dishonest at best- likely illegal). Two modems charged to my [mysterious] accounts, 12 hours of back and forth with customer service to no avail, and finally the resolution: "Well, none of that should have happened. Here's a new account for you to sign up for." Ironically \$5 higher than listed online. My response was calm but included the phrase, "this is a ** show" to which the customer service rep responded, "our company has a level of decorum, good day," and then he hung up on me. Stay far, far, far away from this company, folks.

Helpful? [Yes](#) [No](#)



DWAYNE of Aurora, CO on Nov. 7, 2016



I just ordered the 40Mbps internet service for \$29.95 per month. They came out quickly and installed it. It took an extra day because the lines had some problems that needed fixed. Then I tried the internet, oh spotty. I did a speed test. The best I could get was 20Mbps (wireless). I called support, they tried to fix it. After several attempts, they got it up to 25Mbps. Then the tech told me, that is the best I will get. He said I can only get

I called the sales line that sold me the service. They also cannot cancel and were not willing to do anything to fix the issue. I requested a supervisor. A guy named Jacob out of Charlotte said he cannot help me and to call Care. I asked for his last name, employee number, manager name, manager phone number. He very rudely refused to provide me any of it. I explained that selling something, they cannot provide is FRAUD, and he needed to provide me someone that could correct it, he refused and hung up on me. I will call Care tomorrow and cancel. If they try to bill me anything, I will sue them!

Helpful? [Yes](#) | [No](#)



Ian of Omaha, NE on Nov. 6, 2016



I thought I would try CenturyLink? Big mistake. They sent out a tech to hook up the system. He spent two hours trying to figure things out but then could not figure out the outside connections to the house? My neighbors have CenturyLink and it does work in our area. But the tech could not figure it out and I wasted a half day watching him stumble around. Then, I called customer service to reschedule, and it was a horrible experience, costing me more time!!! I cancel my order, since I had not even gotten set up and it was already a nightmare. Stay away from this company. They will take your money but will not be able to deliver on what they promise.

Helpful? [Yes](#) | [No](#)



Sherry of Skamokawa, WA on Nov. 6, 2016



My repair tickets keep getting closed. Twice the tech has not showed on Friday, August and November. The situation is that their main line goes underground maybe a mile away. The wire is so old and gets wet. They are saying there is not any money to replace it. Now it rains on this hillside a lot. Been working on this since August. My phone line has so much static that when I call they couldn't hear me and disconnected. Yet they take their money every month. I am filing a complaint with the attorney general. I can't drop service since I'm in a area that cell phones have no connection. Hopefully we won't have a medical emergency and be unable to call for help. The wifi drops so much due to the same problem that it is impossible to watch Netflix with out long loading times. This is the only tv we get due to no other reception. Maybe someone needs to take charge, fix the problems, and provide folks with what they are paying for.

Helpful? [Yes](#) | [No](#)



Carolyn of Surprise, AZ on Nov. 6, 2016



I am about fed up with this company. When I signed up for their service four years ago it was right in the middle of their price lock promotion, of course my bill has only continued to grow. That's not even what this review is for, though. A month ago I revised my services. I increased my internet speed and was supposed to also increase my cable package. The technicians came to set up the internet with new modem and everything. One was in training and did his best to be polite and professional. The man training him was very rude. He was on his phone the entire time, he sat on my bed without permission and he attempted to take a phone call while walking into my nine-year-old daughter's bedroom, a place he ABSOLUTELY had no business being in. They took three hours and did not upgrade my cable package.

I contacted CenturyLink and told them that my cable had not been upgraded. I was told I would receive a \$10 discount on my account for a year to make up for it and that they would fix this. They did not. I have now attempted to get the upgrade fixed three times and am still without the service. I was told today to contact them tomorrow to fix it because the people who are capable of that are not currently in the office. Fine. But at this point we are going on four attempts and over a month of waiting. I will be expecting further discounts or I will be canceling my service. They can refund my payment for October where I did not receive the level of service I paid for and I will use that money as a security deposit for Cox.

Helpful? [Yes](#) | [No](#)



Russell of Mesa, AZ on Nov. 6, 2016



Over the last 8 months I have had to spend at least one hour per month with Centurylink regarding incorrect billings. I have had bills as high as \$180 a month and no one from Centurylink can explain how the bill gets this high. Each month they have a new excuse as to their failures but promise to correct the billing on the next month's bill. I have confirming references for the rate correction but when I call they can never locate the reference numbers or copies of my phone calls. They should be investigated by the government for these bad practices. Their internet speed in my area is 7mps and Centurylink just states we have old wiring and no upgrade is available in the future. This month I gave up on them and dropping their service and going to someone else.

Helpful? [Yes](#) [No](#)

Ela of Centennial, CO on Nov. 4, 2016



We signed up and bundled Internet with basic cable, got pretty decent offer but when the bill came it was 250\$! I was told that the promised 50\$ discount was even applied to my bill. After being passed around different people and threatened with termination fees I received no solution. Next I talked to manager who promised to review the recorded conversation and call me week later. No phone call, so today I called and after wasting 2 hours of my valuable time, I disconnected my services which I yet have to confirm. They sold me something that now they are billing me for and even brought a new modem at no charge so I didn't object to a new box, now it's on my bill.

I hope with so many complaints justice will catch to those criminals and their way of cheating people out of their time and money. I don't even know how they staying in the business with no ethics and no morals, illegally ripping people off. How is that possible? Who can stop deceitful company to continue to steal and operate as legit business? People, be aware, record your own conversations and mostly get it in writing. If they refuse to send you in writing, something is fishy! Do not do business with CenturyLink!

Helpful? [Yes](#) [No](#)

Brian of Omaha, NE on Nov. 3, 2016



They have something totally jacked in their billing department. Every month, I pay my bill on time, but every month, my monthly balance increases in a credit balance. I currently owe -800, at least, that's what their system says. I pay every month on time. But their system is totally jacked. Once I hit -200, I could no longer pay online. When I called, they tried to fight me to NOT pay my bill. I can no longer pay on the phone or on internet. When I go to the service center, they try to fight me. They have now mis-posted 2 payments somewhere, but I can't get them to research them because they show me so far overpaid. No one will help me. They are so incredibly incompetent that I do not know how they stay in business.

All they want to do is fight me, instead of taking my money. What idiotic business works this way? Every month, my credit balance keeps increasing. Every month, it gets more and more difficult for me to make my monthly payment. Today, I am not only trying to make my November payment, but recover/locate the 2 payments they lost. But I can't do that because they only want to argue with me that I should not pay them. Now, if you read this far, you might think 'what guy pays when he doesn't have to'. If you think that, you are naive. I owe the money, I pay the money. If I stop paying just because their system is screwed up, you can guarantee when they figure out the problem, they will hammer me. But because I am honest, and pay even though their system is screwed, they insult me and berate me for trying to make payments.

Helpful? [Yes](#) [No](#)

Melissa of Fort Stewart, GA on Nov. 3, 2016



The word, worst, worst customer service ever... I called 3 days after installation to cancel due to false promotion. They said there won't be any additional charges and to send router back. I send router back 2 months ago, and I just received a bill of \$267.17 from CenturyLink. I called customer service and explained that I had cancelled 2 months ago. The representative was really rude and said that I did not cancelled but upgraded the internet. I explained that I had 2 confirmation e-mail from them about cancellation and that the equipment has been send to them 2 months ago. She kept on going on how I did not cancelled the account and reinstating what I said on her words saying something else. Please do not choose CenturyLink, it sucks big time.

Helpful? [Yes](#) [No](#)

Menu



Cheyrl of Hartville, MO on Nov. 3, 2016



I requested Centurylink to discontinue my services with them September 7th of 2016 because I intended to get services elsewhere, which I did. The new services are WiFi so I was not plugged into a phone jack. I got a bill from Centurylink saying if I did not pay my bill they would discontinue my services Nov 13th. I was very surprised as I thought I did not have services through them. I spent an hour being ping ponged through numerous people at Centurylink all assuring me that I had to pay the bill from Sept 7th through Nov 3rd or be turned into a credit bureau for non payment. This is a despicable company. I thought 2 parties had to agree for there to be a contract (and no there was not a contract). Now they are threatening my credit score if I don't pay them for services I specifically told them I did not want.

Helpful? [Yes](#) [No](#)



U. of Clayton, NC on Nov. 3, 2016



I called the 1800 number to make them aware that I received someone else equipment and I talked to a lady name Melissa and she was very rude. I was asking her the correct way to handle the situation since UPS failed to pick the package up. I knew the customer had call and was probably upset about the situation. Melissa advised me that I was being "over kill" and "just take it to the store". However the store will not take it. She was Very rude and we will cancel our service now.

Helpful? [Yes](#) [No](#)



jim of Bridgeport, TX on Nov. 3, 2016



I have watched my download speeds at 56k while (for hrs) paying for 8m speeds. I have people with no idea with what internet is, come out to the house to fix the problems. This sucks... They are the only provider besides Sat. I will switch as soon as someone provides some comp... I don't think they rate the star I had to give them!!!

Helpful? [Yes](#) [No](#)



J. W. of Fayetteville, NC on Nov. 2, 2016



After notifying them that I was being sent overseas for a military assignment and needed to cancel my services... it took 2 months to get a competent representative to cancel the service. They still charged me for the two months and threatened to send it to collections if I didn't pay. So after paying the bill they added a 62.00 early termination fee.

Helpful? [Yes](#) [No](#)

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steve of Bozeman, MT on Nov. 2, 2016



No interaction ever goes smoothly. They can't start service, transfer service, end service without multiple phone calls to different people. Dropped calls, explain everything repeatedly. Incorrect charges, send you modems you didn't ask for and charge you for them... I hated Qwest but had no choice as they were the only provider back in the day. They "rebranded" and changed the name to Centurylink but nothing else has changed. Pay the extra money to use another provider and save yourself the aggravation!

Helpful? [Yes](#) | [No](#)



Mary of Greencastle, PA on Nov. 2, 2016



confusion, which was just the first of many examples of internal confusion. I was lied to about rates, and watched them progressively climb from the \$30ish I was quoted at the outset, to nearly \$70/mo by the end, with frequent angry calls to customer service to try to bring that number down. I was charged for setup of my modem, when I did it myself.

After cancellation, nearly a month went by and I still hadn't received the material to mail back the modem; another customer service representative just promised me that it would be to me in 3-4 days, so apparently they "just forgot." Which, of course, will be your financial baby when you get charged the penalty for not returning your modem on time. To top it all off CenturyLink has shipped a lot of their jobs overseas, so expect when calling customer service, to at least 2-3 times (by the way -- you'll be calling customer service more than 2-3 times) be directed to someone in India who isn't completely confident with their use of the English language. So you may or may not get your point across, and you probably will end up with your problem not being resolved.

Helpful? [Yes](#) | [No](#)



Derek of Columbia, NJ on Nov. 2, 2016



CenturyLink has time and time again failed to impress me. My internet has been dropping frequently, and by frequently I mean every 10 minutes. This can be EXTREMELY frustrating. When contacting a CenturyLink representative they offered no help. I am a pretty tech savvy individual and know about these things also. When I told them it was them and even on their website it said the internet in my area was experiencing problems the representative continued to tell me it was on my end. I pay too much for this crappy service. I have the highest speed of internet and great bandwidth. If there was another internet provider in my area believe me I would go to them so fast.

Now, if this problem happened once for or a day or two it wouldn't be so bad, but it happens weekly. One week it will be fine and the next week dropping every ten minutes. CenturyLink is inconsistent and a terrible company. They charge too much for poor quality internet. Oh, and I love how CenturyLink's overall rating is 1 star, so I can't be the only one fed up of this company's shenanigans.

Helpful? [Yes](#) | [No](#)



Karin of Dorena, OR on Oct. 31, 2016



I have spent about 40 minutes waiting in queue for 4 different representatives this afternoon, not uncommon for CenturyLink services. The first person was very friendly, helpful and gave me information on applying for Lifeline support for my phone bill based on low-income requirements. She directed me to the online site where I was told I could download an application. After spending 15 minutes and several tries, I found no way to download an application.

When I called back, I was forwarded to someone representing the previous Quest customers, which I am. This person dropped my call, either by accident or because she didn't care. The 3rd person was so rude and shuttled me on to the Loyalty Department which promptly put me on hold again. It is now about 5:00 p.m. Pacific Time; my guess is that no one will ever get back to me based on the time. I like the services I get from CenturyLink in terms of what comes into my home. The telephone, online support is just awful; it would be hard to make it worse. I may switch after some exploration.

Helpful? [Yes](#) | [No](#)

Jenna of Spokane, WA on Oct. 31, 2016



I am filing a complaint against CenturyLink due to the recent experience I had with them. On 10/27/2016 we noticed our internet wasn't functioning. We went on to the website to check for outages and there was none. The next day I called CenturyLink to troubleshoot the issue. I spoke to 4 reps, was transferred to a wrong department, and all of this took an hour and a half of my time.

The first rep I spoke with didn't do any troubleshooting with me and advised a tech would need to be sent, but I would have to wait until Monday 10/31 (3 days!). I told him that was fine, to have the tech sent out, but I wanted to file a complaint. I was sent to Retention and spoke to a very nice gentlemen, however he spent about 20 minutes on the line chatting with me, just to tell me there was nothing he could do for me and sent me back to tech. I spoke to another tech rep who actually performed some troubleshooting. He also advised a tech was needed. He offered to have one sent on Tuesday. Apparently the first rep never completed the order so now I am 4 days out!

I requested to speak with a manager to address these issues. I was lied to by the first rep and they were not willing to do anything to remedy this. I advised the rep that I telecommute and the internet is not just a luxury item, it's how I conduct business to pay my bills. I asked for an escalation to be performed, and was declined any such effort. They did not address my complaints nor offer any solutions. I will be down at least 6 days because of this.

I was eventually advised that there is a large issue in the area which is why there is such a delay. If there was such an issue why was this not on their website when I check outages before calling? This company's customer services skills are TERRIBLE! I have been lied to, I have had reps talk over me, and no one attempts to provide any solutions. Their English is horrible and I have a very hard time understanding them. The overall call flow is excruciating. I am very dissatisfied with the service I was provided.

Helpful? [Yes](#) | [No](#)

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David of Portland, OR on Oct. 31, 2016



Received a door-to-door flier advertising 100 MiB speeds for \$20/mo. I'm an existing customer, so why not look into it? It took a FORTY TWO MINUTE PHONE CALL to get the account set up, and requires a promo package of Prism. Technician shows up a few days later and installs, no problem. (Though they did lose my phone number somehow, yet I still received robocalls for the service. WTF?)

Post-install, discover that the speed was not upgraded. A chat into Customer Support said it would be upgraded the next night. It was NOT upgraded. After two more chats and a phone call, CenturyLink has the AUDACITY to state that they cannot give me 100 MiB at the price rate that I accepted before the install (which certainly is not legal). Now I am wading through yet another phone call with an absurd hold time to "get this fixed." I have literally zero confidence that CenturyLink will be resolve this with anything resembling competency. Only to find out ~30 minutes later that my address somehow cannot run at these speeds (which I find dubious; I can speed-test the line to 40.8 MiB, which means that it has at least 50 MiB of bandwidth already).

Now we have undo the install and ship back the equipment and revert to the original rates, etc. AND, I have been told that I need to call in AGAIN, after I receive the next bill, to have miscellaneous charges removed. To make it even more onerous, today I received a flier in the "mail" from CenturyLink advertising 100 Mib at my address for \$20 month.

Helpful? [Yes](#) | [No](#)

john of West Jordan, UT on Oct. 31, 2016



I switched over to CenturyLink to save some money. I called and had it set up over the phone. We talked about a modem and I was told that the modem I had would work. The guy that took the order looked up the number. He said it would be just fine so on start up date a tech came out and set things up. This was going to be I plugged the modem in and I would be off and running. No. The tech had to change some wiring and a different modem. The one for 20 mg and the one for 40 meg are different so now I have a modem fee that was not planned on and a tech call that was not planned on. If they are going to sell their service then it should not be a bunch of surprises at the end. Now it's 200.00 to cancel contract. They now have you two year contract. This isn't starting very good. Not looking forward to the next two years if this is the way it is going to be.

Helpful? [Yes](#) | [No](#)

scott of Holly Springs, NC on Oct. 31, 2016



They are impossible to work with. They tell you one price that you will be billed and they change it every month. You will literally have to call Customer Service monthly to TRY and fix your bill. It is unsuccessful for the most part. Each month when you have to call they claim to have no record of you calling in the previous months. Even when they tell you they have fixed your billing issue that does not mean it is fixed. You have to watch your account and make sure it happens. When it turns out they did not fix your issue you have to call back and start over. They never have record that you spoke and fixed the issue.

Don't try to upgrade your service. They will tell you that you are eligible for no additional cost and then at the last minute back out and say they can't do it. This only screws up their billing even further. Also, they give you a discount for autopay. What they don't tell you is that it expires every 6 months and you have to remove the credit card and re-add it. What happens is: You miss a bill thinking you auto-paid for it and then they charge you late fees. When you call to ask what happened they blame it on you and you do not get your money back. Also, you have to pay those late fees and missed bill online which they tack on a \$3 convenience fee making it more expensive.

They also don't tell you that your autopay takes 3 billing cycles to be active again. So you will probably miss one more bill. While waiting for autopay to become active again you have to pay your bill online which comes with that \$3 convenience fee for simply paying your bill. Because you are

Be careful though. They will extended your contract date on you without telling you. They claim that you agreed to it last time they fixed your bill. That's odd because they don't have notes that you ever spoke before. My contract date changed several times. Last I heard it was up in Nov. 2016 but when I called today to attempt to get my bill fixed I hadn't been under contract since April 2016. I canceled immediately. Hopefully the nightmare is over.

Helpful? [Yes](#) | [No](#)



Shanie of Rexburg, ID on Oct. 31, 2016



Worst customer service ever! I wish I could give them a 0. I have spent over 5 hours on the phone with them over the past week and have spoken with many different people and the problem is still not resolved. They are charging us \$160 for services that we never received!

Helpful? [Yes](#) | [No](#)



Billie of Sun City West, AZ on Oct. 30, 2016



CenturyLink customer service is awful. I have called over the last 10 months at least 12 times to have them fix their billings. They have lied, disconnected dozens of times, I have been put on hold for literally an "hour", just to then be cut off. They transfer you and then transfer you again hoping you will get tired of telling the same story. They out and out lied saying we could to their Prism and not have to pay out DirecTV! They lied again with the price quoted. The bill is always \$100.00 over what they told us! They have \$125.00 over payment in another old account that they hang up on me every time I ask it to be refunded. One person saying a check will be sent, another when check not received saying it is in pending.

Last month I was told it was no longer listed as a credit but that it had been "used up"??? Where??? I didn't get money or credit? No I get another bill today in mail for twice what was quoted? Terrible company! Something needs to get done!!! We are on the losing end here and not fair. They talk disconnect fees - HIGH if you want to leave their system! When you have every right to leave for lousy service! Come on politicians... make it right!!

Helpful? [Yes](#) | [No](#)



EMILY of Richfield, MN on Oct. 30, 2016



I've been a customer of CenturyLink for years and have not had 1 problem. Then... I order up fiber. What a nightmare. The customer service reps have no relevant knowledge of the service, installation, equipment, incentives, or anything. Why do they even answer the phone?! The installer that actually installed the fiber lines and set up my system was super knowledgeable and awesome! So thankful. But then I got my bill. It as 4 times the quoted rates. So I call and get it fixed. The next month I get all the credits I was supposed to have initially, but the next month didn't get the credits. So I call and get it fixed again.

The next month, the bill was actually correct, but all the additional screwed up charges were still there. Then next month, the bill went up \$40, plus all the screwed up charges. I think I'm in the hole with them right now for like \$500 above the actual service that I've contracted for. I just pay the quoted rates and I will get the rest fixed. I keeping a running log of the disaster. What I don't get is why is my bill even changing month to month? How does that happen? I feel compelled to write my saga. It's beyond ridiculous. I don't even know what to say!

Helpful? [Yes](#) | [No](#)



David of Las Vegas, NV on Oct. 29, 2016



I signed a contract with CenturyLink for 40mg speed and I never got this. A salesman came to my house selling this speed for a \$45 monthly and told I'd have one month to trial it and if I was satisfied it was easy to cancel without any charge. I never got my speed. I called several times and

I called again because they just suspended my service, and I'm a self-employed person and need connection and after be transferred for 5 different persons, in the end they just dropped my calling and nothing was resolved. I read several situations and in the end is always the same. Now they wanna charge me over \$400, and before they told I'd not need to pay anything until I get my full speed. This company is a complete joker.

Helpful? [Yes](#) | [No](#)



Louise of Clayton, NC on Oct. 28, 2016



I have been a customer of CTL.net for two years not by choice but by necessity. There is no other IT supplier where I live. This corporation is a mixed bag. Both extremes (The local offices when contacted in person- and the corporate office) are very good and responsive. In between there is a huge sink hole where everything that ventures there is buried permanently. The company is very sharp on IT but for its own sake, not that of the client.

Presently a whole new set of accounts is being advertised heavily and I called to find out how it might affect my service. After several calls when I was left on hold permanently (20 minutes++) I gave up and decided to continue on my own as per the heavily touted offers. If CTL has a problem

with that, it will have to call me. If that does not work, I will contact the corporate office - again... I hate doing that, these officers have better things to do than pick up the tab from a bad customer service.

Another bad point is that to have a technical support in house is almost impossible. I had a recurrent problem with the internet service that did not respond to the usual telephone support tinkering so I asked for a tech support person to come and check the installation. After 4 phoned appointments not kept, I gave up and I had another corporation whom I have patronized for the past 12 years come to the rescue. This is not an acceptable behavior on the part of CTL. Their service is priced medium-high but their client support is hovering bottom level.

Helpful? [Yes](#) | [No](#)



wendy of Saratoga Springs, UT on Oct. 28, 2016



In July 2016 I purchased a new home which had a CenturyLink modem installed in it. I called the store in Utah to set up my service. I got set up on a new customer introductory rate with a 2 year agreement for 100 mbps of internet for 39.99 with a 10.00 per month discount for auto bill pay and paperless billing which will bring me down to 29.99 per month. Awesome. Sign me up. I got a phone call on 10/26/16 from Centurylink.com and said I have to switch to their service plan because of an agreement with my housing community legacy farms, and because I am no longer a new customer I will lose my new customer intro rate and my bill will go up 6 plus dollars a month. What!! I told him NO!! He said if I don't agree to this they can disconnect my service. I told him he can't. I have an agreement with CenturyLink for 2 years.

The agreement is 100 mbps of internet and I pay them for it every month. I am doing my part of the agreement. They can't touch my service. That is a breach of contract. He said they can. I have called several times. Ask for manager and I get hung up on and no managers take phone calls and was hung up on. I spoke with my HOA, they said "no contract exists. This guys is giving you false information and you don't have to switch." My home builder's agreement with CenturyLink was just to install modems. Nothing to do with service. I called them with this information. They are still insisting that they can turn my service off if I don't switch. Sounds shady to me. If I breach my end with CenturyLink they charge 200.00 disconnect fee but if they breach they said they can do it legally.

Helpful? [Yes](#) | [No](#)



Matt of Spokane Valley, WA on Oct. 28, 2016



Wow! This company is borderline criminal! So my home was approached by a walking salesman for CenturyLink. So I decided to hear them out as my contract with Comcast is ending. I had heard some shady stuff on the past about CenturyLink, but I figured maybe they were really trying to compete. Boy was I wrong. Well the sales guy failed to tell me I needed an active phone jack for their service to work. So I end up getting their modem and realize I cannot utilize their services. (Salesman stated 30 day money back, no hassles. This is a lie apparently as the CenturyLink rep on the phone stated.)

each. I believe all these people were in the same call center and did this on purpose, and from the sounds of other complaints I think this is company directive. Anyway one of my worst consumer experiences in my 42 yrs. I will tell everyone I know not to do business with these fools.

Helpful? ☒ Yes ☐ No



Pamela of Frisco, NC on Oct. 27, 2016



I have never had a good experience and could go back to having phone lines down in small flower shop at Valentine's day with no assistance but I'll start with the latest. Finally found a great company for my primary business and put a hard forward on three CenturyLink lines. Cost was to be around \$25 per month... It turned into \$265 a month and I have tried, through tickets on their business portal, online chat, emails, phone calls, etc and etc. Nothing. Now I can't even find a number or name to send a formal complaint. My bill on three lines that were ONLY TO FORWARD to a new number... over \$1100! With so many great choices stay far far away from this company... I operate two small and one mid-size business and would go broke if I ran them the way CenturyLink runs its business!

Helpful? ☒ Yes ☐ No



Roland of Chandler, AZ on Oct. 26, 2016



Everyone experiencing Billing Issues with CenturyLink -- File a Complaint with your State's Attorney Generals Office. Other resources for complaint action are the FCC.Gov, BBB and your local news station like 3 on your side. This is a quick summary: I have called them numerous times about fixing my bill to reflect the written contract price they quoted me. My bill has been \$90.00 dollars more each month and someone shortened the term from 24 months to 12 months. I have a chat session document of the contract. Remember don't trust this company-- make sure you record your conversations and get written documents and confirmation #'s.

Called CenturyLink, customer service -- again (6th time in just 3 months) I asked to speak to someone who could make decisions, I am sick and tired of repeating this story. I was assured she was the person. I explained everything. Guess what? I got passed to another person- long hold times. Finally, I am talking to a lady called Sam. I explain everything all over again, she basically called me a liar. She stated even if I did have a document, that they would have to authenticate it.

Really, I told her the only reason my wife and I agreed to Prism TV and Internet was because of the price and 24-month term CenturyLink presented to us. This is the scripted response I kept hearing -- the only thing she could do for me is: 12-month Internet for 39.50 a month and get rid of the Prism TV (So I break the contract that you breached-- I don't think so). I stated "What about if I get rid of Internet and Prism TV?" She said there would be a \$200.00 early termination fee. Really -- a \$200.00 early termination fee on contract that CenturyLink Breached.

Lastly, I drove to the CenturyLink Store on Chandler Blvd. with all of my documents. Showed the document to the gentlemen, appeared he was disinterested and stated "I don't know". Waste of time, just like on the phone! I've noticed the Business Model of CenturyLink; Customer service = keep passing customer from person to person with no authority to change or correct any issues. Standard answer "I don't know" -- wear the customer down so they get frustrated, trapped and just pay, or cancel contract and pay early termination fee.

Helpful? ☒ Yes ☐ No



Erika of Billings, MT on Oct. 26, 2016



When I wanted to cancel my five year account with them, I was told I could not do so until the final month. Otherwise there would be a termination fee. So I waited patiently for that month. I contacted them and asked that the service be terminated 8-30-16. The lady informed me that I would be charged via auto-pay for the month of September but that I would receive credit for same. She also said she would send me a prepaid label to return my modem and filter. My phone and consequently my internet were closed 8-30-16. No label arrived so I re-contacted them regarding that as the lady had said if the items weren't returned within 30 days of termination I would be subject to charges for same. In the meantime I received a letter from Century Link noting under home phone a credit of \$26.97.

No mention was made of the internet service charges. I assumed they were withholding same until they received their equipment. I finally received a prepaid label and sent the items back on 9-13-16. Per the tracking number I found that they had received the box 9-16-16. By 10-3-16 I still had no

no refund of any kind. So once more I called. Again I talked to a know nothing. I have come to believe this is part of their strategy. She finally got me into accounting. That lady informed me that I would not be receiving any more than the \$26.97 because I had not apparently hit their "sweet spot" for contract termination.

No one there had ever even indicated a time to cancel except that it had to be in the final month, which I had done. She admitted they had received their equipment and indicated I should have received a check. I told her I had not. I've heard that "check is in the mail" business before so I'm not buying it. The conversation ended once more on a sour note. So imagine my surprise when I arrived home that evening to find a bill of \$3.77 for long distance services September 3-October 4 on a phone that had been disconnected August 30th. I am calling them tomorrow to discuss this but I already know their response.

They are going to stall and stall and stall until they use up that \$26.97 in interest charges for the \$3.77. I am not sending them a check for \$3.77 that's for sure. They are the absolute worst company to deal with. Their service and their accounting depts. are nightmares. And they are going to let them buy out Time Warner so they can shaft more people! Just goes to show you how big business and our government are in bed with one another!

Helpful? [Yes](#) | [No](#)



joe of Holly Springs, NC on Oct. 26, 2016



On 8/22/16 I contacted DirecTV to order tv service and internet service. For DirecTV's select tier and 27 mbps of internet service provided by CenturyLink, I would be charged a total \$76.92. I agreed, and an install date was scheduled for 8/31/16. A self install of the internet was set for the same date. On 8/23/16 I received an email from DirecTV setting out the terms of our agreement. There were a couple of things I did not understand, I called DirecTV and they explained things to my satisfaction. On 8/31/16 DirecTV arrived on time, setup our system, and all went well. At the same time, UPS delivered a modem from CenturyLink. Together with installation instruction. Having worked with, built, repaired and programed computers since 1984, I did not expect any problems.

The installation did not go well. A red light would not turn green. I called the help line, everything we tried did not work. They told me a tech had to come to my house, and someone would be there Sat. at 6pm. On Fri. 9/1/16 I received a call from a tech who told me that he was at my home and that there was a very strong signal to the house. I told him I was at work and expected a tech at 6pm on Sat. He told me that was not possible as they stop work at 4pm. (???) I called him back when I got home and found I had no service. The tech came to my door Sat. afternoon, told me that service had been hooked up to **, my address is **. (???) Called CenturyLink to see if I needed to be home for hookup as it was a self-install. Was informed that since my mbps was only 10 I need not be home. I ordered and thought I was getting 27 mbps.

I called CenturyLink to double check their side of my bill. It would have brought my monthly bill would be over \$100 with the 27 mbps. As I cannot afford this but I need 27 mbps. My wife and I decided to keep our present internet service provider, go back to OTA for our tv and give up DirecTV. Monday 9/12 I called CenturyLink and cancelled any future hookup. I then called DirecTV to cancel. I spoke with an agent who called CenturyLink. She quoted me a new monthly fee of \$90, with TV, 27 mbps of internet. I agreed, and a setup date was set for Mon. 9/19. I arranged to take off 9/19. On 9/14 I received an email from CenturyLink telling me a tech would be at my house between noon and 4 pm on Thur. 9/15 to install internet. Fine, I was able to take off that day.

Received another email telling me they would be at my home on 9/15 between 9am and 5pm. (the techs work until 4pm) I called and complained about time. Was told it was a mistake, and they would be at my home between noon and 4pm 9/15. At 3:30 on 9/15 I called CenturyLink and asked if they knew when they would arrive. I was told they were working on the outside wires and they would be there by 5pm. 5:30 pm I called again, and was told I would be turned on at 8 pm(???). At 7 pm I called and was told there was a "hold" on my order, but that department was closed for the night. On Fri 9/16 I called DirecTV and told them to cancel everything, as this turned into a nightmare.

The DirecTV agent called CenturyLink and stayed on the phone for almost an hour trying to get the matter resolved. When she asked why no one showed on 9/15, the CenturyLink agent said that they called me several times to tell me they couldn't make it that day, My phone never leaves my side. I live near a cell tower, I never miss a call. I asked what number they called, the agent gave the proper number. They did not call. I think there is a name for that (???). I now have a new install date and time. I also had to agree to a new total monthly fee of \$90. Install date 9/22 9 am, and must be finished by 11:30 as I have to go work at noon.

On Tues, 9/20 I received two emails from CenturyLink telling me that a tech would be at my house between 8 am and noon to install the internet. Both emails said the same thing. Also on Tues. I received a postcard from CenturyLink, stating the following: "Changes have been made to your CenturyLink account. Our records show you recently created an online account or changed your user name, password, billing or email address, hint question and answer or online account." If I did not make these changes I was to call CenturyLink at 1-800-201-4099. I do not know what they are talking about. I do not have an account yet. Wed. 9/21 I got a call from a tech who said he would be at my house in 15 min. I asked what address he had. He told me **. I gave him the right address. He told me he would try to get the address corrected, and call me back.

About 15 min later he called back and said he was able to change the address on the order, and would be at my house in 15 min. He drove by my house and stopped three house away, where I know CenturyLink has a terminal. He sat in his truck for about 10 min, and left. At 10:30 am I called

Next morning I received an email, telling me how to setup my new account with CenturyLink. With three install dates being screwed up, the lies about 8 am, 6 pm, 5 pm, 8 pm, and the biggest about calling me several times on 9/15 to tell me they were not coming. Hooking up to 100 and 200 but not **. Changing mbps and fees, double and conflicting emails, the postcard regarding changes to a account that was never started. An email instructing how to setup the account, the day after I cancelled installing the service. I cannot believe any company could be that incompetent.

The week of Sept 26 I called CenturyLink to make sure that the order was cancelled. They told me that the order was cancelled 9/21. However, on 9/30 the nightmare continued. I received a bill from CenturyLink for account # ** in the amount of \$108.18, for 1 month service. This was just the CenturyLink part of the bill, which would bring my total bill to \$153. A far cry from the original \$76 or the revised \$90 monthly fee. 10/3 I called CenturyLink billing and asked why I was being billed as I never had service. They claimed I did. I had them check the account. They agreed that the order was cancelled 9/21. The bill was dated 9/23. I have not paid anything to CenturyLink, but, after what they put me thru and their lies, I am afraid they will continue to bill me, or ruin my credit.

On 10/6 I received another bill from CenturyLink for 1 month service. This bill had the account number ** and was in the amount of \$232.01. I called billing and asked what the bill covered. The agent told me that there was no service to my address and the bill was an error. He told me that both bills would be zeroed out. I asked if I could have a copy of both bills with a zero balance, he agreed to send me copies. I have no idea what nightmares are in store for me with this company. I have yet to receive the zero balance bills as promised. Oct 25th, I received two more bills, again I called CenturyLink, and again they told me that nothing is due. Why am I getting bills? Again I highly recommend DirecTV for their part of my service. When I asked CenturyLink to let me speak to a supervisor, I was told I could and was put on hold. I gave up after 30 minutes.

Helpful? [Yes](#) [No](#)



James of Harwich, MA on Oct. 25, 2016



In July 2016 I cancelled my account with DirecTV & CenturyLink as I moved to help take care of a sick family member. By accident I sent 2 final payments creating a credit owed to me of \$153.15. The credit however was offset by \$200 termination charge. I explained that I was moving to an area of the country that CenturyLink does not service and asked to have the termination fee removed as they could no longer provide the service to me. CenturyLink reduced the balance owing of \$46.15 but would not refund the \$153.15.

Helpful? [Yes](#) [No](#)



Betty of Clarkdale, AZ on Oct. 24, 2016



I am CURRENTLY a CenturyLink customer awaiting for CenturyLink to get my bill straight. On 8/24/16 I called CenturyLink to add internet service for \$19.95 per month and unlimited and home phone at \$35 per month. I was told by your representative that my total bill would be \$54.95. I received a bill for \$207.12!!! On 9/23/16 I called CenturyLink, talked to your representative about the bill. The rep agreed that the bill was all messed up and my new bill would be \$65.59 because they failed to tell me that I'd have to pay \$9/month for modem rental. She gave me a confirmation number. Here we are 10/24/16, and my CenturyLink bill still has not been straightened out. I called CenturyLink numerous times to get bill straightened out. Very frustrating. Each time the rep tries to sell me another plan.

Obviously Century has a new marketing scheme to sell yet another plan similar to bank reps having you open numerous bank accounts so that they can get credit for it. I've talked to roughly 10 different reps and their numbers are DIFFERENT each time. Last person I talked to said they refuse to reprint a corrected bill even when it's their mistake as I MAY see a \$50 credit on my November bill. Hmmm, \$207.12 for an original quote of \$54.95? Even if the salesperson failed to tell me I had to pay \$9.99 per month for modem rental, the rip off compliments of CenturyLink is a pretty good chunk of change. How can I find regulation for these criminals??

Helpful? [Yes](#) [No](#)



John of Meridian, ID on Oct. 24, 2016



I would prefer an automatic method to cancel service but CenturyLink requires you to contact and speak with someone directly (thereby requiring you to waste your time on a long wait while you progress through a queue). The initial wait to get connected with a live agent was similar with other major corporations, however, once they know you're there to cancel service you get transferred to their "Retention Team." This requires waiting through another queue which takes much much longer and actually assigns you as a lesser priority while other customers (potential sales I'm guessing) get taken care of first. How do I know this? Because now and then my place in the queue kept going the wrong way, the number getting BIGGER instead of smaller. See attached snapshot.

CenturyLink also charges more per promised Mbps than many other broadband internet companies and then they don't even deliver close to that target. Example: We were paying for 20 Mbps but typically got less than 10 Mbps even during low use hours (got less than 7 Mbps during high traffic times). CenturyLink would probably go bankrupt within a few months if they were not the only DSL option in many areas (as is the case here).

Helpful? [Yes](#) [No](#)



Dolly of Malone, FL on Oct. 24, 2016



In Malone Florida, there is only one phone and internet service provider. That provider is CenturyLink. I moved here in 2009 and was forced to use them as there are no other providers in Malone. In 2010, I got my first cell phone and asked customer service to drop my phone service and only maintain my internet service. I was told that it would cost more than the 130.00 a month that I was currently paying if I stopped the phone because it was a "bundle." Every time I had problems with my service (which averaged every 7-8 weeks) I asked if it would be cheaper for just internet service, yet. I was told repeatedly that internet alone would cost more than the bundle.

In 2014, I moved again, but still in Malone, stick with CenturyLink. Several months after I moved in I finally found someone who said that it would be much less expensive to have internet service only. My next three bills were approximately 70.00. This was in 2015. In the interim, every time it rained, I lost service. The first tech they sent out called the phone techs "a bunch of idiots" and insisted that I needed a new phone line from my box to the computer. He said that CL charges about 100.00 but he had some extra wiring and hinted that he would do it for only 50.00.

I declined his offer, bought the correct line and replaced it myself. The next month he came out again and argued that there was nothing wrong with the CL lines after phone sorry told new that there was. The conversation ended with him swearing at me and me telling him to leave. He disconnected my phone at the box before he left telling obscenities. I hooked it back up and called CenturyLink. They said they would send a different tech, but the same one showed up. For over a year (until 2015) I would call CL when I lost my connection after it rained. I would tell them not to send the same tech, and they would promise that they were making a note that he was not to be sent out.

In 2015, I simply stopped calling tech support because I didn't want to deal with the same guy. The month after his last visit in 2015 my bill jumped to just over 90.00. I called every month at first to find out why my bill jumped... No one could tell me why. I got weary of listening to them and reduced my calls to once every two or three months. I just made my most recent call. I was told that my bill jumped because my contract had expired. I didn't even know I had a contract! For over a year, apparently no one at CenturyLink knew either because no one else was able to tell me why the price jumped. That is at least 140.00 that they ripped off.

I asked the rep, George, why I hadn't received any notification that the contract I didn't know I had was expiring. Don't they send out automated letters? He said, "We have contracts expiring every day. We can't send automated letters to everyone." Yet, they can send automated bills, and automated reminders when the bill is late? He also told me that "This is why we tell our customers to write down when the contract expired on their calendars." How many people do you know that have a calendar for the next year just laying around. Especially if service was started in January or February.

I've also been told repeated by phone support that according to their line tests and line history, I haven't been receiving half the speed I'm paying for! I believe they are intentionally slowing speeds and not informing clients when their contracts have expired (if they even tell them they're under contract in the first place) as a means to defraud their clients and gouge them for money. Their service and policies are so horrible that I am looking for a place to move to solely to get a different phone line provider.

Helpful? [Yes](#) [No](#)



Dawn of Glendale, AZ on Oct. 23, 2016



I am writing to complain about the worst customer service and unfathomable business practices with Centurylink. I ordered an Internet and Prism TV package in March of 2016. I was receiving a monthly bill ranging from \$40.00-\$60.00, which was paid on time monthly. In the month of

for over fifty minutes to talk with customer service.

Presently, this is still unresolved. I now have a choice to quit service and be charged the early termination fees, or pay the amount of \$544.22. This amount is not even the payment, from the initial service agreement back in March. I cannot get a customer service representative to send me an itemized breakdown from the bulk charges of \$544.22 (it was suppose to be 29.99 + 9.99 a month). Nor can I get anyone to call me back, or put in touch with the correct person to resolve these issues. My question is, how does television service that has not been paid, keep service for over six months? I have contacted The BBB and filed a complaint against Centurylink. I will be terminating my service. I would not recommend Centurylink, or Prism TV to any of my friends or family. This has been a horrible experience!

Helpful? [Yes](#) | [No](#)



ROBERT of Fort Myers, FL on Oct. 22, 2016



I waited for four hours twice for these losers to show up. They didn't show and didn't call either time, and "due to the extraordinary call volume" couldn't get through to find out what was [not] going on. I tried again tonight, and asked for a supervisor in the U.S., as I was speaking with someone

from India. I couldn't understand him. I was transferred to Mexico, who in turn transferred me to the Philippines. The only reason I could find for their absence and rudeness was that they hadn't had time in 30 days to verify the phone number... come on!!!

It has been my experience that there is no avenue to rein these irresponsible, incompetent, dishonest utilities in. Who among us could run our businesses for long by saying "I might get your job done, babysit your kids, or start your heart surgery between the hours of 8-12 or 1-6?" Like everything else, it seems, there is no honor, no courtesy, no honesty and no recourse. These punks raise rates, advertise high speeds with phony online ping tests, and feed us 250 channel programming of which half are infomercials for the shark, wrinkle cream, and getting that Brazilian butt.

What did the general public do to deserve this treatment? Not a damned thing! Like every other societal parasite, these clowns drop huge money on mercenary politicians to bend every rule, every courtesy, and numerous morals to pick the fool's (us) pockets, and laugh while they do it. CenturyLink sucks, but unfortunately they don't care, and don't care to improve, because they can get away with anything they want. Again, CenturyLink, you suck... HUGE!!!

Helpful? [Yes](#) | [No](#)



John of Denver, CO on Oct. 22, 2016



Every month I receive a new and different bill from what I was promised the month before. They say they will correct, but never do. When I ask for a email confirmation they refuse. They give a reference number but somehow it does not say what promised. CenturyLink are liars and cheats and I have found my experience with them quite painful.

Helpful? [Yes](#) | [No](#)



Samuel of Denver, CO on Oct. 21, 2016



I pay 30 dollars a month for 40 mbps in Denver and only get 20 - 25 max and that's on a good day, usually I get maybe 15 mbps and half the upload speed I pay for. Their service is absolute ** and when you complain to them about it they always blame me, the customer. They refuse to refund people even though it is obvious they can provide what they make people pay for. DO NOT USE CENTURYLINK. They are a miserable company. All I've ever gotten out of this was stress. Such a waste of money.

Helpful? [Yes](#) | [No](#)



John of Denver, CO on Oct. 21, 2016



I received a collection letter for Century Link (bundled with Directv) a year (!) after they say the payment was due. I had unbundled because they had misapplied the payment so often it wasn't worth the minimal savings. Somehow I was billed an additional monthly fee (I had records of monthly payments all year, but apparently there is a month I don't know about between July and August). The initial agent was friendly but incompetent, she tried to transfer but hung up. The second person was rude, impolite and unwilling to explain. I truly hate this outfit, paid an additional \$179 just to make them go away. Stay AWAY from these jerks.

Helpful? [Yes](#) [No](#)



Jamie of Thornton, CO on Oct. 21, 2016



If you are considering internet providers, save yourself a lot of hassle and money by NOT using CenturyLink. I had terrible internet service, it dropped constantly and was slow at its best points, technical service was not only not helpful but extremely difficult to get in contact with in the first place. When you call there are exceptionally long hold times (in the neighborhood of 40 minutes to 1 hour). I was also "accidentally disconnected" after some of these long hold times or transferred around in a circle to several people who really have no idea how to help you and clearly think it is someone else's job.

Then just for kicks at the time I became totally unwilling to continue with this lunacy I was informed there would be a \$200 charge for terminating service early. Here's how bad it was, for my sanity I'll pay the \$200 just to be done with the frustration of this sham of a company. It is beyond me how they are not being investigated for these business practices but I certainly hope a review will save some other customers having to deal with this.

Helpful? [Yes](#) [No](#)



Emily of Rimrock, AZ on Oct. 21, 2016



I had \$27 extra in mystery taxes in fees on a bill I had expected to be \$65. I was continually promised refunds/credits that I did not receive and told they would appear on my next bill and then the next. Leading to 6 customer service calls and 3 emails. Long hold times. I finally spoke to a manager who told me the credits hadn't gone through because the amount the rep quoted me was wrong and outright refused to honor the former agreement. Meaning anyone can lie to you at any time and you have no recourse. They do not send any sort of confirmation or follow-up on conversations or agreements. Don't even ask you to rate the service, probably because it is hideous. Was offered \$50 credit when signing up for new service that never appeared on bill. When I paid by phone my debit card was randomly charged \$4 more than I authorized.

Many more times small charges in the realm of \$2-\$5 in the company's favor have appeared that differ from what was quoted (like a \$27.50 installation fee vs \$25 or some item tacked on to the bill for no reason. Or a refund \$5 less than promised on the phone). As if they are banking on no one arguing about such a small amount or noticing it. Told a repair on the broken line would happen "sometime within the next 30 days". Long waits, and dropped calls at times beneficial to the company.

Helpful? [Yes](#) [No](#)

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Consumer Complaints and Reviews



Erika of Albuquerque, NM on Oct. 21, 2016



This company is horrible. Hands down. The only pleasant part was when we signed up. Then we received a bill that was 3 times more than what we agreed to. We called to find out why it was so much. They said they would take care of it and offered to throw in a couple of extras for the trouble. Next bill comes and it was twice as much as the first bill! How does that happen? Well, those little complimentary "extras" weren't complimentary at all. We were charged in full and they will not lift the charges. To top it off, if we want to cancel their services, we will have to pay a large disconnection fee. CenturyLink is a criminal business that should be shut down and held accountable for their abusive false promises. I also find it very interesting that CenturyLink's Web page doesn't have the option for customers to publicly rate or leave their feedback for other inquiring consumers to review.

Helpful? [Yes](#) | [No](#)

Be careful if you join with CenturyLink. Firstly you will probably pay an extra \$15.00 in other fees over and above what you are quoted. The next thing whatever day you phone unless you specify a different date this is the date you will be billed on. You will not be allowed to change it unless you are paid on a monthly paycheck. If I had been warned in the beginning I would have ensured I chose a date that I could pay on. The fact they are willing to lose a customer over a date change... this blows my mind! Other companies are willing to work with their clients... CenturyLink is not!

Helpful? [Yes](#) | [No](#)



Rob of Huntsville, OH on Oct. 20, 2016



I got CenturyLink internet over 2 years ago because it was my only option in my rural area. I wish I could get back all of the time spent on the phone because of little fees and randomly excluding my discounts I was promised. Customer service on the phone is about as frustrating as can be as you redirect you to at least 3-4 operators who ask you to explain what you're calling about all over again. I truly am amazed that CenturyLink is still in business and it disgusts me that it is my only option for internet service. If you have another option in your area and it costs a little more... DO IT because CenturyLink will frustrate you to the point you would gladly pay the extra cost just to avoid doing business such a unethical company!

Helpful? [Yes](#) | [No](#)



Kenneth of Davenport, IA on Oct. 20, 2016



We have had problems with our internet speed for approx. one year (following work that CenturyLink crews did in our area). CenturyLink tech support has given every excuse in the book why our service is alright. Approx. one week ago a telephone support person advised that they showed us having several errors on our line and a field tech was scheduled to arrive. When the tech arrived (10/18/16) he also verified that there were issues on our line and would be back the next day to work on these. On 10/19/16 the tech returned but now he started blaming our bandwidth usage as the problem (never mentioned the errors that two people found) and that we could have had the performance that we'd had prior to this work being done.

The tech even had a laptop trying to show the bandwidth usage. The repair ticket was closed but the tech also said that we were at the end of the distance for good service but he was going to try something else and bring one of CenturyLink's modems out to try (even though I had installed a new modem on 10/12/16 which was compatible with CenturyLink service). I advised that I wasn't going to pay a monthly fee on a modem at which time he advised that he would just give it to me to use.

Helpful? [Yes](#) | [No](#)



Helpful? [Yes](#) | [No](#)

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Helpful? [Yes](#) | [No](#)



Bad service. This is my second try to lower my bill that has jumped up over twice my payment. I have been on hold for one hour and twenty-one min. This happened last time. This kind of treatment is unacceptable. What do I do?

Helpful? [Yes](#) | [No](#)



walter of Deltona, FL on Oct. 19, 2016



I finally give up on CenturyLink. Within last 2 years has being very bad to deal with their customer service regarding my bill. Promotions don't get automatically renew nor you get notice on when they're about to expire. You call to get the issue fix and nobody knows anything. They claim the issues are supposedly fixed, hence the next billing cycle everything is mess up again. You have to constantly call to get the promotions applied to your account. They deliberately failed to make the correct changes, forcing the customer to be in contact; otherwise you get charge regular prices even with promotions and yearly commitment. They have adopted a very deceptive way to do business. CenturyLink, you're FIRED!

Helpful? [Yes](#) | [No](#)



Catalina of East Helena, MT on Oct. 18, 2016



They are real quick to take your money for deposit and has no hesitation or have to transfer you to anyone. But now that they have to refund I been transferred to 7 different departments. The only one I haven't talked to is Tech Support. And been on the phone for 1 hour and 10 minutes trying to get me to the right person. And Im still on hold.

Helpful? [Yes](#) | [No](#)



Elvis of Austin, MN on Oct. 18, 2016



CenturyLink has promised they will apply "pending" credits to my account for going on 3 months now. After losing Internet service it took them 6 days to get a service tech out to restore service. At this time I was told my account would be credited 80.00 along with applying a bundle price that only lasts 12 months which would bring my bill down 30.00 each month. All lies, they haven't followed through with any of it and now have disconnected my Directv account (but not the Internet) because I only made a partial payment for what my bill truly is. The only reason I've stayed this long is because Directv is good and has good customer service, however, because of century link I am done!! The absolute worst company I've ever had the displeasure of dealing with. It takes 20+ minutes before you even get to a live person. Then they pass you around for the next hour. BUYER BEWARE, Century Link is a bunch of crooks!!!

Helpful? [Yes](#) | [No](#)



david of Eugene, OR on Oct. 18, 2016



My internet service stinks. 1.3 Mbs. I have been on the phone for just a little over 2 hours, hung up on once, and told my computer was messed up, but my iPad and smart phone, and even my DIRECTV service said there was no service. They advertise 12 Mbps for \$19.95. I get the runaround but no satisfaction after being a phone customer for 40 years and an internet customer for 25 years. I guess it's time to find another internet carrier.

Helpful? [Yes](#) | [No](#)



David of Colorado Springs, CO on Oct. 17, 2016



up each service so was made to call each company individually. None of the information DIRECTV gave me was correct according to AT&T and CenturyLink. Specifically CenturyLink has the worst customer service I have ever experience in 52 years.

After canceling all three service, even prior to installation, I then received an automated phone call the installer was still come to my house. The recording said to push #3 to cancel. I did so and left on a looping recorded message for 31 minutes, while on the other line I called the new customer number 1-855-454-6890 and immediately they answered. That person knew nothing of the previous cancellation and had to transfer me to the Help Desk personnel. They then put me on hold for 29 minutes, 43 seconds. Then they transferred me back to Customer Service who I just spoke to so I could verify the order was canceled. I will never, ever deal again with CenturyLink or DIRECTV as DIRECTV customer service was just as bad.

Helpful? [Yes](#) | [No](#)



Denise of Cahone, CO on Oct. 17, 2016



I just signed up and had to call back in to customer service. After 40 minutes got a rep who placed me on hold. The call was then disconnected. I called back. After 35 min the next rep answered. Now I'm on hold again. It's been 37 minutes, still no one on the line.

Helpful? [Yes](#) | [No](#)



ricardo of Gilbert, AZ on Oct. 15, 2016



The worst company. Slow internet. Bad customer service. After only 2 months cost \$ 268.00 to get out the internet. Was losing the connection all time. I have smart tvs. Every time you want watch a movie it will keep dropping the signal. After many complaints I had enough. 2 days after the service was cancel they call me to find out when I was going to pay my bill. I tell people DO NOT USE CENTURYLINK.

Helpful? [Yes](#) | [No](#)



Gary of Asheboro, NC on Oct. 15, 2016



When you call CenturyLink most of the time you will connected to overseas call center and either they cannot understand me or I cannot understand them. If you are lucky enough to get a human being after holding, then good luck on getting help. Also, a customer should not be required to call and renew discount packages. This should be automatic. I think I am going to start using only a cellphone and cancel service with CenturyLink. I will obtain internet service elsewhere.

Helpful? [Yes](#) | [No](#)



Nathan of Avondale, AZ on Oct. 15, 2016



Are you looking for the most unreliable, deceitful, thieving, broken ISP to ever be exist? Do you enjoy not having internet service? What about a good ol' fashioned Bait N' Switch? Well look no further, CenturyNOLINK is the place for you. As a CentruryNOLINK servant (that's right, you help them play their own fiddle that they screw you up and down with) you get to talk to people from other Third World countries, who sound like they are reading off of a teleprompter for the very first time, and CANNOT help you, WHATSOEVER. You will be lied to every time you speak with them. Any help you require, you are billed. Your internet will go out DAILY, and be SO SLOW that you cannot even load a web page. That is a load of ** if you are a student.

We have been sent multiple "Refurbished" modems that actually do not work. We have been visited by technicians after Mohammed and Mi-Ling couldn't figure out why resetting our router for the 500th time didn't work, AND BILLED FOR IT. We have been charged MULTIPLE and REPEATED times for the same thing, given the excuse that the "check bounced", even though it was paid for digitally with a confirmation code, and bank statement with plenty of funds. Also did I mention that we never have consistent internet?

26,000 miles above the Earth, provides faster internet speeds than I get on a physical modem, and with nearly 100% uptime. In fact... I can't think about a time I didn't have service. Do yourself a favor and never sign up for CenturyNOLINK. You are asking for pain and suffering, and a lot of missing, thrown away cash. Screw you Century**.

Helpful? [Yes](#) [No](#)



Dana of Blairstown, NJ on Oct. 14, 2016



I called them for a quote on a bundle package telephone internet and tv. They told me it was 101.90 for 2 years with a \$200.00 visa card from DirecTV. This was on 9/2/2016. This was suppose to be for 2 years... On or about September 5 I called them to get the bundle package, they said it was the same \$101.90 plus tax. Spoke to Madeline. I needed to send them \$25.00 for internet & phone & \$19.00 for DirecTV so it was sent. DirecTV was set up on Sept 8, 2016. I called them on or about September 8, 2016. They told me a different amount. It would be 63.00 for DirecTV for only 1 year after that I would have to pay 93.00 a month plus Centurylink fees. Spoke to a supervisor Tina, she said it was \$101.90 a month. This was around the 17 of September.

I called on 9/28 2016 to see why I haven't received a bill. I was told by Michelle it would be \$156.05 a month for the bundle for 1 year. Today got a bill in the internet for \$266.00. I have no idea what these charges are for, someone please help me with this. I called Public Utilities. They said they could do nothing because Centurylink and DirecTV are not regulated. Every time I called they gave me a different order number. My account number is ** for Centurylink and ** for Directv. Don't know if the order number will show up please check my account numbers thank you. They never mailed me a receipt or bill.

Helpful? [Yes](#) [No](#)



Mark of Sanger, TX on Oct. 14, 2016



I've called CenturyLink numerous times to complain about internet speed on many occasions and always am told I'm getting what I'm paying for. I've asked for higher speeds but am also told they are not available in my area. All my browsers show me living in Central Texas when I'm in Northern Texas. I have to assume that's because CenturyLink is showing the wrong access point.

Helpful? [Yes](#) [No](#)



Guy of Tucson, AZ on Oct. 14, 2016



Every time my one year contract expires, I call one of their retarded functionaries and I get a monthly price for the next year. I agree but they never send written or email confirmation. Then next month the new bill arrives and it is twice or more what I was promised. Then I have to embark upon a letter writing campaign to the FCC and Attorney General et al to get them to give me the price they promised. A major hassle. CL is a racketeer influenced corrupt organization (RICO) for which congressional hearings should be held. One must take notes every time you speak with one of their retards and get their name and employee number. Every chat must be downloaded and saved. Otherwise they will lie to you and cheat you. They have a monopoly in my town so there is no alternative. They are a company of liars and cheaters. They are probably affiliated with the Clinton Crime Family Foundation.

Helpful? [Yes](#) [No](#)



Kym of Medina, MN on Oct. 13, 2016



I am so dissatisfied with CenturyLink. I have been trying for a year to get my cable buried. It's ridiculous! They have sent people out to "look" at the

because our speed is so slow! What a joke -- what apathy -- so disgusting!

Helpful? [Yes](#) | [No](#)



John of Loveland, CO on Oct. 13, 2016



I cancelled my account on 9-30-16, or so I thought. Generally when the cancellation department gives you a cancellation number, it means your account is cancelled. 2 weeks later I notice a charge on my account from CenturyLink so I decided to log into the account. My account is still fully active. I begin to chat with online support and they tell me that 'it looks like it didn't go through'. So that's it? No call or contact? Just didn't go through, oh well. Now I need to contact them again (time number 5) tomorrow by phone so I can be on hold for 20 minutes, get hung up on, hold again for another 20 minutes, be told that it is cancelled, and deal with this again next month? I'm not sure what to do. Should I get a lawyer if they don't cancel it again?!

Helpful? [Yes](#) | [No](#)



Chris of Yakima, WA on Oct. 12, 2016



The level of unprofessionalism is unparalleled. I was a residential internet customer for more than 6 years. I tried to cancel my service over the phone a few times and was just flat out hung up on. Really unbelievable. I was given phony confirmation numbers not related to my account. I could hear them throwing parties in the background and needlessly dragging out my calls. I finally verified my account was cancelled via online conversation with CenturyLink. I took a picture of my computer screen conversation for proof. I certainly got the impression that hanging up on customers to make it problematic to close accounts is part of their training and encouraged by management.

Helpful? [Yes](#) | [No](#)



K of Salt Lake City, UT on Oct. 12, 2016



These guys are the worst evil cheating. They keep switching my modem to their internet, I have my own private provider and they are supposed to be phone only. If you call to complain, you can be talking to a person, and when they find out you have a problem, guess what? They'll need to put you on hold. Permanently. Good luck with that. Linda of St. Pauls, NC on Oct. 6, 2016: DO NOT PAY THEM!!!! YOU ARE NOT RESPONSIBLE FOR YOUR MOM'S OR ANYONE ELSE'S BILL!

Helpful? [Yes](#) | [No](#)



C of Rio Rancho, NM on Oct. 12, 2016



I dealt with these idiots for a FULL DAY trying to get the services that I needed. This was not working, that was not working, couldn't get my phone number switched over, blah, blah, blah! Finally gave up. Ok so TWO months later, I get a phone call from them asking about a phone number that I was trying to transfer. Give me a break, you couldn't do it... Went with Verizon who had no problem with above mentioned issues. The end. Right? Nope, TODAY I got a bill for god only knows what! Are you crazy!? If I could reach out and touch someone right now, I'd be on it! Avoid, stay away and RUN from this company and their imbeciles!!!

Helpful? [Yes](#) | [No](#)



Amelia of Eagle Mountain, UT on Oct. 12, 2016



I called in because my bill was wrong. The first lady put me on hold for more than 20 minutes. She was super rude and wouldn't let me talk. Kept telling me I was wrong. The second phone call... the agent (Daniel) again talked over me and kept telling me there was no way I was right. I calmly asked for a supervisor. Once the "so called supervisor"(John #**) got on the phone, he immediately cut me off and refused to let me speak. I tried to say I was the customer and asked him to listen, he again refused to let me even talk. My husband got on the phone at this point and took over. The conversation only got worse and the agent started to yell!!! We are brand new customers. Had a great experience with the technician, but corporate was the worst experience we have ever had. I have never been treated so rude. I have never been yelled at like that.

Helpful? [Yes](#) | [No](#)



Doug of Jefferson City, MO on Oct. 12, 2016



I strongly, strongly cannot recommend that people stay away from CenturyLink enough. I've been with them since 2014, and their customer service is extremely poor and internet service, while adequate initially while under the 'promotional' contract, it soon went down significantly after the 'promotional' period was over. Not a coincidence. Also, our tv box had to be reset on a daily basis, something many CenturyLink owners apparently complain about. When called, they offer very little help, usually directing it to the faulty equipment, etc. In addition, when trying to lower rates due to comparable services offered by others, it was treated casually and without importance. The cancellation fees are HUGE - prism was \$250 and Internet was \$200 - complete ripoff, so BE SURE you want to be with them when you sign up. Horrible, horrible company with terrible service. AVOID.

Helpful? [Yes](#) | [No](#)



Nicole of Tucson, AZ on Oct. 11, 2016



Horrible customer service. Do not fix problems and just send you around in circles. Internet speed has been less than 1 mbps for the past month and they can't / won't fix when I have purchased 12 mbps internet speed. False advertisement and a rip off.

Helpful? [Yes](#) | [No](#)



D. G. of Lehigh Acres, FL on Oct. 11, 2016



I have to pay every month more. When I called the company they said "oh the system was broken and that affect your account." Finally I called and I told them I wanted to disconnect my service. They said "no we are going to give to you special price but you have to sign a contract for one year" and I accept. I pay my balance. The next day I checked my account and I have another balance. I called the company and they told me "you have a balance because you don't pay everything yesterday." And I asked him "how much will be my bill. We the new price." He told to me "you have a contract for one year but you have to pay regular price." They used me.

Helpful? [Yes](#) | [No](#)



robert of Phoenix, AZ on Oct. 10, 2016



I have been with these crooks for 31 years. Had to renew my contract now they use bait and switch tactics and liars! No customer loyalty with these crooks. Save your monies and headaches and avoid these crooks at all costs.

Helpful? [Yes](#) | [No](#)

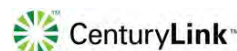
We have been paying for internet for CenturyLink and wifi and pay extra for a boost and fast speeds and we do not get the fast speeds we were promised and paying for. Tried calling customer service and get the runaround and they do not fix the problem. Even if the TV is off and I am the only one on wifi I cannot even make a call. It's horrible and cannot wait till we switch internet providers.

Helpful? [Yes](#) | [No](#)

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Linda of St. Pauls, NC on Oct. 6, 2016



I moved into an areas where the only provider is CenturyLink. I called to set up service early and they asked me if I knew a Edna **, I said yes that she passed in May 2015. Even though I haven't resided with my mom in 31 years they inform me since I'm related to her I'm responsible for her bill. Has is that legal? I've attached the final information I was given.

Helpful? [Yes](#) | [No](#)

I have been a long time customer with US West and then CenturyLink, and until recently was a satisfied client. Something has happened with their customer service and billing department, and I have talked to many other customers experiencing huge problems with incorrect bills and over-inflated charges. I decided to do VoIP with another vendor, so I got rid of everything except my broadband through CenturyLink. Frankly the charge per month for 12 Mbps is ridiculous, but I understand that if you don't bundle, you get the maximum charge. (I don't like it or think it's a good practice, but they are upfront about it.) I asked to buy the modem at \$99 and was told I could spread the payments over 3 months.

Two months later I am still paying the rental charge, so I called again and asked that they credit back the rental and straighten out my bill. I already had a modem, but they mailed me a new one, charged me \$15 shipping and handling, and then billed the entire amount two months later in one lump payment. It's a small thing compared to all the issues I have read here, but frankly, it goes to a larger problem. The agent I spoke to was difficult to understand, took forever to find my account and to grasp the issue. My bill was correct this month, but I am considering taking my account off autopay so I can monitor and pay the bill IF it's right. I had consumer confidence in them, but something has changed and now I am concerned.

Helpful? [Yes](#) | [No](#)



Andy McConnell of Fortville, IN on Oct. 5, 2016



I have just been notified that my email address is gone and content with it. Email address etc. I have been having trouble with my connection for over a year. I run a small business on the net. With CenturyLink being down 50% of the time lately, including my home phone, I changed to Nine Star. First it was Indy.net, then CenturyLink, Qwest and finally Embarq for my email address. 18 years, 216 monthly payments, never late. I NEVER told them to disconnect me. I thought I would have a couple days to get my info off. How many untold hours on the phone trying to keep my connection going, I will never know. I never complained or asked for an adjustment on my bill. The lady that told me all of me info was not retrievable was nice. The COMPANY overall is a grandfather company with bad wires and cards. DO NOT EVER consider using them.

Helpful? [Yes](#) | [No](#)

I have now had CenturyLink for a year. First, we we're sold on a bunch of free services that turned out to have been a total fabrication from the salesperson. The salesperson also told us that we would have 5G service and this would be the fastest in town. LOL - still not available. We were also told that they would come back and bury our cable. Imagine my surprise that it has never happened! And then there is their billing systems. Forget that it takes over an hour to speak to someone. And this is really funny, our services were disabled but they show a balance of \$-304. WTF. I will be changing my service back to Comcast tomorrow whom I worked with for 10+ years and never had a problem.

Helpful? [Yes](#) | [No](#)



Jarie of Harker Heights, TX on Oct. 3, 2016



My initial setup was poorly done. I had to repeatedly call and complain about my internet connection and the first 3 technicians that came out did not fix the issue. I even had one technician lie and say I refused him access inside my house. When I went outside and asked him if he needed to check the equipment inside my home he said no and wasn't even here a total of ten minutes.

The next day my internet would not stay connected at all. We didn't have stable service for months and paid the bill and we were promised that we would get a few months credit and when I called about that issue I was transferred multiple times to people who couldn't solve the problem and the customer service I received was horrible, the agents were very rude and trying to argue with me about the problem.

It's a headache dealing with CenturyLink. I would recommend getting internet service with another company. I did however speak to a supervisor named Kaleb. He was very nice and professional and did fix part of the problem. It wasn't what I was promised but he did his best and he is the only reason why I'm decided to stay with CenturyLink.

Helpful? [Yes](#) | [No](#)

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Amanda of Fargo, ND on Oct. 3, 2016



I called CenturyLink two weeks ago to get a quote. At first I was pleased with the customer service and the rates. I wanted to look into my speeds

my credit report. He said yes, but he could do it without doing an inquiry if I provided my driver's license number, which I agreed to. When we ended the phone call he reiterated to call him back when I was ready to set up services.

A few days later, there is a modem at my door. I have a hard inquiry on my credit report, not something I would have done since my husband and I are considering home ownership. I called to ask why this happened. They canceled my account and said they would review the tapes and get back to me in 4-5 business days. They claim that they tried several times. I got a bill in the mail today for the cost of the modem. I did not return it yesterday, because it inconvenienced me and I thought I was going to get a phone call back.

I called today and after speaking to an agent was put on hold for 40 minutes. I finally got ahold of someone else and she advised me that I had authorized a pending account and did not cancel. No, I did not authorize any such thing! That was not clearly stated to me. They said that they would contact the credit agencies, probably in month, and get this inquiry off. A month...It took five minutes to open an account in my name and it has taken me hours just to get this far.

Helpful? [Yes](#) [No](#)



cathy of Minneapolis, MN on Oct. 3, 2016



My equipment was returned in January - 2 days after I cancelled services. Early summer, they were harassing me about not returning my equipment. I called in and THOUGHT it was taken care of. Now, it's October my account was sent to a debt collector which has impacted my credit scores (thanks CenturyLink). I had to reach out to my UPS store, find the old paperwork, call the collection agency...and honestly, I still don't know if it's taken care of. This is poor management of returned equipment - poor processes, poor quality control, and poor management of resources who sign for UPS packages.

My understanding is this happens over and over again. I'm not sure how a company so large can be so consumer irresponsible for CPEs they receive back. Bad experiences travel faster than good ones, and someone who could potentially be a customer at a later date has pretty much become a detractor on your NPS scores as well as a no-go for services later. FIX YOUR INTERNAL PROCESSES THAT IMPACT CUSTOMERS CENTURYLINK. Yours is Supply Chain Mismanagement.

Helpful? [Yes](#) [No](#)



Andrea of Minneapolis, MN on Oct. 3, 2016



Where do I start? CenturyLink Prism began with a lying Salesperson who promised us a fiber optic service and low costs. That was one of many lies. Instead, we ended up with cable service, 12G instead of 20G. Slow, expensive and horrible DVR operations/functions. Cancelling and getting back my bundled original service with DirecTV and CenturyLink has been even worse. Currently, my bill is over \$400+ for the month of service, even though I cancelled Prism after 3 weeks. I have 3 modems they sent me. I was on the phone with their Customer Service Reps for 2.5 hours at a time, only to be sent in circles by everyone and their uncle. This is the worst company I've ever dealt with in my adult life. I'd cancel in a heartbeat if I wasn't afraid of starting this nightmare all over again. But this CEO should be fired.

Helpful? [Yes](#) [No](#)



Rachel of Carthage, NC on Oct. 2, 2016



Moved to new area where only centurylink is offered and ordered bundle. Was offered \$50 deposit. Gave card number and was charged for tv service install only. Never got response for why and thought my fee was waived. Equipment never arrived but tv service was installed. Called to see what's up. Was told my order was cancelled due to not paying deposit. Despite my recount of ordering and offering payment, I was told they were "sorry" and didn't know what happened, but now deposit was \$100. Was promised next day install for free once I paid deposit.

Next day, no one shows up or calls. I call and get passed along. 2 hours later I'm told they would not be out for another week but they're sorry. I cancel the whole thing. After calling 12 other providers, I find that I can only get CenturyLink. I begrudgingly call back to reorder. They check my credit AGAIN, ask for another \$100 deposit even though they still have my original deposit, and despite speaking with a "supervisor", it seems no one there gives a crap as to how they treat their paying customers (whom are the reason their sorry asses are in business). If my kids didn't need

Helpful? [Yes](#) | [No](#)



Maria of Clermont, FL on Oct. 1, 2016



I paid my past due balance, and then called. The Lady told me to pay 42.24 to restore, I paid 42.50. My following bill was not due till 10/11/2016. They fully disconnected services and now I had to pay the bill that's due on the 11th plus an additional 50.00 deposit. These companies are just stealing. I paid the past due amount, they never did the restore. So their collections or finances department shut my services down. I just paid them over 380.00. These companies are a joke and the area I live only gets CenturyLink or bright house which are the two most companies that love adding additional fees. Now I'm in the phone with them and they are having problems with us getting our services restored. Our address is giving error messages when we have had them for two years. Smh. Uggghh. Frustrated but complaints don't do anything about it neither.

Helpful? [Yes](#) | [No](#)



Joyce of Burnsville, MN on Sept. 30, 2016



Moved to CenturyLink from Comcast. Initial install went poor. Self-install equipment did not arrive. Tech arrived and installed. Next day another tech to deal w/ static on telephone line which supposedly caused internet to be slow. Three days later another tech for same issue. He updated us with the fact that the City of Burnsville and CenturyLink had not signed an agreement. Until that happened our speed would be slow. Call CenturyLink customer service and spoke with Hugo. He stated that he would give us \$20 a month discount for a year. Discount had to be in \$10 amounts, which meant two discounts. Received offer in mail for \$10 discount for loyalty customer reward.

First month to be prorated. Second month bill was even higher. Called CenturyLink. Customer Service stated they did not have authority to handle. Request supervisor. CS stated supervisors were very busy and might be a long hold. Adam came on line. Stated my account could not have more discounts. I provided the two (2) ticket numbers. Told I may want but I would not get more discounts. Requested supervisor. He stated "NO" he would not transfer. Told me his supervisor did not know what he does. Very rude. All I am looking for is what CenturyLink employees told me I would receive. Internet service still terrible.

Helpful? [Yes](#) | [No](#)



JUAN of Glendale, AZ on Sept. 30, 2016



There is no point enlisting here. Lousy service they provide. What I do think is time for the CEO to be fired without the severance package. One hour on the phone and I still haven't even been connected to the right dept... I'm speaking with a clown right now and I can tell there is no lack of motivation or enthusiasm to help me.

Helpful? [Yes](#) | [No](#)



Siva of Scottsdale, AZ on Sept. 30, 2016



On 9/11/2015 I called DirecTV and ordered cable, 2 landlines and internet. I received a \$10 discount for bundling with CenturyLink. DirecTV has been true to their estimated billing amount of \$79.49 minus \$10 after activation of CenturyLink services. CenturyLink Order confirmation # ** states an "Estimated CenturyLink Monthly Total \$54.95." My bills have ranged from \$110-128 for the past year. On 9/29/2016 I called CenturyLink to discuss why my bill has been twice the amount quoted. CenturyLink said I had erroneously been overbilled \$10/month and they would credit me that back. They could not explain or reduce my bill any more.

Helpful? [Yes](#) | [No](#)

Menu



Carol of Tucson, AZ on Sept. 29, 2016



CenturyLink is not upfront about charges. I have called every month for four months to correct the bills. I was promised a credit (with a confirmation number), repeatedly. I documented each call with names and times, yet CenturyLink refuses to give me the credit I was promised. I waste valuable time calling every month about the incorrect bills. In addition, my new landline number was sold by CenturyLink and I received dozens of calls from solicitors everyday for two weeks, until I agreed to pay a fee for no solicitation. The landline service is unreliable - friends often cannot get through and calls are continually garbled. I am so very sorry I did not choose a different company. Additionally, when I called, I was on hold for long periods of time.

Helpful? [Yes](#) [No](#)



F of Port Angeles, WA on Sept. 29, 2016



CenturyLink is employing the same practices that Wells Fargo was sued for. I applied for service at the end of August but received a totally different internet service (more expensive) than what I applied for and billed accordingly. At first I tried calling but sat on the phone for an hour each time for 3 days either on hold or transferred to numerous people. I then started emailing and the responses were either evasive, flippant, or telling me to call a certain number. I paid what I knew was the correct amount then received a threatening email saying I would be charged a late fee if I did not pay the full - wrong - amount. I suspect the employees are prompted to sell highest price internet service and customer service to answer as many calls as possible even though no answer is given. Just like Wells Fargo! At this point I filed a complaint with FTC and BBB. I want CenturyLink out of my life or I want to join a class-action lawsuit.

Helpful? [Yes](#) [No](#)



Jackie of Minneapolis, MN on Sept. 29, 2016



CenturyLink, as I imagine any other internet provider, has inexcusably poor customer service. Not only do you get disconnected, rerouted, or the chat just stops, but issues are extremely difficult to resolve! I returned an unneeded modem (as CL insisted they send one even though I had one) and they refused to fully credit my account. I was also charged incorrectly in a previous bill and they finally agreed to credit my account but that never happened. It's obvious they do not care about the consumer. My time is more valuable than the money but it's disappointing that it is so DIFFICULT to get any resolution. Unfortunately, my options for internet service are limited but someone needs to step in and end this monopoly!

Helpful? [Yes](#) [No](#)



Jay of Holualoa, HI on Sept. 29, 2016



In May, June, July and August of 2016, I called and emailed repeatedly asking to cancel my service for phone and internet. They offered to send a form to my new renters at the house offering them internet and phone service and I said sure. To my shock, I found that every month from then on CenturyLink continued to charge my account \$79 dollars. Each time I called or emailed and they said, "No, you asked for a supercedure form so we can't cancel your service." Turns out they decided not to cancel and waited instead for the new renters to send in that form. Now in September I finally cancelled my bank account and they say I still owe them for September. I have spent HOURS on chat, phone and email with this lousy company and their so called customer service. They steal your money. Do not hook up with them!!!

Helpful? [Yes](#) [No](#)



Mike of Phoenix, AZ on Sept. 29, 2016



support for help and was told that it would cost me \$85 for a tech to come to my apartment and fix the wiring. First, they did not even bother to troubleshoot the device. Second THEY OWN THE WIRING! They installed it when the complex was built five years ago.

Decided to cancel my account, and was transferred to Customer Care. The moron could not accept that I am in unit 320, not unit 230, and that my name is not Gary. He said he could not cancel my service as he could not find my account, "Please call back tomorrow." So... I did. This representative at least was not stupid, but again thought I was this unknown Gary. Turns out they connected at the wrong address. Turns out the original sales guy tied my name to an existing account they had on the books. She kindly offered to "fix it" and send out a tech. "Would you stay if the service call were free, or at least less than the \$85?" Are you kidding me? You still want to charge me to connect at the right address? I will use my hotspot for internet before I pay these idiots a dime.

Helpful? [Yes](#) | [No](#)



veronica of Florida, FL on Sept. 28, 2016



I called CenturyLink in June to order internet service to ask and be provided internet service, as I only want to pay for internet and not a phone line. As I said nothing extra. They charge me 75 deposit. They came to my house and say cable was too short so they let the cable hanging in my house expose and say they will be back and fix. 2 month pass I call them asking to please return my deposit. "No," they say. "Will send someone." 2 month in August they came finally fix internet but in my mailbox was a letter from CenturyLink yes, charging me for June and July but not only they were charging internet they were charging phone service that I didn't order.

So now is Sept 28 they are charging late fees - yes late fees for June and July + phone. August to September and again phone service. I been calling all this 4 month asking for an explanation and asking for credit those 2 month calling to take the phone service that I don't need. I have cell phone. They say "Sorry for that inconvenience. Will give you a credit and stop the phone service." 4 month and never do. They are a big fraud. They told me internet is just \$30.00 plus tax. I been charge \$306.32.

Helpful? [Yes](#) | [No](#)



Gary of Foley, AL on Sept. 28, 2016



We have had CenturyLink for over ten years, only because we have no choice! They are the only internet and phone service in our area. They are without a doubt the WORST company I have ever dealt with and I have lived in 4 different states and countries and have never dealt with a company this blatantly worthless. Our office internet is not fast enough to download a 30 second video, let alone try to run a company.

We just upgraded to faster speed, and still no change except for our bill. My wife drags a 25 foot phone cord across our office to use the fax machine because they cant figure out how to put it in the jacks by her desk. Everything you call them about takes 2 hours on the phone, 3-5 days waiting for a tech (not), and still nothing gets fixed. The only thing you can really on every time from Century Stink is their bill, which is never adjusted for their horrible service. If you are using them it's because they hold a monopoly, otherwise you would be using 2 cans and a string!

Helpful? [Yes](#) | [No](#)



Jada of El Cajon, CA on Sept. 28, 2016



For four months I have been in communication with CenturyLink after the passing of my mother in law. I have asked for protocol for changing and/or canceling service. I have sent two faxes to their number and it has been over 30 days and they have still not acknowledged the fax exists. I've called them at least six times asking them what I can do to cancel/change service and each time they say they need docs. (death cert. etc.) sent to them via fax. They say it takes around 30 days for them to receive the fax and document the file - that is an entire billing cycle. CSRs have said someone will call me back - that have NEVER happened. I am considering hiring an attorney.

Helpful? [Yes](#) | [No](#)

CenturyLink is the worst company to try dealing with on so many levels. A salesteam knocked on our door telling my wife and I how great their service was. They said it was much faster internet than Brighthouse and convinced us to try the service. This was a year ago. They dropped the self install internet modem off and they scheduled the Dish TV people to install that a few days later. I had Brighthouse so I wasn't going to cancel them until CenturyLink was installed. Dish came out and in 2 minutes said they could not install because huge oak trees would block the signal. I immediately returned the internet box unopened. A month later they sent a bill for \$ 38. When I called they said don't worry. They will adjust and correct. A year later it is listed as unpaid collections on Equifax. They told me today they will not remove it so if I could give zero stars I would. Next I will write the CEO and ask why they are so incompetent.

Helpful? [Yes](#) [No](#)



Tim of Dillwyn, VA on Sept. 28, 2016



After so many years with the company, nearly 40; Are you actually pleased with and proud of the level of service reflected in the depth and scope of such vitriolic dissatisfaction found with a simple web search? Simple, that is, if you are using a service other than CenturyLink DSL. Is this the pinnacle to which you have aspired over so many years? Are the customer complaints the legacy you have spent your career trying to achieve?

For the past 10-12 weeks we have been struggling to receive adequate Internet service at our residence at REDACTED. The service we pay for is intermittent at best and when it is working, it is horrendously slow. I have received all manner of excuses from CenturyLink. From it must be something in our house to one tech support tech telling me "the reason it is so slow is because Internet service is not available in your area". I'm at a loss to understand how the Virginia State Corporation Division of Utilities could approve such a service in a neighborhood that is low socioeconomic status and therefore apparently low priority in terms of the quality of service provided and even less responsive to pleas for repair. If the company is unable to offer the service it should withdraw it from marketing and billing until the service is fully functional.

The stories we are being told about the quality, management and maintenance of the service are atrocious and service of this caliber would NOT be tolerated in any affluent community. CenturyLink must allocate and mobilize adequate resources necessary to resolve this problem or be fined for purporting to deliver a service it cannot deliver, which at this point is nothing short of fraudulent activity. As such I am requesting that the FCC conduct a full and thorough audit of CenturyLink's use of the Connect America Fund (CAF), particularly beyond the initial installation of cable so as to ascertain the extent to which the service is utilized and maintained. It's one thing to lay miles of cable but yet another to provide the switches and other supporting equipment to offer quality of service over those cables.

The purpose of the CAF is to provide citizens with a connection to the Internet, not just a connection to a cable for which it appears millions of accounts are being billed. Throughout the nation, the complaints of CenturyLink's DSL service are prolific. A simple search on CenturyLink Internet complaints will reveal the extent of this fraudulent activity. I hope you will give these matters your full attention in order to deliver the services promised by CenturyLink or provide an explanation of how your use of the CAF funds is actually providing functional Internet services to communities.

Helpful? [Yes](#) [No](#)



Julie of Osseo, WI on Sept. 27, 2016



Called to transfer service to new address. Needed phone and internet service hooked up at new home. Also needed an actual technician to verify which existing lines/jacks in home were hooked up and working. Had to set aside a whole day because only option was between 8am and 5pm. Got email confirming date and time and service requested. Was home all day and no one showed up. Spent 45 minutes on chat trying to find out what happened. Place has no record of service order. Told to call back. Printed off copy of email confirmation and contacted them again next day. Got nowhere after 1 hour and 55 minutes. I was first told tech came to house at 11 and no one was there. I mentioned he must have went to wrong home because I was there along with satellite provider and another contractor and there were people working there all over the place.

Then I was told I didn't pay installation fee up front so he didn't come. I told them email says installation fee was waived due to transfer. Then rep told me service was activated and I should check it. I mentioned that still wasn't what I had originally set up because I needed someone to check existing lines to see if they need replacement or which ones were active. Then the rep said I could reschedule another whole day and pay an installation fee up front even though it was originally waived but they could not guarantee the tech could make it on scheduled date.

5pm I will be cancelling my install request and be done with them. The rep said there would be a fee for cancelling and I could call their tech support line so I could troubleshoot. I'm like how can there be a fee for anything as nothing has even been turned on yet and why would I want to call tech support when a tech was supposed to come here and do all that to begin with? Bunch of idiots running that place. Don't get service from them if you can get any other provider.

Helpful? [Yes](#) | [No](#)



Bill of Park City, UT on Sept. 27, 2016



My DSL wasn't working at a level that meets normal standards so I replaced it with a system that actually provides more than 2 mbs service. I contacted CL customer service and they didn't like me discontinuing their DSL so they cut off ALL my phone service leaving my customers in the dark for the next 10 days. Now the customer service hell really began. It took over 10 phone calls and hours on hold to get the phone reconnected. Supervisors/Managers promised to call back and never did. Forget the chat option, all they want to do is sell DSL (that doesn't work). The phone service was first reconnected to the wrong internal line.

Once it was reconnected to the right line they didn't reconnect the forwarding service, which required 3 more phone calls and more holding time (and it's still not connected). Every time I was transferred I had to explain the problem over and repeat account numbers, only to get transferred again and start again, and again, and again. The customer service manager must have been trained in the USSR because this version of customer service is worse than anything I've experience since being there. HORRIBLE is the only word that could describe their customer service system. They get away with it because we have no options, just like the USSR.

Helpful? [Yes](#) | [No](#)



Tina of Englewood, CO on Sept. 27, 2016



I was a customer of this company back when they were known as US West - excellent service, never had a problem. Then they became Qwest - excellent service, never had a problem. Then they became CenturyLink - terrible service, with one fiasco-sized problem after another. The only reason I'm still a customer is because there is no other service available in my apartment complex. The most recent fiasco occurred when customer service representative Sean sold me an Internet/TV bundle deal for \$43.95, when the actual price was double that (**).

So I called back to cancel the TV service, which I didn't want in the first place, and had only signed up for it because Sean said it was the only way to get a cheaper rate on my Internet service. This time, I was told by customer service representative Steven that since I had cancelled the TV service during the 30-day grace period, I would not be charged the \$200 early cancellation fee (**). However, now the company is refusing to honor the 30-day grace period, and they charged me the \$200 early cancellation fee anyway. I plan to dispute the cancellation fee. But my question is: how can a company get away with so much fraudulent behavior and never face criminal charges?

Helpful? [Yes](#) | [No](#)



April of Chandler, AZ on Sept. 27, 2016



I have a bundle account. They are over charging me for my services. They are telling me for months that they had billing error and didn't charge me for my services. I got a bill every month and paid it. This company has the worst service when you try calling customer service. They don't want to help you. All they want to do is transfer you around or hang up on you. Worst company ever. Take your service somewhere else.

Helpful? [Yes](#) | [No](#)



Vanessa of Kuna, ID on Sept. 26, 2016



they tell you one thing and then do something completely different. I was told I could split my modem payment into 3 bills which I opted for. When I get my bill though, it's not split up and they say "I'm sorry nothing I can do now. Oh well". That I should have called before the bill was sent. Of course as it's your first bill, you can't see it online and you don't know what it says until you get it. Seems like a convenient catch 22 to me. If you want to be lied to and misled then go here, if not, find another internet provider.

Helpful? [Yes](#) | [No](#)



Devin of Jacksonville, NC on Sept. 26, 2016



CenturyLink has about the worst customer service I've ever encountered. I called to let them know that I would be out of the country for the summer and put my account on vacation mode. They messed up my autopay information and thus billed me late fees all summer while mailing my United States address to "notify me" while I was in Ecuador, never once emailing me though I had informed them I would be out of the country.

Upon my arrival home I called and took hours to finally get them to take the late fees off the bill. I then changed the account that they would be billing out of to a different bank account that had sufficient funds in it. Instead of drawing out of the new account they continued two months in a row to bill

out of the old account incurring late fees and insufficient funds fees and also causing my bank to bill me an overdraft fee. I would rather go the rest of my life without internet capabilities than to ever deal with CenturyLink again. You can tell by the rest of the reviews that CenturyLink is garbage.

Helpful? [Yes](#) | [No](#)



Dennis of Springfield Mo, MO on Sept. 26, 2016



The internet speed that I was told that I was paying for is 1.5. I get less than .5. I have called and complained, spent 2 hours on the phone, told that it was fixed multiple times. Within 2 days it was back to .5. The modem and connections were done by CenturyLink. The problem is ongoing and never gets fixed.

Helpful? [Yes](#) | [No](#)

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Pam of Las Vegas, NV on Sept. 26, 2016



Wow, it's great to see I'm not alone with the problems with CenturyLink. Like everyone else, I was told numerous lies. First, I would not be billed for installation. Second, I was told there was no monthly rental fees with any of their equipment (TVO recorders, etc). Third my bill for internet/tv/2 TVO machines and a router and that my monthly bill would be \$120/month. My first bill was over \$375. When I called they deducted \$80 and was told the remainder was for billing a month in advance. A couple months later my bill was over \$200. I called, was told it was "fixed" because she gave me services that would keep my bill at \$120/month. My next bill was \$270.85. SERIOUSLY??? Then I get a separate letter stating:

You have purchased Prism Extreme 12M complete with a term commitment period from 5/25/16 to 5/25/17 and up to a \$180.00 early termination fee. You have purchased 88A2 - 10M/768K Fiber service with a term commitment period from 1/27/16 to 01/27/18 and up to a \$200.00 early termination fee.

You have purchased Prism Complete 24mos PL service with a term commitment period from 01/27/16 to 01/16/18 and up to a \$250.00 early termination fee.

You have purchased Prism Extreme 12M Preferred service with a term commitment period from 09/07/16 to 09/07/17 and up to a \$200.0 early termination fee. You have purchased FTTP 40M/20M Bundle Your Way service with a term commitment period from 09 07/16 to 09/07/17 and up to a \$200.00 early termination fee.

What the ** are they talking about? Now I'm on line reading all the horrible reviews... Can a company really get away with this?

Helpful? [Yes](#) | [No](#)



Sherry of Ava, MO on Sept. 25, 2016



I have been dealing with CenturyLink over my elderly parents' phone bill for over two years with no resolution. Centurylink continually tries to charge them for directory assistance which they have never used and will add a long distance charge even though my parents pay for unlimited long distance. I have to call every month to have the charges removed. Sometime they remove them without argument and sometimes they are rude and hateful. I am finding that other people with elderly parents are having the same issue.

This is a scam and I am sick of it! I will be changing their phone service as soon as another company will service their rural area. My advice, if you have a choice, steer clear of this corrupt company. They lost my business several years ago over their inability to bill properly when bundled with Dish network. Never allow them to bundle. They will pad the bill and claim it is the other company doing it. When we unbundled, we found the source of the problem and dropped CenturyLink.

Helpful? [Yes](#) | [No](#)



Virginia of Plantersville, TX on Sept. 24, 2016



I had no internet service on 9-19-16, called CenturyLink. Was on hold for over 40 minutes. The tech tried to get me reconnected remotely, unable to do so. Set up an appointment for the 21st for repair. I found out later in the day that the entire area was out. Later had internet service so called back to cancel the service appointment to save them a trip out in the country. Again was on hold, this time even longer. Told the first person what I wanted to do, was transferred, again on hold. Then the agent that could "help" me put me on hold, periodically coming back to let me know that she was working on it. Finally came back on, said that there would be a one time charge for \$16.25! I asked what that was for and she said to disconnect your service!!!

All I wanted to do was cancel a service charge. Looked down at the modem and sure enough, no signal. So I was once again transferred. This person said that he would get everything taken care of. I told him that I wanted them to quit sending me email and snail mail ads about the \$19.95 a month for internet service. I have only internet (when it works), no phone and my bill changes every month, anywhere from \$60 to \$90. He said he could adjust that. Today I look at my bill on line, the \$16.25 charge is still on there, now a total due \$98.99.

Over 18 months ago my modem was fried during a storm, they sent a replacement, I returned the old one. I am still paying \$10 a month for that. They have said they never received it and since it was on lease I will have to continue to pay for it. I have paid for it twice over. I had been with them for 10 years in NM, over 2 years here in TX and a constant headache trying to deal with them. Have no other option. Avoid them at all cost if you are able.

Helpful? ☒ Yes ☐ No

CEDRIC of Athol, ID on Sept. 24, 2016



I called CenturyLink to see what their prices were and if they served my area. AT NO TIME DID I ORDER THEIR SERVICE! Now I am getting both email bills and paper bills in the mail for a service I never ordered and have not used as it would require laying a cable to my location on an agricultural property and no one has ever come to my location.

CenturyLink deserves all the bad press it gets. DO NOT EVEN CALL THEM OR YOU WILL REGRET IT! They do not ever answer their customer service phone number and I have called at least FOUR of their numbers only to have to wait more than TWENTY MINUTES (when I call it quits) listening to their crummy music and their pitches about their 'wonderful' services. This company should be sued by the government that grants them their license to operate and BANNED from ever being allowed to exist again.

Helpful? ☒ Yes ☐ No

Ingrid of Fort Myers, FL on Sept. 23, 2016



CenturyLink used to provide service (TV and Internet) in a Condominium-Complex in Fort Myers by using the facilities of another company. Two months after I got connected to CenturyLink and had paid the installation with more than \$200 we all got notice from the Home Owner Association that CenturyLink will no longer provide service. They stopped service end of February but they did not stop sending me bills. I brought all the equipment back early March and got connected for TV and internet with the other company (for sure I had to pay the installation with them).

I wrote emails to CenturyLink, I called them - but I do not have time to stay in line for more than 20 minutes to get connected to a human. I went to the store in Fort Myers and was told that they cannot help me and connected me with customer care on their phone. After 75 minutes(!) I had spoken to 7 different people on the phone and was told that I would get credit even for the months of January and February because of the inconvenience I had. But instead of receiving credit I got a phone call that CenturyLink is going to send out a collection agency in order to collect more than \$800.

Today I tried again to resolve the problem on the phone. I talked to 4 different people telling everyone the same story and than I was put on hold for more than 10 minutes - the lady came back starting telling me something and we got disconnected. I started over again... I really try to make a long story short, but I spent already more than 3 hours on the phone to get the promise that the case is resolved and I will get a phone call the next couple days to confirm that the issue is resolved. The same promise I've got a month ago... In case I will get the next bill or the next threat that they send the collection agency I will need to hire an attorney - maybe someone knows a good lawyer for cases like that. CenturyLink leaves me more than desperate! I was even accused to make it complicate...

Helpful? ☒ Yes ☐ No

How do I know I can trust these reviews about CenturyLink?

- 784,695 reviews on ConsumerAffairs are verified.
- We require contact information to ensure our reviewers are real.
- We use intelligent software that helps us maintain the integrity of reviews.
- Our moderators read all reviews to verify quality and helpfulness.

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Mary of Roosevelt, WA on Sept. 22, 2016

★☆☆☆☆

Whatever you do, DO NOT bundle with these companies. They add charges to your bill without permission then toss you back and forth between the two companies. Nothing ever gets resolved and you are still stuck paying for services you didn't order and don't want! Then they both tell you they can't make changes to the account until you threaten to discontinue your services!

Helpful? [Yes](#) [No](#)

Megan of Kaysville, UT on Sept. 22, 2016

★☆☆☆☆

I signed up for CenturyLink Internet services in order to try to save money. I was with them for only three months and each month they got my bill COMPLETELY wrong. Not by 15 dollars, but by 100s and it was NOT easy to get all the payments off that didn't need to be there. I had to spend hours on the phone with them, refusing to pay unneeded services before I got any help. I finally disconnected my services last week and yesterday I got an email saying I should be expecting a bill soon because my services have been restored. Now I have to make another phone call trying to get this sorted out. This is not worth the money I was saving for CenturyLink. It was horrible customer service and internet service. Please do not start business with them! It will only give you a headache!!

Helpful? [Yes](#) [No](#)

Viola of Prescott Valley, AZ on Sept. 22, 2016

★☆☆☆☆

I decided to switch to CenturyLink to get away from data caps. BIG MISTAKE!!! I called and ordered service. I ordered 40 meg Internet for \$34.95 a month for 24 months. I also got a \$50.00 credit to cover installation cost. So they installed the internet and life went on, until I got my first bill notification. It was for \$75.31, not thinking it was right I attempted to log on to view the statement. It wouldn't allow me to log on with this new account (I had prior service with them with only a few issues for years, and had only been gone less than a month at this point) so I called and explained my concern, and asked her to explain the charges to me. Of course it was wrong. I only had 20 meg, no credit and 49.95 a month because I didn't have auto pay (like I'm gonna give them my banking info). Long story short, someone "deleted" all my prior account info, and the CSR could not "fix" my rate.

So she gave me a one year contract (according to her they didn't offer 2 year contracts) @ 19.95 a month for my 40 meg, but she had to recharge me for a modem I didn't need and installation, totaling 149.00, but I should call the next month and dispute the extra charge. I would also need a tech to come out to make the switch. Fast forward... got a paper bill a few days later and all the original info was correct, 2 yr contract, 40 meg for 34.95. Now the billing is really a mess. PLUS, because when they connected me I only got 20 meg, I now need another tech to come out to change me to 40 meg. So they make an appointment to come out on 9/20 between 9-1. No show, called them a few times and got empty promises and cheap excuses such as the tech will call me with an ETA WITHIN 10 minutes, that didn't happen either.

So, I called back the next morning (today) and was told they had an "emergency" yesterday (those internet emergencies sure suck... insert sarcasm) but the tech would be here today between 3-5. No show again, no calls, no nothing. Called at 6 pm today and again another feeble excuse but they. Will come tomorrow between 8-5... heck no I told her to forget it, but she told me I needed to go to another dept to cancel it. I said nope, and hung up. Called my local cable/internet company and will have 150 meg installed tomorrow and then I will cancel CenturyLink, and I am sure part 2 of the battle will begin. Spread the word, CenturyLink sucks!!!



Lori of Sheridan, WY on Sept. 21, 2016



Have been a business customer of theirs for over 20 years and in the past 6-10 months they have started sending out disconnect notices dated one day after a "current charges only" bill is due and threaten to disconnect within one week which is about as much time as it takes for their bill to reach us. Pathetic! I even contacted them and they confirmed that is their new policy! Hostile environment that plays the power trip that they can do whatever they please without concern that it is not a normal procedure! Definitely looking for service that appreciates you actually use their service!

Helpful? [Yes](#) | [No](#)



Heidi of Phoenix, AZ on Sept. 21, 2016



We recently moved apartments and are about 60 feet from our old apartment. We used their automated service on the 6th of September 2016 and they set up a transfer for us. It never happened and we got an email saying we should call because there was an issue. We did on the 16th and they said they had no information on file about the 13th and said they would pro-rate us until the 20th. The tech came out on the 20th but never came inside and the internet still didn't work. We called and the operator said the tech had no access and she would send him back out to finish. That did not happen. So we called again on the 21st and the operator said we have to wait until the 22nd for a tech.

We had already been waiting since the 6th and so we cancelled service. They then charged us for breaking our contract early 80 dollars... And we still have to pay for the month we had no internet because they are too incompetent to hook up DSL which uses a phone line. I would recommend no one use this Company ever again and even if cable costs extra it's worth more than a 1 star rating company's inferior internet. Pay the extra and do not have issues.

Helpful? [Yes](#) | [No](#)



Daniel of Iowa City, IA on Sept. 21, 2016



We were sold the system with free installation, Century Link instead bills us \$52.88. We called to inquire why this was and we were essentially told to pound sand. Leonard, our customer service rep, provided poor telephone customer service, horrible tone, and was unable to rectify situation. I will not be renewing service with this company and will be telling classmates who are considering this service to not go with Century Link.

Helpful? [Yes](#) | [No](#)



Christine of Denver, CO on Sept. 21, 2016



I just moved to Denver, CO from Dallas, TX and am appalled with the horrible customer service and communication from CenturyLink so far. 1st incident - in July, enrolled in internet services and the representative I was speaking to asked for CC information to enroll me in autopay. I found at on 9/21 that representatives cannot do that. 2nd incident - receive a bill at the beginning of Sept saying I owe \$228 by Sept 25. Says I missed an August payment (shocking since I thought I had autopay) and that August and Sept are due by the 25.

3rd incident - 9/21, internet is turned off without communication. I pay bill, but service is not restored. Call CenturyLink. 1st rep says they called me on Monday. They did not. (I have phone records to prove it.) I did not get an email, letter via mail, or phone call that there was an issue. Am told I have a balance (not true, already paid the whole amount). Am told I need to wait until services are restored, could be up to 1 day, and I am told to just deal with it.

If CenturyLink is going to turn off services on 9/21, why tell me I have until 9/25 on my bill? And, most importantly, why didn't they communicate that they were going to turn off services? I work from home and lost an entire day of work. I am extremely displeased with my customer service experience (1 rep hung up on me when I asked for his name and his manager's contact info). I expect better service. We all should.



Wendy of Fayetteville, NC on Sept. 21, 2016



CenturyLink says they have a 30 day money back guarantee. What they don't tell you unless you ask is you must go on the web site and fill out a form. You have no proof you sent in the form. My new internet service was terrible. Starting calling after first week to cancel. They say they are cancelling my service and turning it off. Call they 4 times. Said someone cancelled my request after first call. They kept saying they turned it off. It was still working. They said they were sending a return label to send back equipment, never happened.

I went into the store and took the equipment. Also was able to finally after many, many hours of calls to have it turned off. Never been lied to so much by a business. Then the next month go a bill for 246.00. Said it was a penalty. I told them I had a 30 day money back guarantee. Now, they have told me my account is adjusted and I owe nothing. Said I could look at my account online to ck. this. It won't let me into account. I told the employee I Had no proof they adjusted my account. Wanted a confirmation number. Of course no confirmation. My word against CL. Never been so aggravated in my life!!! Run for this business. It is no deal. They are crooks.

Helpful? [Yes](#) [No](#)



Phil of Boise, ID on Sept. 20, 2016



Had phone and internet service installed on 9-16-16. Now trying to get some service changes with no success. Been trying to contact correct person for last couple of days with about 4 hours each day and keep getting transferred to retention department with a queue of 50-60. Left chat running and finally disconnected me after 4 hours with no success. Tried again today with same results. Shame on me for not doing the research before biting on their quoted price. Have not received first bill but expect it will not be what was quoted, if it is like all the other reviews. Not sure how to undo this before I experience the frustration that it seems everyone else has gone through. Seems to me that a Class Action suit may be in order to at least get the company on a better path, since it appears they are scamming all their customers.

Helpful? [Yes](#) [No](#)



Dimitris of Gilbert, AZ on Sept. 20, 2016



In April 2016 I was approached by a door to door sales rep for CenturyLink that offered to save my money on my cable bill (I currently use Dish) if I was willing to try Prism TV. He assured me that it was risk free for 30 days and if I didn't like it I wouldn't owe any money. I agreed and had the service installed that week. After 3 days I did not like the interface or behavior of the guide so I opted to cancel. Upon canceling I was told I had to pay a termination fee of \$480. I had to complain about that and what was promised and then was told I had to pay it and receive a credit as it was a money back guarantee implying I had to pay first. After calls to CenturyLink every two weeks for 5 months now, I still have not received my refund and they continue to transfer me to multiple departments every call and I am on the line at least an hour every time.

Helpful? [Yes](#) [No](#)



Lynda J. of Mckenna, WA on Sept. 20, 2016



This is the most ridiculous thing I've ever experienced. The Bundle service is a SCAM - they PROMISE a fixed rate to bundle with Direct TV - FOR 2 YEARS. LIE LIE LIE. Your bill grows larger each and every month without your knowledge or consent. When you attempt to call in and FIX the problem, you're on the phone 3 hours each and every time trying to work the bugs out and along with that come more LIES LIES LIES. We canceled service. This was under my boyfriend's account. Just to prove how CORRUPT they are, I ordered up just internet service, and canceled 3 days later. The router came and I immediately returned it, never even touching the box. The account is supposed to be canceled.

Next thing I know, I keep getting messages left on my phone by some middle eastern person calling from a UNLISTED number. With all the scams going on in the world I don't understand any company who uses this for a practice. This girl can't comprehend a canceled account - BEFORE it begins. So for the past 3 months I get these calls and no resolution to them because SHE CANNOT COMPREHEND BASIC ENGLISH. They get

screwed up. This company is nothing but a scam - save your money and all the headaches and just stay away.

Helpful? [Yes](#) | [No](#)



Carol of East Bethel, MN on Sept. 20, 2016



We had been customers with CenturyLink for over thirty years. Most of that time we only used the phone services and has minimal problems. The big issues came about when we went from dial up, way back when, to DSL. At first, it seemed reasonable, but then there were multiple outages. We live in a far northern suburbs of Minneapolis. We thought that might be the reason. Within the last ten years we started using Netflix and Amazon Prime streaming videos. That's when we really noticed that the service was substandard. We made numerous calls to the company and the download speed increased for a week or so then went down again. What was our speed? In 2014 we were about ready to cancel the service. A rep told us that they could guarantee 12 Mbps for our location and assured us that we would get that from that time forward. We did not.

Our highest download was 7 Mbps during the last two years, and the average was between 2-5 Mbps. Try to watch video streaming at those speeds. When we returned from vacation at the end of August it was running 2-3. This made it close to impossible to work online and forget about

streaming video. Enough was enough. We decided to go to Midco but did not inform Century Link until our cable was installed. Midco had to procure our phone number from Century Link so was could use the same home phone number.

On September 9, 2016, I called CenturyLink and took five minutes to get the robo-answering system to give me someone who might help me cancel service. I got billing and after I told them what I wanted, the billing rep started to demand updating on our info. I told her that wasn't necessary since we were leaving their service. Then she demanded September payment, and I informed her it had been mailed on September 6th but she wanted me to pay it again. I told her all I wanted was to cancel our telephone and internet. Then she admitted she couldn't do that and said she would transfer me to a "retention specialist". I waited fifteen minutes on hold.

The person that came on spent the whole call telling me we were their special long-time customers and should stay with them. I told her about our horrible internet service and that this was the reason we were leaving. I told her we had already switched to Midco and was talking to her through our new cable-internet telephone service. I told her our download speed was 55-75 Mbps as verified through speedtest.net. She kept on trying to talk me out of it. Finally, she got the message, at least I thought she did. She gave me an order number and said they were now cancelling our service and we should get a refund for the rest of September that we paid for after the 9th from the check I just sent.

I thought it was over. Then, yesterday, September 19th, I get an order confirmation from CenturyLink for an Internet Bundle. Sigh... Here we go again. It was for a phone number we haven't had in years. I called and told them we cancelled. The very rude rep told me that we only cancelled phone service as evidenced by the notice from Midco that they were taking over our phone number. I pointed out to him that I cancelled the service on the 9th, with the main reason being the poor internet speeds.

Why would I just cancel the phone if the internet was the problem? He kept trying to make me wrong and denied they were the ones that screwed up. He had a record of the call on the 9th. I gave him the order number, and he finally said we will be receiving a cancellation notification referencing that number. Now, to wait and see if that's the end of it, and we do receive money back for September. FYI: We love Midcontinent's phone and internet service. Use them instead if you have that option.

Helpful? [Yes](#) | [No](#)



Donna of Marion, IA on Sept. 20, 2016



This experience has been a nightmare. I ordered my service over a month ago. I was told the line connecting the Internet to my home would be buried in 2 weeks. After 10 days I called. I was informed that the request was never submitted. I made an appointment for 9/7. No show. Six hours on the phone I get an appointment for 9/12. No show. Another phone call to CenturyLink and I'm told 9/19. No show.

Today I am told the order is pending. They tell me they are escalating the order to a 3rd party (they contract this service out), but they do not know who the 3rd party is and they cannot give me a date, time, or contact. I ask for a corporate number, they are unable to supply a corporate number. This is the WORST business I have EVER had the displeasure of dealing with!!! The customer service is beyond deplorable! Run, RUN, RUN! DO NOT USE THIS COMPANY UNLESS YOU ENJOY SLAMMING YOUR HEAD INTO A WALL OVER AND OVER AGAIN.

Helpful? [Yes](#) | [No](#)

Menu



Ron of Gilbert, AZ on Dec. 1, 2016



Promised that the misleading advertisement would be corrected for future consumers. Service Charge anomaly has been rectified. Issue resolved.



Ron of Gilbert, AZ on Sept. 20, 2016

Original Review

Centurylink has consistently overcharged for internet service. There have been unwarranted overcharges on their auto-pay option, only to have it rectified after several complaints. It should be noted that mailed statements have also been received with errors (all in Centurylink's favor) and overcharges. It was promised to me that the autopay option would rectify their errors and overcharges. I was mistaken. 3 weeks ago I was assured that my internet charge would be approximately \$23.00. However, after the issues were resolved, Centurylink re-established the overcharges in my new statement showing a new charge of \$51.00. This company is a cancer on the consumer. Just look at their record.

Helpful? [Yes](#) | [No](#)



Alex of Eagan, MN on Sept. 20, 2016



Called to clarify my bill. Spent three evenings on the phone. Spoke at least with 20 people before somebody actually explained to me what was going on (after I asked for a manager). My total time on hold was over six hours. Took a screenshot after being on hold for awhile. Terrible customer service and poor Internet connection.

Helpful? [Yes](#) | [No](#)



Tim of Omaha, NE on Sept. 18, 2016



I called to have my service switched from Cox. First appointment tech didn't show or call. Next two appointments were rescheduled by tech at last minute. The 4th appointment was after the 4 hour window. Tech complained about having to be there. Connected service and just left, leaving equip behind. Had to make 2 different calls to get \$100 gift card 2 months later. Service has been very spotty and unstable. I have been waiting 4 hours for tech appointment and no-show or call. At least I am paying \$75 less for terrible service?

Helpful? [Yes](#) | [No](#)



Roberta of Estero, FL on Sept. 17, 2016



I have read some of the reviews and can relate to all of them. From being overcharged when my service was on vacation, over 60.00 a month last summer. To being transferred 5 times yesterday. They would not give me the advertised price for the package I have. My price 98.00 advertised price 74.00, so much for living up to what was told to me when I bought the service. My biggest issue with them is their billing system instead of giving you one price they give you all these so called "discounts". It is very difficult to understand. I had a bill last year that was 6 pages! One step closer to turning off tv and just having internet! Netflix and Fire TV are amazing!

Helpful? [Yes](#) | [No](#)



I have given CenturyLink three different tries in the past 7 years, mainly because it was the only provider I could get in my area. I have moved to 3 different locations in a 45 mile span. Each time I move I have ended up having to get CenturyLink because they were the only company I could get, aside from Dish Network. I did go with Dish but decided to go back to CenturyLink because they offered the lowest rates for just internet. I am the idiot who thinks that maybe something will change and it never does. They have one of the worst customer service departments I have ever encountered. On a few occasions I have complained so many times about how horrible my internet is. They have "upgraded" me to their fastest speed, which is still amazingly slow. With the technology we have these days you would think they would be able to make it better.

The ONLY thing they have going for them is their price, but when you think about it you are basically paying for internet that is so bad and only works like 60% of the time.... I guess this is where the saying "you get what you pay for" really stands to be true. If you can, at all, avoid this company and their products do so. It is NOT worth the few bucks you save and the massive headache that comes along with it.

Helpful? [Yes](#) | [No](#)



Joshua of Gilbert, AZ on Sept. 16, 2016



I recently moved to a location where CenturyLink is not available. I call their cancellation department to do so. Apparently someone else's name shows up on my account, even though it's under my social, address, name and account number. I was on the phone for 2 hours while on the online chat just to get told they can't do anything. All I want to do is turn my account off. They said they will look into it and call me back in a few days to see if I can cancel my account. This company obviously has no business in organization. I can't even cancel my account.

Helpful? [Yes](#) | [No](#)



Brian of Minneapolis, MN on Sept. 16, 2016



This lying den of liars should be avoided at all costs. I signed up for "high-speed" internet and Prism TV with the assurance that I was not on a contract and could cancel at any time. I absolutely hated Prism TV on many levels. Horrible signal, very pixelated, archaic DVR with horrible programming options and needs to have the HDMI cord unplugged and plugged back in 1/2 the time due to "error: we can't detect an HD compatible TV". Also, sound pops and lags whenever you fast forward.

In any case, I went to cancel Prism TV and verified that I wasn't on contract and wouldn't be charged anything. \$160 early cancellation fee hits the next month, I read everything I received and there's no mention of this fee. Called for a refund and they said there's no record of me ever calling them. I asked how it was possible for me to cancel my service if I had never called and they just hung up. Don't trust anything they say, record every conversation and continuously berate the person on the other line until they deliver.

Helpful? [Yes](#) | [No](#)



Rachel of Blue Eye, MO on Sept. 15, 2016



Very upset about the installation side of this company. On 2 different occasions they have not kept their appointment dates. And not only have they not kept their appointment dates, but there was no communication that they were not going to be able to keep their appointment. When they didn't show up I had to call to find out what was going on (after waiting for half an hour to even be able to speak to anyone) only to be told that they would be there that day (a day later than the scheduled appointment). But then they did not show that day either - BOTH TIMES we have scheduled installation of business products, they have done this!! But they know that they are the only company that can service this location, outside of town, so they act like they can just do what they want and there is nothing at all that we can do about it.

If we had another option, I would have definitely cancelled service with this provider after the 1st time of them doing this. Customer service is HUGE with me, and this company is worse than bad in this area, as well as are most of the people they have answering the phones in their call center for this department. They acted like they could care less that a business had been treated this way, and even cut me off when I tried to express my disappointment in their lack of taking care of their customers. Disgraceful. On the upside, their tech department is outstanding. Maybe some of them should train the other department

Helpful? ☒ Yes ☐ No



Alex of Scottsdale, AZ on Sept. 15, 2016



I'm reviewing their DSL product at 40Mbps in the Scottsdale, AZ area. CenturyLink, first and foremost, delivers a sub-par product. They are cheaper than competitors but you will get much slower speeds than competitors and these speeds will NOT be close to your contract speed. You have to sign up for a contract and there is a \$200 cancellation fee. This fee is nearly impossible to avoid.

Theoretically, you can cancel without paying a penalty for speed-related issues (that's if the speeds that they record to your device are less than 80% of your paid-for tier). You will need to show multiple incidents of poor speeds in order to have a prayer of avoiding the contract early-termination fee. Incidents have to be reported to the technical support staff via phone call (communication through their twitter line does not count).

The technical support staff only trust their numbers and not your numbers so it doesn't matter what you record only what they record on their end. A technical support call always takes over an hour to finish. Know CenturyLink is brutally throttling Netflix playback. My tests to fast.com showed 2-10Mbps despite paying for 40Mbps service. The speed is never consistent so you will get cut-outs during Netflix playback.

Establishing service took multiple chats with multiple folks to ensure that the modem I ordered got to the correct address and that service would be connected on the right day. Each of these chats took over an hour. Verification emails were non-existent or took days to come. The first month and a half of service they configured me for a slower tier than I was paying for (confirmed by the technical support staff). No credit or apology was offered and this somehow does not constitute a breach of contract on their part.

Customer service is bored, rude, and angry. They have no power to do anything that isn't within their script. Their job is not to resolve problems but to terminate calls as quickly as possible. There is no way to escalate to past 2 levels of support staff. You will get hung up on. Yes, other providers have bad customer service and yes other providers will provide less than stellar speeds at times. However, this is beyond the pale and is unlike any of the other internet providers I've dealt with in terms of product and customer support. I now have Cox and get their 150Mbps tier and have measured speeds going 190Mbps at times (even while connected through a VPN!)

Helpful? ☒ Yes ☐ No



Angela of Hope Mills, NC on Sept. 15, 2016



I called in on 9-15-16 to re-establish service. First the CSR quoted me a higher price than the flyer! When I read it to her she "exhaled" then said, "ok, you have it at that price". When she got to my social security number I was informed I had to pay a deposit, upfront. I asked why since when I had service in the past I paid my bill on time? She responded (Bridgette from the Lacross, WI Call Center) that they go by credit bureau only. I asked for a supervisor and was told they do not speak to customers! I then "chatted" with Jonathan **. He assured me he could help me. All he did was give me a \$50 credit after charging me \$59 for the tech to come out and install my internet! I had already told the other lady I can install it myself! He too could not waive the deposit.

I then called corporate and spoke with Jordan. He said technically they do not have supervisors but they do have a "escalation team" - I should have been given to them. I was not. He was no help either. Policy states they go by the credit bureau, not your past payment history and he can not bill me the deposit. Their system will not accept an order that way. Really? Last month when I called I was told I could have the deposit billed! CenturyLink is a "fraud"! The trouble is they have no real competition! Give me another choice and I will gladly do business with them!

Helpful? ☒ Yes ☐ No



J. S. of Englewood, CO on Sept. 15, 2016



I can't claim to know if their speed is good since I still have not received service. I was sent the modem in the mail for a self-install and the activation letter within had someone else's account number and violating that woman's privacy, I had two agents at the CenturyLink call center give me her name. And technician had clearly been out as the modem connected and took me to their connect.centurylink.com website.

However, even though the sales agent said I would have service today, and the letter (albeit with someone else's account number) said that I could

and there was no way to activate it since I needed a tech. This was for a self-install.

The "supervisor" I spoke to, Sydney, clearly has no knowledge of how their product actually works since she stated numerous times that I needed a technician to physically connect the line even though I clearly have a connection or I wouldn't have been able to reach their site. Not only was she completely ignorant of how a modem works, she was also quite rude and continuously interrupted me. Having not had their service which I should have had starting for today, I have decided that I would rather give my money to another company.

Helpful? [Yes](#) | [No](#)



Alex of Mesa, AZ on Sept. 14, 2016



Really bad customer service. They initially wanted to charge 29.99 a month and ended up charging me automatically 40.00 a month (compared to the competition's 19.99) because they didn't explain I had to provide them a credit or debit card by phone (after you see you are getting charged more than they told you, you can't even do this online). I was paying automatically by their website and didn't notice I was paying more. They wouldn't give back my money and I'm in a 1 year contract. Will NEVER hire again any of their services. They are sneaky and the actual service is really bad.

Helpful? [Yes](#) | [No](#)

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Helpful? [Yes](#) | [No](#)



Susan of Canadensis, PA on Sept. 14, 2016



Had an issue with this company billing me for services that I supposedly got but was not informed of. They then charged me for a month before I got my router. Tried to call and explain the mix-up, was met with rigid customer service people who tried to put the blame on me. I've never had this kind of trouble with trying to state my case. I am honest and pay my bills on time, have great credit, and these people made me feel like I was fabricating my story to cut my bill - unbelievable. I talked to a rep and then an "escalation" specialist, got the same treatment. They finally gave me a credit, but tried to wear me down first so I would give up. TERRIBLE!!! No wonder they only have one star.

Helpful? [Yes](#) | [No](#)



Kay of Deer Park, WA on Sept. 13, 2016



Extremely poor customer service, and billing department. Had to call to set up phone service twice because they lost my first account. Long wait times on phone. Billing errors. They were sending me past due statements before my billing period was even up. But, the technician that came to my house to repair the phone line into house was amazing! Even so, without good customer service, or someone with a functioning brain in the billing department, this company should be avoided at all costs!

Helpful? [Yes](#) | [No](#)



susan of Holly Hill, SC on Sept. 13, 2016



I have a small medical practice with 3 phone lines and internet. We had some storm damage on Sept 2. Our phone lines were out for a WEEK! Our internet was out for 11 days and they tried to tell me I hadn't reported the 3rd line and internet outage until the 10th day. NOT TRUE. My business ground to a halt. No insurance could be verified or filed. No prescriptions sent. No x-rays to specialists or replies to consults. No appointment reminders sent out. No online backup of computer data. Repeatedly I asked to have a supervisor give me a time and an date that it would be

Helpful? [Yes](#) | [No](#)

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Lynne of Minneapolis, MN on Sept. 13, 2016



If I could give less than 1 star I would be satisfied. Customer service rep taking the payment was rude, disrespectful. I asked her to process my payment. I was not interested in anything else. I had already been on the phone with customer service for 40 minutes. She responded: "I will get to it when I get to it," so I asked her name and she wouldn't give it to me so I asked for supervisor. She hung up on me. I called back, ask for the information to whom I could complain to. The next rep was rude. He simply said send a letter. Really! One of the largest communication companies and I need to mail a letter. Glad I am not in a contract. WORST CUSTOMER SERVICE EVER. STAY AWAY! WILL NOT TRY TO RESOLVE issue. The company would rather lose the customer.

Helpful? [Yes](#) | [No](#)



Kathy of Port Angeles, WA on Sept. 13, 2016



My mom had a bundle, internet and phone, on a one year contract. She decided to cancel the internet and keep the phone, so she called a week and a half ago to do so. Her contract ends soon (3 different "customer service" agents gave her 3 different dates) so I told her she should call to make sure it was taken care of. Sure enough, no record of the cancellation. So last Saturday she called again. I'm a contact on her account so today she asked me to have them email something stating her name and when her phone was set to be cancelled, in case they didn't cancel her and then expected her to go another year because, "oh that's just too bad, you didn't cancel before your contract was up."

So I called Century Link. Spoke with customer service in the cancellation department, she asked her supervisor if she could send an email and the supervisor said no. So I asked to the supervisor, whose name, if they use a real name, was Veronica. She would do absolutely nothing to help me. I told her, any company on earth would be happy to send a confirmation email but not her, oh no. All she wanted to give me is the order number, well that doesn't do us a lot of good does it, a number, and not a hard copy with a date on it. This woman wouldn't listen to reason and would do nothing for her customer. I can tell you right now that after the internet is gone, the phone service will be next. DON'T EVER use CenturyLink. Google them or just read here and look at all the complaints, it's amazing they're still in business. Finally, I want it in writing that CenturyLink says mom's internet will be cancelled on 9/13/16, and it better be.



JANE of Centennial, CO on Sept. 13, 2016



I signed up for a bundled account (two services) at a set rate for one year. What I got was a BUNGLED account. EVERY month I would get three bills -- one for some random amount, one for overdue (bills had been paid on time), and one for a credit. These generally came within a one week period. Some of the bills were in a different name. If I called or got online, I would sometime get a third or fourth amount for the month. I spent at least 10 hours of phone or online time trying to get this corrected. Lots of promises, no action. The supervisor for customer service said I should just pay the bills. That it would take CenturyLink months to straighten things out. This month I received my Closing Statement, Revised Closing Statement, and two other final balances -- one from the automated phone line and another amount from a customer service rep. This experience has been a NIGHTMARE!!

Helpful? [Yes](#) | [No](#)

Jill of My Hood, OR on Sept. 11, 2016



I was sold service that was not available in my area. After setting up an appointment to connect to high speed internet, I was contacted by CenturyLink's local service technician that this service was not available. I contacted the CenturyLink representative and assured that I would not be billed and that I did not have an active account with CenturyLink and that router that would have been sent to me had not been sent.

The router showed up the next day. I returned the router within two days by UPS, I have the copy of return receipt. Then I received a bill from CenturyLink for \$39. After several calls and multiple bills received, a customer service rep finally "waived" the \$39. Then I started receiving bills for the router of \$99. I sent a copy of the UPS return receipt but bills just kept coming!! Then I started receiving emails of past due amounts, these I ignored because there was NO OPTION TO EXPLAIN that I do not have an account or the router!

Next I receive a call from CenturyLink billing asking me why I haven't paid and would I like to pay now. I explained how upset I was over this issue and all the previous unfair contact about this issue. I was put on hold and then informed that they had received the router and I should disregard the emails. Each time I have talked with CenturyLink customer service I have asked for a document that this issue has been closed but have yet to receive this confirmation. Now they have sent this \$99 bill to collections!!! I have spent many hours on hold and trying to deal with this issue and am getting very upset that my credit may be affected by this outrageous unfair practice by CenturyLink.

Helpful? [Yes](#) | [No](#)

Wanda of Clopton, AL on Sept. 11, 2016



I'm really disappointed with the way this company has handled my trust. I responded to a CenturyTel flyer in February to upgrade my internet only to internet + unlimited phone calls for \$54.95/month. I paid a bill on March 10th for \$90.57 and called to see why I was billed so much. The service rep claimed to have adjusted the bill & stated that I should see a credit on the next billing cycle. Instead I was billed for \$108.88 on March 13th, \$124.29 in April, \$115.80 in May, \$117.91 in June. I tried to resolve the issue with several reps via texts and telephone to no avail.

Feeling frustrated I submitted \$350 in payment on July 15th, hoping they'd honor their promise to adjust the overages and fees. They would not; so I cancelled my services with them. (They are the only internet provider on our street.) They are maintaining an erroneous \$171.51 against me. I still have their equipment; because they said they won't issue credit 30-days post service cancellation. I received the return label from them just prior to that timeframe. I have chat transcripts. I've attached a photo of another flyer that I received from them later where the price is +\$7. I did not save the one that I responded to.

Helpful? [Yes](#) | [No](#)



Crystal O. O'Connell of Sioux City, IA on Sept. 10, 2016



This have been the worst experience ever with a company I've ever had to deal with. First I was talked into getting a phone line which I never used which was supposed to help internet connection for multiple devices. Didn't help. I never used the phone and was charged extra fees for set up when the technician suggested it. Wasn't informed of extra fees. Called when I received my first bill for an explanation of the charges. Was referred to DirecTV who referred us back to CenturyLink as if it was a game. No one had any answers and no one could help us. Who is willing to pay for something if they don't know what they are paying for or why? I mailed the equipment on August 3rd which I have pictures of the items and the package once ready to mail. With all of the issues I've experienced thus far, I should've known to track the package for proof.

Now I have charges for equipment your company so called did not receive. If it wasn't returned back to the sender who would be me, then where else in the world could it be??? This company have been a scam from the beginning. I refuse to pay for equipment no longer in my possession. You may need to hire a better team if the package was received and not noted for my account as needed. That's not my issue. I'm so disgusted with this company. I will never use your services ever again nor will I refer your company to any of my friends, family or coworkers. I will do whatever is needed to get to the bottom of this as I take my credit very seriously.

Helpful? [Yes](#) [No](#)

Le of Sioux City, IA on Sept. 9, 2016



If you are looking for good internet service and nice customer service, you don't want to contract with CENTURYLINK. Because you will disappoint and get mad when you talk to customer service. They won't help you at all and they are very rude. I made a BIG MISTAKE that I pick Centurylink for service. Won't last me 2 months. And when you call them, it will take you more than 2 hours to connect to them. They will transfer you to at least 6, 7 different department. Never ever get CenturyLink for internet service or anything from CenturyLink. VERY POOR SERVICE. GET AWAY FROM CENTURYLINK.

Helpful? [Yes](#) [No](#)

Cody of Woodland Hills, UT on Sept. 9, 2016



Worst internet company I've ever had to deal with. We live kind of far from most things, so we don't have a choice in providers besides CenturyLink. They started by giving us the 40 Mbps plan and then when they hooked it up the "Technician" said only 14 was available out here. I called in and they said they would change the price down, never did. I give up on that and just accept that I pay too much for bad internet. 6 months down the line we get a notice saying our internet is being "Terminated" due to overuse. Mind you I have a family of 6 and they all like to watch Netflix and all that good stuff.

They say the only thing we can do is upgrade to a "Business" account and then we have unlimited. But with this we have to pay \$100 for a technician to come out here and say "it's already hooked up" and then also more than double my monthly internet price to 100. I'm paying 100 dollars a month for 14 Mbps internet. This is the most ridiculous and horrible company I've ever had to deal with. Customer Service is equally horrid. Never offered any real help or solution after waiting on hold for an hour. And on top of this, our internet will sometimes just not work for a whole day while they are doing "repairs". Just truly an awful business.

Helpful? [Yes](#) [No](#)

fh0623@yahoo.com of Parker, CO on Sept. 9, 2016



This is the worst internet company I ever had. Like the others saying, they got a very bad customer service and you waste all your time talking with them. They just don't care about their customers and transfer you all the time. Each time you need to repeat your name and all the information. They just mess up all the things with you and charge you whatever they want. My contract started in November 2015, but they mistakenly move the date to February 2016, which means I need to fulfill my contract for 4 months more and they refused many times to correct this mistake. I was charged two hundred more for one year and was pissed by the customer service. If you don't want to waste both your time and money, don't choose CenturyLink. I should have read these reviews before I choose CenturyLink. Bad. bad. bad!



Helpful?	Yes	No
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Helpful? [Yes](#) | [No](#)



Helpful? [Yes](#) | [No](#)



6/11

After the call, I checked my bank account, I do have enough money there. Obviously, it is something wrong with CenturyLink. They ask customers to pay for it. The agent was so rude that he kept saying "You owe the money, you have to pay." I told him that I have the money to pay, but what they are doing to customer is wrong. I paid after the call just wanting to get CenturyLink out of my mind forever. I will not be poor because I paid around \$60. I do not think CenturyLink will become richer because of this money. Anyways, CenturyLink is very bad and dishonest. I promise I will never use it and will never recommend to anyone. They have all kinds of traps.

Helpful? [Yes](#) | [No](#)



Lona of Gilbert, AZ on Sept. 7, 2016



I called CenturyLink after receiving a \$7.00 late fee on my bill. I paid my bill online, the funds were withdrawn from my account, but never posted to the account with CenturyLink. I spent over an hour on the phone, was transferred 8 times to three different departments (several times between the two departments), dealt with the most incompetent people and still after all that effort was not refunded the \$7.00 late fee. I am beyond frustrated right now.

Helpful? [Yes](#) | [No](#)



Sherri of Aitkin, MN on Sept. 7, 2016



I have had the unfortunate experience of being a CenturyLink customer for about 19 years. This is primarily due to the fact that in our rural community, it is virtually the only available option. Since my initial interactions with CL, it has been one problem after another. Prior to even having the internet, the phone service has been of questionable quality (constant static online, at times so bad it was unusable). The only positive thing I have to say is that at least the phone system is currently working. The internet has been a continuous headache. I would estimate for at least a week out of every month (sometimes more), the internet connection is down. This is a community-wide problem, though when you call the automated system more often than not you will be informed, "No problem has been detected." Meanwhile, everyone is experiencing the same outage.

If you do get through to a technician, you will go through the entire troubleshooting procedure of resetting or unplugging the router. I now usually do this myself before calling the company. Currently, I am on my third router (one a legitimate replacement after a lightning strike) in about 6 months. The others? I have no idea if replacements were necessary as other area people had replacement routers given even though there were ongoing area-wide outages. I sincerely doubt we all had defective routers, simultaneously. After a ridiculous number of outages in the past month, we contacted CL to ask for a reduction in our bill. We were credited the amount of the internet portion of our bill, but then charged for the shipping costs of the router (again, necessary or not) so the bill actually ended up being more than the usual.

I have been talked into buying an in-home wire coverage plan when there was once an area outage (unknownst to me at the time) so that when the technician came to see what the problem was, I wouldn't have to pay for costs of repair if they were in the home. I was told the technician would be there "no later than 7 p.m." That's a pretty big time frame on a work day to have to ensure someone 18 or older is home, but we made it work. Except the technician never showed up.

The next morning, a local repair person called to see if our internet was back on. I told him it was and asked him if he had come out the previous day and we had somehow not seen him. He said, "No. I canceled your ticket. It was like a four-town area with service out. I don't know how they didn't see that when you called." I then had to call and cancel the home maintenance line I'd been talked into. Four hours later, I get a text message from CL saying, "An internet outage has been detected in your area. Service should be restored by 4:00 p.m." Uh - I get this AFTER the service has been restored?!!

It is just the latest of CL disasters. I can't even really do justice to the time they left our internet line above ground, strewn over bushes for MONTHS after failing to rebury it after we had road repair done. We really had poor service then, because deer kept crashing through it. To top it off, this is the second time I have written this review. The first time, I wrote it and hit submit, only to be given the message "You are not connected to the internet." I am writing this from a computer where CL is NOT the provider.

Helpful? [Yes](#) | [No](#)



Be of South Saint Paul, MN on Sept. 7, 2016



I just got my login to the Science Channel internet site fixed by CenturyLink today. It took 5 days as they said in the email to fix and activate or recognized my Prism subscription (the 2nd upgrade channel charged of \$10.99 to get the Prism Complete package). Now I'm able to log into the Science Channel with no issues and I'm gonna try one by one to see if I can log into the other Prism Complete package channels that have a login website to watch past episode since my original complaint was just about not being able to log into the Science Channel and the Destination America Channel.

The problem that I have with Prism is that I can't log into AMC's internet website to watch the 6th season of The Walking Dead. AMC does not have CenturyLink Prism as a login option for their selection of "cable carrier" on their website but yet AMC is packaged with the CenturyLink Prism Essential standard basic channels. It seems like either CenturyLink Prism is too new for the market as of now for the cable media channels to recognize or Prism is not offering the standard competitive service that other cable companies are with partnering up with the cable media channels' own websites.

Since I'm a new customer to CenturyLink the bill has been up and down for the first 2 months, let's see if the salesman price of under \$100 per month with internet and Prism Complete stands. If the price does not stand I'll report CenturyLink to the MN State Attorney General and tell everybody I know to stay away from CenturyLink. If they sue me for degrading their name, I'll sue them back for false advertisement and very poor customer service of not providing transparent service info of their cheap service. I do not need to rent a DVR directly from CenturyLink Prism to record and watch past new episodes when most of the cable media channels offer them for free if subscribed to their shows through the cable TV service subscription.

I believe CenturyLink Prism is BS, their marketing scheme is to try to have you rent a DVR box that only works with their cable box and charge you for the DVR service and renting the box that you do not even need when you can stream past episodes of the current season of your favorite cable channel for free if you're subscribed to the packaged channel from your cable tv provider.

There is something definitely wrong with CenturyLink Prism, it seems like they have the oldest network equipment to date compare to their competitor. In order to just be able to provide the toe-to-toe "competitive" service that is comparable to their local competitor, they have to charge you extra for a old school DVR to record missed episodes of your favorite show. There might be a very good chance that Prism is its own company and CenturyLink is just partnering up with them just like they did with DirecTV... Most of the other cable tv provider let you stream missed episodes. I just regret that I'm stuck with CenturyLink for 1 year. If they don't get their "act" straight, I'm going back to Comcast.

Helpful? [Yes](#) | [No](#)



marcia of Meridian, Id, ID on Sept. 7, 2016



Even repeated (five) phone calls this issue is still not resolved and no one takes responsibility or does anything. The call waiting can run up to 25 mins only to be speaking w/ someone who has to transfer you over to another dept. I never realized how well run AT&T U-verse was until I moved to Boise where it is unavailable.

Helpful? [Yes](#) | [No](#)



Amy of Council Bluff, IA on Sept. 5, 2016



As I have been reading the reviews I have had the same thing. They charge you a fee for paying with your credit/debit card. You try to pay on the recording system - it took a half an hour on my lunch one day. The bill has been higher than what was discussed in the first place. You call customer service to get help and all you get is attitude from the reps. I called and sent an email about the problem and they don't do anything about the issue at hand. All they send you is the information on their crap fees that are not given to you in the beginning. I informed them that their customer service is horrible and as soon as I get a chance I will switch companies. CenturyLink sucks. All they care about is getting your money.

Helpful? [Yes](#) | [No](#)



Sheila of Mesa, AZ on Sept. 3, 2016



I signed up for Prism in January 2016. I was given a price for the Prism, Internet & phone. I have had only one bill that has come close to the quoted price and am fighting with them every month. My bill has been sky high. I wish I had never left DirecTV. I am warning anyone. don't sign up till they

Helpful? [Yes](#) [No](#)

Dean of Bellevue, WA on Sept. 2, 2016



Just spoke with agent Michael. I cancelled service two days after billing date when my dad died. I asked to have \$4.46 written off. Michael mistakes "I can't" for "I won't" adjust. I agreed to pay, got my credit card out, and Michael tells me there's a \$3.50 convenience charge for paying on the phone. I didn't know I was dealing with Ticketmaster! Then, when I go online to pay, they are going to charge me \$3.50 for using a credit card. No win! Bad and worse - Comcast or CenturyLink?

Helpful? [Yes](#) [No](#)

Bob of Ak, AK on Sept. 2, 2016



I live in the middle of nowhere in Florida. I've been living here for a few years now, and this is the best service provider you can get out here. Even then, their service is ** horrible. We lose internet every time a butterfly beats its wings in Japan and we're getting half of the speed we paid for even on the good days when it IS up by some miracle. Ping is consistently over 100 and the download speeds mean that uploading this is likely to take hours. 0/10, would say that their service is run by primates.

Helpful? [Yes](#) [No](#)

jessica of Floral City, FL on Sept. 2, 2016



I have NEVER heard of a company that can charge a 14.00 late fee, Customer Service told me... it is because they use SPEED PAY, and can't be sued! They also told me that you must call back at 6 and 12 month increments to get your customer & loyalty discounts! THIS IS WORSE THAN DEALING WITH A USED CAR SALESMAN! It is almost like GAMBLING at a CASINO! Also they asked if I wanted to ADD anyone else to the acct. Very Strange! How many people would they like to put as unpaid creditors? Don't use these people if you have OTHER choices. If YOU do... Pay... WELL CLOSE ATTENTION!

Helpful? [Yes](#) [No](#)

Lidys of Afton, MN on Sept. 2, 2016



I have been customer of Qwest/Century Link for years and I have noticed that once the company shares business with Verizon customer service department has been the worst ever. I am going to be quite explicit with real examples and names of my situation. In 2015, I called CL and the representative at the background said, "She has an accent" immediately she hung up on me. I called again and complained to the supervisor who said that she would review the call and call me back. She never did. I have to mention that took me almost the whole day to contact the supervisor. Technicians are way different. Every time one of them has been here at home fixing internet or other matter, they have shown professionalism in all aspects.

In 2016, I called and Lolela answered at 11:00 AM, put me on hold for 17 minutes, next was Britney at 11:24 AM, next Farner at 11:27 AM, have to mention that the latter was friendly, well-mannered representative. He was able to drop all the stress on me. On June 14, 2016, Tracy and Levy were professional representatives in all the way, unlike financial service representatives who refused to give their names and when I talked to them, I felt that I was talking to Hitler and they treated me as high criminal or public #1 enemy of the state of CL.

On September 2, 2016, I called and Teresa answered at 9:30, she practically called me "idiot" when I asked her to explain my bill. "Well, don't you see, add, rest and you will know" she said in sarcastic way. Well, I did it, but my bills never arrived home, so, I was unsure why more money than the contract. She hung up on me with ironic tone saying, "Have a good day." Called again at 9:37, Crushel answered. I asked her to transfer my call to the supervisor. She insisted, "Why?" I told her and she hung up on me.

agreed. He put me on hold, and there came Mike at 10:01, who said, "Probably payment doesn't go through because your strong accent." I responded, "Well, you sound as you have been smoked ** and I don't say anything since you are nice and we understand each other." If I am going to my notes from 2015, I could give names of the customer service representatives, but sure they got that in archives.

Helpful? [Yes](#) | [No](#)



Erin of Twin Falls, ID on Sept. 1, 2016



This is a bait and switch company at best and the worst customer service ever. Your bill starts inching up even before your contract is over and when you call in there is no customer service just upselling. When I moved I had to cancel my service for which there was a \$200 fee. In addition it took me 2 hours to cancel the service. There is no way to do it online which means calling in but when you do the automated service tells you to call back during business hours 9-6 even if you are calling at 3 p.m. then hangs up on you. It took me 5 tries calling in and picking other departments to get to customer service. I was on hold for 30 minutes.

When I told customer service I was cancelling they put me on hold for another 30 minutes and transferred me to another person who tried to talk me out of it, told me I was still on contract (which I should not have been) and it was going to cost me \$200. When I got mad I was put on hold for another 15ish minutes and transferred again. By the time I got to the 3rd person I had been on the phone for over an hour and was pissed. I finally got it canceled after 2 hours, a lecture to return the crappy modem, and forking over a wad of cash. This company should not be allowed to be in business.

Helpful? [Yes](#) | [No](#)



Rob of Corapeake Nc, NC on Sept. 1, 2016



The internet itself is very bad. It goes down a couple times a day. For a 2 GB update it took 17 hours. You can't trust it enough to do anything important because it might go down. I wish I could give it 0 stars.

Helpful? [Yes](#) | [No](#)

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Amanda of Kissimmee, FL on Sept. 1, 2016



I have had by far the worst experience of my life with a business. Not only is the customer service horrible... I spoke with a man from their "escalation" department who not only was rude but repeatedly would not let me speak to address the issues with the incorrect billing. During this phone call to the company the different representative repeatedly contradicted their statements in regards to my ridiculous bill. I went from a bill of \$52 to a bill of \$468 drafted out of my account!!! The only thing I added when I had changed my services was basic cable and a dvr... When I was offered their promotion price they never stated anything about billing prorated amounts or a month in advance...

They also never stated I would be charged for each box in each room... I specifically asked and was told that, "No there are no additional charges for extra boxes... Just the main box". I was also quoted a price on a monthly bill including tax and was nowhere near what my bill ended up being. They also placed a \$53 charge for "voice" on my bill with a home phone charge that I never requested!!! When I called not only did I explain that I am a nursing student and mother of three and did not have the money to have \$500 taken out of account and that I needed to be reimbursed as soon as possible because I needed to pay my electric bill... I was told I would have to call back and request the refund which I was quoted back at \$498...

I was then told I would have to wait for a check in the mail in 10 days... I can't believe how dishonest and rude this company is... Still having issues with my internet which I need for school and still no resolve with this issue. I am so outraged that they would essentially steal from someone in need. I hope to save other people from this horrible company... I plan to contact my local news company and if a lawsuit is filed I plan to participate.

Helpful? [Yes](#) | [No](#)



Mike of Shoreline, WA on Aug. 31, 2016



On approx. 8/1/16 I ordered internet from a TV Ad from CenturyLink (CL). I was quoted 14.99 per month and that the internet would be active on Thursday. I had an older modem that would work. I would use it. I was quoted for 6 months. No other fees of any kind except for a few dollars tax. I called them and was informed nothing had been set up. On my next call to (CL) I was informed the modem would not work and now I have to rent one for \$9.95. The call to tech. support took hours. After all the wasted time and effort I had to go through and continue to go through the gal offered a \$50.00 credit and extended the term to 1 year to keep me as a customer. I agreed. I finally called Actiontec about the modem and they fixed it in 2 minutes. The same modem that (CL) said would not work.

The modem that was shipped finally arrived after weeks being lost and I still have it. I have been lied to repeatedly on every call, spent exorbitant time with tech. support and generally thrown under the bus. I did go ahead and pay the \$33.76 in good faith but there will be no more payments until this is resolved. There were many other calls too lengthy to detail at this time. What I will do is hold you to your promises and pay \$14.99 monthly. I

want the credit of \$50.00 and 1 year term. Since the internet was functional on 8/16/16 I have been online for 2 weeks and therefore only owed 1/2 a month.

Helpful? [Yes](#) | [No](#)



Nathan of Mapleton, UT on Aug. 31, 2016



I just got off the phone with CenturyLink. In short, they lied to me, then I found myself bound to a contract with a \$200 cancellation fee. In the last week, I have spoken with several reps, all of which gave me contradictory information. What's crazy is that I've had CenturyLink in the past and have always been disappointed in either their service or business practices. I can't believe I'm stuck with them for another 11.7 months!

Helpful? [Yes](#) | [No](#)

Literally the worse customer service/call center I have ever experienced. Simply calling was like calling a prison inmate on death row. The attitude and desire to be at work was pure indifference. I receive more respect and help from call centers based out of India. Getting through all the questions was like trying to pass a FBI security questionnaire. When they finally asked me the reason for calling I told them I was cancelling my service. She asked me if I was unhappy with my service in which I replied "yes". I was prepared to list all my reasons and complaints but all I received for a response was "ok". Ok? Apparently CenturyLink just doesn't care. How they ever got an NFL stadium named after them is beyond me.

Mind you this review is based all on customer service in which I have called several time and never any better. The internet itself actually was horrible as well, every time called tech support it was my fault or the weather's fault. Seriously the weather's fault? Whatever. I would go without internet before I got CenturyLink again.

Helpful? [Yes](#) | [No](#)



Lucia of Omaha, NE on Aug. 30, 2016



I am so beyond dissatisfied with CenturyLink. I have been totally not got any resolution from their service department and techs. For 3 weeks they promised to fix my wifi. That never happened. The service tech showed up for two days. After that the opt said they would be out for two weeks every day. That never happened. The tech explained I lived too far from main box and would probably never get faster internet. You know what opt said? She offered me discounts on worse service. 20% off the same service. Not fix it just charge less for it. Can You believe this?

Helpful? [Yes](#) | [No](#)

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Mary of Columbia, MO on Aug. 30, 2016



I have been dealing with CenturyLink for some time. They are so rude in Customer Service. They have hung up on me more times than I can count. Now they are charging me over \$300 for one line internet service. I have to say that if you are reading this then you must not do business with this company. I have never in my life seen a company operate like they are trying to do.



Martha of Tallahassee, FL on Aug. 30, 2016



I wish I had taken the time to read the reviews before I switched from Comcast to Prism. It is so frustrating to be told one thing and an entirely different and never in your favor thing happens. After having Prism installed (I already had phone and internet) I received a bill one week after installation for \$60 more than I was quoted. I was on the phone with one rep after another and was finally given a number which was still more than quoted, but better. So, now it is \$16 more. I won't sign up for autopay until I get at least two months of bills that are similar. Which means never. My advice to anyone out there considering Centurylink, try anything else first. Gone are the days when your word actually means something. I am very disappointed in my latest experience with this company.

Helpful? [Yes](#) [No](#)



Angela of Boulder, CO on Aug. 30, 2016



I keep trying to get my service suspended because I am in temporary housing. When my bill came and was 130 instead of the usual 50, that's where the nightmare started. At one point I said "screw it. Disconnect all my services altogether. But first I wanted to talk to a manager." Can you believe dude put me on hold 40 minutes then transferred me back to billing. I tried again, apparently the supervisor refused to take my call until I told this other agent why I needed to talk to them. I had already told my story 4 times. Wow. How does a company like that stay in business? Seriously, they will never see another penny from me. Ever. So rude and don't give a damn. No one there cares. I can't believe a company like this actually exists. Wow.

Finally I said "Fine. Just disconnect my services." Can you believe I just got another bill from them? And that's after she told me I'd have a credit of over 100 dollars because we pay a month in advance. Class action lawsuit time I think. They owe me for bogus charges, hours of my time and all the stress and aggravation. It can actually cost you a whole day of peace and time.

Helpful? [Yes](#) [No](#)



R of Pine City, MN on Aug. 30, 2016



The service that has been provided to me as a customer is the lowest level of service I have experienced. As a Customer Relations professional in the corporate business world, it is hard for me to believe that a business on a scale such as yours, would allow service such as this, as a representation of your company.

To begin, we have had CenturyLink internet for 5 years. The monthly bill has never been consistent. When calling CenturyLink to discuss the billing issue, it takes roughly 10-15 minutes to get to a live representative. Once you get to a live person, they can barely speak English or the accent is so strong, you cannot understand them. I get to tell the agent about the issue with the bill, and they respond by saying, "I see, umm so you're telling me that the bill keeps going up." Really? Yes, I just told you that. Then I'm told that there have been additional charges added to my bill and that there is nothing they can do about it. Ok that's one story.

In May 2016, Midco internet company was digging cables for the neighbor, they managed to locate the area to dig, and still somehow managed to cut through our lines. I called CenturyLink and they sent a technician out right away. The technician came out, didn't let us know that he was even there. I came home from work and noticed a black cable running across the yard. I follow the cable and it literally goes across the entire back yard, wraps around our garage, through my daughter's bike wheel, down the driveway, and across the neighbor's yard, where it attached to the power pole located in their yard. I'm not exaggerating any part of this. It is that ridiculous.

I call up CenturyLink to find out what is going on with this cable, and why no one has communicated with us through any part of it. I asked them, "Is this how you do business?" Which they responded with, "No, ma'am I'm so sorry, we will get it fixed right away." One week went by and I wind through the long process of getting ahold of a person again, explained the story and was reassured that's not how they do business, and that they would fix the issue right away.

Another week goes by, same story, on the phone again for another hour. Then I asked about the bill and if we are getting charged for the last three weeks of not having service. I am told that they are only in technical support and that I would have to talk to billing. I'm transferred to billing and I explain the whole story again. I am told that I will receive a credit on my bill for the time I haven't had service. I have since then, contacted

Long... story short, we still do not have internet service, after being told repeatedly that they will fix it right away. I have received 2 bills in the meantime and have had to call 3 times to get an actual confirmation number that proves I will not be charged for the last 3 months of not having service. Get this, it is August 29th today, and I just received another bill, with guess what, no credits as promised. We still do not have internet service after 3 months of dealing with this issue. After CenturyLink, repeatedly making promises, one after another, only to fall short of their promises. It's hard to fathom that a company as large as yours, who prides themselves on great customer service, would do business this way.

I'm surprised that I have been lied to repeatedly, and told things would be fixed right away, with nothing to show for it. It's disappointing to see that this is what doing business looks like. I have lost all trust in this company and I do not believe they will come out and fix the problem, nor will I get a credit for the 3 months of service that I have not received.

Helpful? ☒ Yes ☐ No



Laura of Portland, OR on Aug. 29, 2016



CenturyLink has the worst customer service. They quoted me one price and charged me double on my bill, I have tried repeatedly to change it and they will not help me. They say they can't help me. Comcast is so much better and that is saying very little. They are the worst company I have ever worked with. They should not be in business. They lie and cheat their customers. I won't give them the satisfaction of receiving one star. They deserve a -1 star.

Helpful? ☒ Yes ☐ No



Edward of Aurora, CO on Aug. 29, 2016



CenturyLink is FAR WORSE than other companies I've ever experienced in my ENTIRE LIFE! Just like what other people said: If there's a no-star option, I would give that rating instead! These money-grabbing worthless subpar piece of useless garbage that is: disrespectful and incompetent! After you've paid your bill, the stupid message that tells you to pay your bill would still be there so that you can't use your internet for a while. The internet will also keep disconnecting when it's near the billing day. I've called and reflected this problem to their useless customer service which is run by a bunch of gnomes - probably don't even have a high school diploma. Guess what? The second time that I told them that their internet was crap, one of these trolls that sits in front of his monitor, told me that: "If you don't like it, go somewhere else." This tells me that these money grabbing hacks does not give two crap about their customers.

Stay the hell away from this worthless company. Very unprofessional and subpar in terms of both the quality of the internet and customer services. I missed Comcast -- our plan got a bit higher, but I have enjoyed that 1 year with Comcast although their Xfinity is a bit crappy, but Comcast is way faster than CenturyLink by light years ahead. CenturyLink, on the other hand, their price is almost as expensive as our old Comcast fee as time passed by. I could not wait till Google Fiber comes to Colorado. CenturyLink does not worth the money!

Helpful? ☒ Yes ☐ No



john of Anytown, MO on Aug. 27, 2016



1st issue: My wife called CenturyLink for a quote on internet service in our area. She made it very clear that it was for a quote only. She wanted to discuss the pricing with me before signing up. She discussed the pricing with me and we agreed to sign up for the \$34.95 a month price which requires a 2 year contract. I called back the next day and set up internet service. While on the phone the CenturyLink rep told me that she notices that yesterday, phone service was already set up and offered to bundle. I explained to her that my wife called for an internet quote ONLY. The rep must have set up the account without her permission. The rep apologized for it and canceled the phone service. At this point we should only have internet in my name.

I have had to deal with CenturyLink in the past so I did not believe they actually canceled the phone service in my wife's name, the service we never wanted and which was set up without our okay. Well I was right. They never canceled the service. I went through the same process again, explaining to the rep that it was never supposed to be set up. etc. etc. So they then cancel the service. Or so they say. Today we get a bill in the

Cancelled.

Because we are unable to get this resolved through CenturyLink, we will be filing a police report for identity theft. A CenturyLink rep used our personal information to sign us up for services we explicitly said we do not want. Their unauthorized use of our personal information is now resulting in us receiving bills. Since we have exhausted our options to have the service canceled we will file a police report and do all future correspondences through email so there is a paper trail. When they disconnect our "service" and send us to collections for non-payment, we will dispute the bill with the collections agency, as I believe a collections agency may be more helpful in resolving billing issues than CenturyLink is. I will be using the police report, paper trail, and lack of a signed service agreement to dispute the bill when it goes to collections.

2nd issue: As I have said, I signed up for internet at a rate of \$34.95. Despite calling multiple times to get it corrected, I am getting billed for an incorrect amount. The rates vary wildly. \$76.94, \$67.34, \$147.00, nothing is ever consistent. Every month I have to spend 2 hours on the phone to get it corrected before I make a payment. I would choose another service, however they are the only ones that provide service in my area.

Helpful? [Yes](#) [No](#)



Trina of Nampa, ID on Aug. 26, 2016



I am hoping by writing this review consumers will stay away from this company! Just today I called to speak to someone about my bill and was tossed around in their system. The billing customer service rep told me she was looking at my account and transferred me to another dept. without telling me. The guy that answered the phone was rude to me when I explained that I must have been transferred there by mistake. He did not help me at all and put me back in line in the queue with a super long wait. This company is TERRIBLE with customer service, HUGE wait times and the billing is inconsistent. STAY away from using this company to avoid headache, poor customer service, inconsistent billing with frivolous charges and long wait times. I am on hold right now and have been for 20:57 seconds. UGH...

Helpful? [Yes](#) [No](#)



Amy of Centennial, CO on Aug. 26, 2016



CenturyLink continues to send me a bill for services after I have cancelled. I have had to call on three different occasions and the call last two hours each time because their customer service reps don't know how to deal with the problem and I get bounced from department to department.

Helpful? [Yes](#) [No](#)



Dawn of Braham, MN on Aug. 26, 2016



I received a bill saying I needed to pay my bill or it was going to get disconnected. Well it was Friday the 19th, and I said "well I can pay the bill on the 24th, that is when my husband gets paid," and she said "no problem, if we set up for it to come out automatically." I said "ok, as long as it doesn't come out before the 24th!" Well, Monday the 22nd, out came the 495.94, causing my account to be 673.00 overdrawn. I had other checks coming in, but those would have been covered. But because the 495.94 came in, it caused all of them to be overdrawn, and therefore, I got 4---- 36.00 charges. Then on Tuesday, the 23rd, they credited my account the 495.94 by returning the check, which cost me another 36.00.

So after hours on the phone, getting disconnected, and told to calm down several times, and saying there is nothing they can do, I got a supervisor named Kyle. I recorded this conversation, and he promised me he would take care of the problem, and asked how much my account was overdrawn, and I told him, because of the charges, it was 673.00 overdrawn. He said he understood it was their problem, and he would credit my account the 673.00. Well, called and called, and they kept saying excuses like it takes 72 hours, etc...

So on Friday the 26th, I called and talked to a Mike, who totally argued with me, and said that Kyle would not do that because I never paid the bill. I said "the bank returned it because it overdraw my acct because you took it out early," and he just argued with me. I said "get me a supervisor. I want to speak to Kyle." Well, no one could get me Kyle because they didn't know who he was, even though I had a confirmation number of our conversation, that he gave me. So, I talked to a Becky number **. She lied and said it shows it came out on the 24th, like there was no problem. I said "no... It came out on the 22nd," and I was very upset she was lying to me, so I hung up and got another supervisor named Julie, who said that they would not cover anymore, and I said "so they all lie... will see you in court."

recording of Kyle too, saying they would give me the credit. Sooooo mad, going to drop them, and not pay the bill!!!

Helpful? [Yes](#) [No](#)



Nicole of Phoenix, AZ on Aug. 26, 2016



I am constantly having issues with CenturyLink. Not only is our 60mbps showing a download speed of only 20mbps but I am having to contact them all the time in regards to my bill. I recently had my contract expire and without any notification my bill raised. I called CenturyLink and the man (cannot remember his name) told me if I signed another 2 year I would be given a higher speed and a promotion of only 29.99 a month. The next billing cycle did not have the promotion as Centurylink told me it would take two. Two billing cycles later and my bill is 176.50!!!

I try and call and at about 5:40 as they close at 6, and I get an automated message that they are closed. I get someone on chat and he tells me I ordered the 60mbps but I didn't get a promotion and he has no record of it. I would have never ordered a new modem for a higher amount. This makes no sense. The man gave me a number to call in the morning which I have not done yet, but this is a headache. I asked the man through chat if their phone calls were recorded so I would have reference and he writes back "this is a chat. We don't record these." Obviously I was talking

about when I called in for the promotion. I am going to call them in the morning, but I am beyond frustrated with this company. I would not and will not recommend them to anyone.

Helpful? [Yes](#) [No](#)



Stephanie of Boise, ID on Aug. 25, 2016



Everyone knows all the internet providers have bad customer service so I assume anyone reading these reviews is trying to pick which one stinks the least. Here are my thoughts: I used to have Comcast and when we moved to a new location we had the choice of Century Link and Cable One. So far Century Link is much worse than our experiences with Comcast. We started using them a year ago and it took them 3 months to get our "promotions" right and I had to call every month and sit on hold. Each time I was assured by the representative the discount would go through. They didn't. I work from home and needed internet service right away. Century Link didn't show up during their scheduled times twice. I tried to be patient, but with issues like these it makes it really hard to simply "get through it". Once we had service it was fine. Just the issues of getting it set up correctly and the billing. Expect to pay \$20 or more a month than what you are quoted.

There are lots of fees such as surcharges and rental fees. Oh, and good luck if you never need to contact their customer service department. The latest person sounded wasted, kept yawning, and told me he was the manager. I asked if there were any new promotion and he said "Yes, I can give you \$42/month for a year or \$49.99/month for two years." I will let you decide if that makes sense. I would recommend going with their competitor if you're reading this review. The frustrations of dealing with them aren't worth it. Our next door neighbor has Cable One and also works from home. He said he hasn't had the kinds of issues we have and the service seems comparable.

Helpful? [Yes](#) [No](#)



Deanna of Michie, TN on Aug. 25, 2016



I have CenturyLink for over 3 years now. Called in July 2016, was told that I needed to call back the next week to get my discounts so I called back the next week. Told me I was getting all my internet discounts...plus ask me to join Verizon...so I did all of that...then asked them to connect me with DirecTV since everything is billed through CenturyLink because I had gotten a letter stating that I was going to get the Sunday NFL package. So they connected me with DirecTV. Told them I didn't want the Sunday NFL package. So they said they cancelled it. Get my bill this month, no discounts and the Sunday NFL package was on it. Called DirecTV so many times it's not funny!

Told me it would be taken off within 72 hours. What a joke! CenturyLink is telling me it will take 2 billing cycles before it is taken off. Then because I have complained so much DirecTV is disconnecting my service! So next asking for a supervisor for CenturyLink is like trying to chase a rabbit that you can't catch! Get everything in writing! Next is Verizon. Verizon doesn't have a signal out here so they encouraged us to go with another company which is good of them but still fighting with CenturyLink on my bill! CenturyLink & DirecTV are the worst to deal with and I have filed with the FCC about all of this!

Helpful? ☒ Yes ☐ No



Brain of Portland, OR on Aug. 25, 2016



CenturyLink don't even worth to earn even "1 Star". THE COMPANY IS THE BIGGEST SCAM I EVER SEE IN AMERICA. People! Please do not fall into their \$29.99/m on internet. It's A BIG SCAM and lie with their customer services. After many phone calls and long waiting on the first couple bills to make the adjustments, then the bill go back to high price and wouldn't do anything anymore. When I try to cancel, they charge a big fee for termination. Billing problem every month. Do not wait your time to fall into their trap. Stay away from them.

Helpful? ☒ Yes ☐ No



karine of Phoenix, AZ on Aug. 25, 2016



I just received a letter from collections for a debt from Centurylink. Called CL about it. Spent 1 hour on the phone being sent from rep to rep as they couldn't find what was wrong to finally get a supervisor to tell me that it was from a modem not returned after we closed our account. When we canceled the rep said they might or might not send a return form. We never received the return form. We left the country 2 months later after closing our account. Our mail was forwarded to family. We never received the return form or even a letter asking for the modem or telling us we owed them money. 10 months later we get the letter from collections!! I know I will not use their services ever again especially after being loyal to them for 6 years. This shouldn't be legal at all! And then the manager has the audacity to tell me "it's not really worth \$100 to go to court anyways. There's nothing I can do. It's in collections. Just pay it." Centurylink are thieves!!!

Helpful? ☒ Yes ☐ No



Glen of Mesa, AZ on Aug. 24, 2016



Tons of promises but more headaches than you will ever anticipate. When I first went with CenturyLink business I was promised that all my phones would be transferred over but after several months of trying to get the numbers and the setup cost of over \$800.00 and the final bills of now over \$3000.00 just in a short period of 4 months. And being sent to collections when I was told my account was closed. The amazing thing is with a business account you are never assigned to anyone so every time you pick up a phone you get a different person and good luck if you have a simple problem. The worst decision that I have ever made in my 17 years of owning my own business was going with CenturyLink business. If you are a business and are looking for a company that will represent you and your company CenturyLink is not the company to go with.

Helpful? ☒ Yes ☐ No



Jenn of Aurora, CO on Aug. 24, 2016



I am paying CenturyLink for their 40 Mbps internet speed. I RARELY get anywhere near that level of service. Today, the speed at best has been 5.83 Mbps on download and 4.25 on upload. They are NOT fulfilling their stated service level... NOT EVEN CLOSE. As soon as my contract with them is over, I will be switching to Comcast.

Helpful? ☒ Yes ☐ No



j of Marinette, WI on Aug. 24, 2016



and said it would be 79 + a month. I told her I was terminating service. And that I was NOT paying 214.00. Hell will freeze over before they get a dime out of me. I did a self install and provided my own router. Avoid this company. They lie through their teeth!

Helpful? [Yes](#) [No](#)



debi of West Plains, MO on Aug. 24, 2016



DO NOT bundle with CenturyLink and DirecTV as CenturyLink will charge more than DirecTV and if you try to unbundle - you might as well screw yourself because it is easier. Been trying to get them separated for 8 months. Now with a bill I cannot pay - they are so sorry for the inconvenience.

Helpful? [Yes](#) [No](#)



P. T. of Apopka, FL on Aug. 23, 2016



I have been a customer of DSL for 5+ years, and Prism TV since 2014... no contract, but I had a 1 year price guarantee. After my 1 year, the CR told me to contact CL and they would keep my rate the same, to keep me as a customer... of course they did not keep my rate the same, but raised it \$20, which was acceptable to me. In June, year 2, all of a sudden, the bill went up \$30.00. I contacted CL and CR. With mgt approval, CL lowered my bill to the previous amount. 30 days later I received a letter informing me of an error and my bill would be \$10 more than quoted over the phone. I contacted CL by phone. The CR was rude, condescending, and constantly interrupted my responses. The conclusion is I would pay the new amount... and take it or leave it. I am leaving.

I called to disconnect service, and was told to wait as CR computer was "slow". The she had to "reboot"... waited for 15 minutes (I'm sure they were hoping I would hang up). Finally, she completed the disconnect order, told me I was under contract and would owe cancellation fees of \$400.00 for the TV and \$400 for the internet. I told them to bill me and provide evidence I agreed to any contract or I would not pay their "fee". I was informed by getting a discount, my contract was renewed for 1 year. But I never had a contract in the first place! CenturyLink is a scam. DO NOT USE THIS COMPANY... FOR ANY SERVICE.

Helpful? [Yes](#) [No](#)



Elvis of Des Moines, IA on Aug. 23, 2016



CenturyLink has been my internet provider for about 2 years and their service is horrible. I have spent at least 3 months a years without internet! I'm not sure how many customers they have but two service technicians in whole metro area is showing how much they care! If I were you go anywhere else! Some service is better than no service with CenturyLink!

Helpful? [Yes](#) [No](#)



eddie of Hackleburg, AL on Aug. 23, 2016



I would like better explanations of my bill charges. I have charges for broadband, voice, recovery fees and CenturyLink @ ease which none of these charges are explained. All these charges add up to \$52.23 which I would like to know what they are for.

Helpful? [Yes](#) [No](#)



Brandi of Sorrento, FL on Aug. 22, 2016



For the amount of money paid for this wifi service you'd think it wouldn't just stop working throughout the day for no reason. Every time I turn around it's not letting me connect to anything. The router is all green lights but the wifi isn't connecting? I think it's time to switch services.

Helpful? [Yes](#) [No](#)



Brenda of Columbia Heights, MN on Aug. 22, 2016



Just before Father's day of this year another CenturyLink salesperson arrived at my door. He offered a solid deal which I was assured would mean very specific out of pocket costs for me. We were most interested in the faster internet speeds and hubby could have good reception without climbing on the roof to adjust the antennas. We added a 11.99 up-charge for HD during installation day, as the non-hd service was ridiculous. Our expected charges were reconfirmed during this addition. Our out of pocket bill was supposed to be \$102.00 per month. July's bill arrives. \$133. Called customer support. They gave me a credit on this bill (which didn't yet include Prism). So far okay. A pain in the backside to have to call in right? Then August's bill arrives. Then another bill arrives because, "sorry we forgot to bill you" for Prism. Another phone call to CenturyLink.

This time I get no satisfaction, the customer service rep asks if I would like to talk to "escalation". Okay, I'm feeling like escalating, now that you mention it. I explain the same problem to "escalation" who then transfers me to "retention". During this 1 hour 5 minute call (yes I am now keeping track of the time it takes) someone apologizes to me for seeming like a flaky company, but the package that was sold to me, at my door no less, was "not available in my area." Funny they didn't tell me that at any time during the frequent contacts with CenturyLink during the last two months. Then, after over one hour on the phone I am asked to hold again, then ten minutes later I was disconnected...from the phone company. So I wait five minutes, because they knew who I was, they knew the number I phoned from and I've never hidden my location from them at any time. No call, so I call them back.

I'm told they are not going to correct the bill and the best price is \$120 per month. So, I have \$225 in overcharges in the current billing cycle. I was told that no corrections will be made for the billings in question. And I see from other complaints above that I am not alone and should expect to be continuously overcharged until I end this relationship. On Friday at 1:37 I left an "unresolved issue" complaint through their website. They claim that complaints will be attended to within one business day.

It is now Monday 1:40 pm one business day later. No one has contacted me to correct this problem. Twenty years with the same phone number. CenturyLink should not have assumed that means that I will continue to be a customer. I do believe this is what you call fraud, that the problem is at least national and that some fine attorney will become a bigger pain to CenturyLink than the thousands of callers daily that their business practices ensure.

Helpful? [Yes](#) [No](#)



Steve of Portland, OR on Aug. 22, 2016



On August 12th a CenturyLink sales rep canvassing my area called at my address. CenturyLink had been offering a new promo which was discussed. She made a point of telling me she could offer additional perks on top of the promo to sweeten the deal. There were no install fee, waiving the modem lease fee for 24 months and no cancellation fee. The install was scheduled for this week and I called CenturyLink to confirm and found out all the additional perks the sales rep said she could offer were all not true. I cancelled the install.

Helpful? [Yes](#) [No](#)

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Corliss of Bremerton, WA on Aug. 22, 2016



My internet quit working so I called CenturyLink Technical Support. I reached Howard who was so unprofessional. His answer to my incoming call was, "What do you need?" No name, coughed, hemmed and hawed. Finally determined I had an outdated modem after him putting me on hold 3 times. This took approx 30 minutes. Then told me, there would be a charge to replace it. It would take 3 business days to get it or I could go to Best Buy. I chose to go to Best Buy. I am retired from CenturyLink (formerly Qwest). I was appalled by the unprofessionalism and disregard by this individual.

I did purchase a modem from Best Buy but a former co-worker told me CenturyLink replaced his for free because of the benefit we have of concession. I dreaded calling back because of the time it takes and what information I would be given. I reached Jason this morning at technical support. It was a 10-minute call. He said my modem is outdated so will replace it free of charge with their latest model. He was very professional and courteous. He is the reason I'm giving a 3-star rating. He gave me a little hope for this company I was so proud to work for.

Helpful? [Yes](#) | [No](#)



Richard of Norwalk, IA on Aug. 22, 2016



My wife always pay the bill on time. They lost a payment. It went from 40 bucks hundred bucks a month and after giving them the money order number they still won't fix this for us and we have to have them. It's part of our new apts in Norwalk ia.

Helpful? [Yes](#) [No](#)



Zhubin of Las Vegas, NV on Aug. 22, 2016



As everyone else described, they do NOT honor the rate they offer you. I got a high speed internet service for \$35 (or \$34.95 as they advertise) and offered a 30-day satisfaction period and no installation fee. The first bill was issued during the 30-day period and for \$174.35!!! I called them and they deducted the \$90 installation fees. I paid \$84.35 since they said it was the first bill and the next bill would be \$34.95 + tax.

At the end of the satisfaction period, I chatted with the customer service and requested to cancel the service since I could get a higher speed from COX for a lower price (\$19.99). During the chat, they offered me a great price of \$14.95 for the next 12 months. I agreed. After like 3 months, I received a bill for \$250. I have also been charged for late fees although I have set up the auto pay from my bank account.

I called them and on that time, I realized I should not have got the service from them. They charge me \$70/m and they tell me they cannot offer me an internet service for \$15. I keep telling them, "You have already offered me that price when I wanted to cancel my service." Eventually I talked with a manager, who found every single chats I had except the one showing the offered price!!! I told him to provide me an email address so I could email it to him. He said, he did not have any email address. I said, "Ok, I could fax it to your department", he said, they did not have any fax! And after a few minutes, he hung up on me. Glad I have the chat session emailed to me directly from CenturyLink as a proof. I guess the only way to resolve this is to file to FCC.

Helpful? [Yes](#) [No](#)



thomas of Rapid City, SD on Aug. 21, 2016



I signed up for internet service the cheapest one every month. They double this bill by adding in a second line called "other services"? WHAT

THEM AGAIN...

Helpful? [Yes](#) | [No](#)

Wes of Kemp, TX on Aug. 21, 2016



We have had Centurylink for 3 years now only because it is the only game in town. The list of problems with this company is staggering. Suffice to say if you have other options do it. We have had billing issues, connection issues and service issues. When we 1st got service everything was working fine, then the modem went out, a month after that the rains came and service was bad, you couldn't even connect to the net and if we was able to the speed was the same as dial up. I called and was told my phone line in the house was bad. I told them it was a brand new line.

Then was told that the outside box was bad and that it would have to be replaced and the soonest it could be replaced was 3 weeks out. I told them it was a brand new box off of their truck. They said they would put a monitor on the line and see what was going on. A week later I called them and they said nothing was wrong. I then said fine and filed a complaint with the FCC. A month later line crews was out replacing the over street lines and amplifiers on our street. When I asked what was going on a lineman told me what they was doing and that the reason was because squirrels had

chewed on the covers and wires now water was getting in and causing problems with the system. Now every time it rains we still have connection issues.

A year ago I called to cancel service and when asked why I told them it is because of all the connection issues that we are having. I was told, "We can keep you at the same speeds for less money". I said, "How much lower?" I was told \$10.00. I did the math and thought that would be ok. So I said ok but I only want internet we have no need for any other service. She said, "I understand that". I received my confirmation number and the deal was done. A month later I noticed the bill was \$30.00 dollars more. I called them and was told it was because of a package deal that I requested, internet and home phone service. I explained that I explicitly said I do not want home phone service that we don't need it because we have cell phones. Please return us to the old service we had. She said, "I can't do that because the plan you had before doesn't exist anymore but I can get you this plan for \$20.00 dollars less than what you are paying now".

I did the math and thought that is \$10.00 more for the same service we had to start. The ole bait and switch had just occurred. But since they are the only company in the area we had to stay. Over the summer some company started laying new lines, not sure if it is fiber or not but hopefully it is a new company and if so Centurylink's days around here are numbered. If it is the only place for you to get phone or internet just be careful. Keep records of everything and if you have trouble file a complaint with the FCC you will get better results.

Helpful? [Yes](#) | [No](#)

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Larry of Cottonwood, AZ on Aug. 20, 2016



As most do CenturyLink jacks up one's rate after a year or 2. A reward for customer loyalty I guess. So I went online, compared prices and opened a new account. This saved us \$75 a month over what my gf was paying. Same service I was assured. This for DirecTV, local phone and internet at 7 Mbps. During the phone conversation (which took an hour) the agent never mentioned phone numbers and unfortunately it didn't occur to me. We are over 60 and this landline phone is known to all the doctors, hospitals, etc. Most important is my gf's pacemaker reporting device. Later that evening we discovered the error. The following day we spent 2 hours with customer "service" trying to correct this. Ending when during a transfer we were cut off. It being after business hours calling back was fruitless. So we started earlier in the day following.

We spent 5 hours doing battle with customer "service"! Just trying to get the phone number changed! And this also ended when we were being transferred and were cut off. End of the business day you see. During this time the techs showed up (yes 2 of them - one for DirecTV and the other for CL and the phone/internet). I spoke to them but they merely said I must speak to customer service about this. So the following day I again took up the battle. In only an hour I finally got a definitive answer: since I am a present ongoing customer (the service had been activated the previous day) I can't get the number changed. This is only available to new customers! And while I was on the phone I was also checking my bank account. The official info given by CenturyLink upon making the agreement showed \$199.99 deposit plus \$19.99 deposit for each TV receiver (2). But my bank account showed a payment of \$329.08!

I've been lied to. I've been jerked around. And I've been ripped off. I will never again have anything to do with this company! I am seriously considering paying the \$200 penalty to drop them right now! Knowing full well it will be inflated to a much higher amount! Buyer beware!!! Oh - the "same service"? There are 5 TV channels no longer available. The same package - yeah right.

Helpful? [Yes](#) [No](#)



Helen of Marana, AZ on Aug. 20, 2016



I moved to my new home in April 2016. I had CenturyLink service transferred. The service was horrible. They set me up on a new plan with lower fees for one year and told me I had 30 days to cancel. I couldn't get Hulu to work, and barely could get Netflix to work, nor the internet service. So when I called to cancel they told me I could not. They said I had an existing contract that would end in September or October. So I recently called this month. Now they are telling me my contract doesn't end until February 2017. And told me that I could cancel, but that I would have to pay the penalty fee of over \$200. Unbelievable! I reported them to the Attorney General recently. I don't know if they can help, but they did help me before when T-Mobile was cheating me.

Helpful? [Yes](#) [No](#)



Amber of Goldston, NC on Aug. 20, 2016



AVOID this company like the plague!!! This company fails to clearly communicate changes with their employees. Internet ceased working last night and we were told it would be working this morning and was off due to system maintenance. Morning came. No internet. Called and was told there was NO system maintenance being conducted in the area. LIES! Customer service representatives were RUDE. If they did not want to work, they should have stayed home or found a new job. I have had SEVERAL issues with this company. I'll be seeking another internet provider. I highly recommend that you do the same.

Helpful? [Yes](#) [No](#)



MJ of Summerfield, FL on Aug. 20, 2016



They just won't provide clear and accurate pricing without trying to deceive the customer. One annoying example is an undisclosed 3.50 a month to pay your bill online or over the phone, which amount to millions for the company when you multiply it by how many customers they have. So the only

"tough luck. You signed a contract." I don't see how the contract can be valid if it's acquire by devious and misleading info that changes later when you get your bill or notice. We can land on the moon and beat many cancers but we can't force the communications world to use fair practices and break up the neighborhood choke hold on the people.

Helpful? [Yes](#) [No](#)



Steven of Portland, OR on Aug. 20, 2016



I signed up for a promotional packaged bundled prism tv/internet offer, it was \$84 a month for a year. My first bill was \$144. I talked to billing, got a runaround about it be a prism tv issue etc... they sent me back to billing, etc (you get the drill). This month my bill is \$254, same crappy runaround, it's a scam and very dishonest. I cannot be the only one they are doing this to.

Helpful? [Yes](#) [No](#)



Rebekah of Logan, UT on Aug. 20, 2016



There are so many things wrong with this company. To start, we have been having issues with our internet not turning itself off and causes for us to have a daily occurrence where we have to actually unplug the modem to get the internet back. Second, when we called them today to find out why they told us that we have an old modem that isn't supported by them. This is a major problem because they mailed the modem to us 1 month ago. So if this claim is true, they mailed us an old modem. Third, to fix the second problem we have to pay for a brand new modem and drive an hour and a half to get the new modem or else pay the shipping and handling fee.

Fourth, there have been multiple times when I have tried to get onto my account with Centurylink and am unable to log in and when I contact someone about it they are always conveniently unable to help me even if I have all of the information that they need. There are many other issues. These are just the major ones. Centurylink is basically making you pay for their mistakes and expecting you to be okay with it. I will never again use Centurylink and I will never recommend it to anybody.

Helpful? [Yes](#) [No](#)



Natalie of Cave Creek, AZ on Aug. 19, 2016



I signed up as a small business owner with CenturyLink in September 2014. I agreed to a 24-month contract. This suddenly became a 36-month contract without my approval. I did not realize the terms had been revised until I tried to cancel my service. Spoke to George supervisor agent ID **, one of the most despicable people I have ever had to deal with in a customer service situation who actually seem gleeful to tell me I was "stuck with us" and I may as well pay the penalty and get lost. I had asked for proof in writing that I or anyone else at my company had agreed to the 36 months. He cannot provide. He claimed it was done over the phone. I asked for a recording of the call. He cannot provide. They don't keep records.

So in effect, they claim they have a 36-month contract but cannot prove they do. Nothing in writing. No proof of a call. My contract was extended without my permission. I have filed a complaint with the BBB. If CenturyLink are signing people up to such long contracts they should have a legal obligation to maintain proof of the contract during its term. Simple. I thought that was the law. Apparently this company has its own definition of contract law that does not follow Arizona state law. Be warned. Do not agree to anything over the phone with CenturyLink. Make sure it's in writing or you'll find yourself stuck with lousy service and you'll pay them for the privilege of finding a decent provider. I'd add a receipt or an image but since CenturyLink claim to have nothing to prove this 36-month contract, I cannot provide.

Helpful? [Yes](#) [No](#)



Randi of Clearfield, UT on Aug. 19, 2016



first bill would be a little more at \$110. I get my bill and the \$110 was not for the TWO bills it was for CenturyLink ONLY. So my \$35 bill turned into \$110. When I called them just to complain they just keep saying "you were quoted \$110." So my bill for the 2 companies is almost \$200 and I can't get out of their 2 year contract. They don't care about their customers at all!!!

Helpful? [Yes](#) [No](#)

Melony of Scottsdale, AZ on Aug. 19, 2016



My fiancé and I were moving to a different apartment and needed service transferred to the new place. He did an online chat with CenturyLink. We provided all the necessary information and double checked that the service would be transferred and everything was ready to go. The internet was supposed to be transferred on the 18th, and they were supposed to set me up as an authorized user. Come the 18th the internet was never set up. I called but I couldn't do anything with the account because I wasn't an authorized user. Whoever I talked to on the online chat was supposed to set everything up and they never did.

We waited around for 3 days for the internet to be transferred. Now we have to wait even longer. If I could I would cancel my service with CenturyLink I would. Not happy at all and I will never recommend CenturyLink to anyone. I wish I saved the online chat conversation so I could figure out whoever was supposed to set this up for us so I had proof. Do they have 12 year olds working on the other end of the computer or what?

Helpful? [Yes](#) [No](#)

Nancy of West St Paul, MN on Aug. 19, 2016



After numerous technical problems with the phone service and internet service I decided it was best to cancel with CenturyLink after 2 weeks of service. Internet is like the old-fashioned dial-up. I called and they would enhance my speed. After 4 days I saw no enhancement! The phone service is absolutely awful. Phone does not always ring. Sometimes it only rings 2 times. Can't leave a message and even the customer service people said they could not hear me. It was scratchy.

But the worst part was trying to get a hold of someone to cancel. Tonight I was on chat line and was transferred 2 times, and then put on hold. After 1 hour I gave up. In the meantime I was also on the phone and being transferred 5 times. It took 1 hour to cancel out of CenturyLink. Even this customer service person said it was hard to hear me on the phone and I said, "BINGO. That's why I am canceling." Previous to canceling I asked to get my old phone number, which I had for 29 years. After being on hold forever he came back and said that the government won't let CenturyLink port my phone number to them! So, beware of CenturyLink!!

Helpful? [Yes](#) [No](#)

Cassie of Portland, OR on Aug. 18, 2016



I'd been a customer with CenturyLink for at least 5 years using their internet services. They gave me a good deal when they couldn't upgrade to a faster speed for another two years. They advised me at the end of the two years my price would go up to about \$50.00. Great, fine. After about 6 or so months of paying for my internet services, I decided to give CenturyLink a call to see if I could now get a faster internet speed. A sales rep I spoke with offered me a great deal of adding Prism Tv and 40 Mbps of internet for a combined total of "around \$53.00". I thought this was an excellent deal! He let me know I've been a great customer, and that I was qualified for this great price. He gave me a bit of a rundown of the details: 30 days free trial of Prism TV. If I don't like it I can cancel it. No charges no questions. 2 free set top boxes with free installation and no monthly service fee (I decided to get only 1).

140 Channels that INCLUDED DVR, HD channels and the many features the their cable service provided, like Picture in picture, etc. I would receive 40 Mbps along with it. If I decided to cancel my tv services, my charges would then go to \$34.95 a month after my 30 day free trial of Prism TV. I clarified at least 3 TIMES what my total charges would be. The rep said "around \$52 plus a few dollars in taxes, so looks like around \$57.99". I said great! Hook me up! He scheduled a service guy to come out and install, no activation, free installation and free set top boxes. The price was locked in for 24 months. No changes. Then 1 week later after I have received the service, they send me a statement that my total charges would be at least \$100.00/month. I called them, got escalated, asked for the phone call to be pulled and now waiting on a "Supervisor Rep" to call me back with to follow up on the phone call.

\$78.00. Tonight, my HD channels no longer work and the regular channels are worse than when I had my antenna for my HD TV. This is absolutely ridiculous. I'm tracking every phone call and situation that arises and if it cannot be resolved, I will plan on filing a lawsuit as it goes against UD(A)AP. Do NOT get these services! If you get a good deal, make sure to get a confirmation number as well as an email sent to you with the contract details or they will change it!

Helpful? [Yes](#) | [No](#)



Eileen of Colorado Spgs, CO on Aug. 17, 2016



I have had CenturyLink Internet and Prism TV for three months. While the services work fine, my bill has been a constant nightmare. They quote me prices, give me "confirmation numbers" on those prices and then charge me more than the quotes. When I call to complain about the overcharges, they say I was "misquoted" and refuse to honor the previous quote, for which I got the supposed confirmation number. I also had to phone them four times over a charge for a modem I never wanted and returned the day after it arrived by the same means it was shipped. I had thought no one could be sleazier than Comcast; I was wrong.

Helpful? [Yes](#) | [No](#)



Valerie of Vermillion, SD on Aug. 16, 2016



Bought a house. Previous owners had CenturyLink for internet in rural area. CL was supposed to turn on our internet August 5. Nothing happens. Numerous calls to customer service. Was told there was a problem with the line and a technician would be out. Then told we would have internet August 15. Still no internet. Spoke with them today and they said a technician cannot come out until Sept 9, and even then they may not be able to resolve the issue. Meanwhile, I am having to use a hot spot with Verizon and going way over on data so that I can continue my employment (I have a contract where I work from home 3 days each week since I live in a different state from my employer).

CenturyLink will not even guarantee that they will fix whatever the problem is. They could absolutely care less. I don't even understand how this company can be in business. BUT, they have no problem taking money from my bank account to send a technician out that they cannot even guarantee will be able to solve the problem.

Helpful? [Yes](#) | [No](#)



Makena of Portland, OR on Aug. 16, 2016



The CenturyLink representative falsely stated there was service access at my apartment to get me to sign up. After two days of technician support during installation -- they stated it wasn't possible (I live 5 minutes from downtown Portland!). I had to return my DSL modem and purchase a new cable modem as Xfinity was my only choice at this time. The technical support team apologized for the headache and stated my account would be closed and installation/service charges would be reversed. However, one month later, I received a bill with late fees.

I called customer service and tell my story but get disconnected TWICE and had to start from the beginning. When I did finally reach someone, he disregarded what I was saying and was trying to sell me upgraded internet/t.v./music services. I said, "No thank you" and he responded with, "So you don't watch t.v.? You don't listen to music? You just come home and sit silently in your home?" CenturyLink has poorly trained customer service representatives. I couldn't trust that they closed my account and I can't believe I was spoken to in such a rude manner.

Helpful? [Yes](#) | [No](#)



Patricia of Homosassa, FL on Aug. 16, 2016



and dance that no one could follow to explain away their fraudulent charges. Why this company is still in business and allowed to defraud consumers is beyond me. Where is our protection? There is no way to end the contract without being charged \$200. Come on, who is looking out for us? If someone on this site can help, please contact me.

Helpful? [Yes](#) | [No](#)



Polly of Albuquerque, NM on Aug. 16, 2016



I got rid of my landline because CenturyLink continuously raised my prices (on the sly) for 6+ years! They told me to call every 3 or 4 months and ask for "discounts" and then and only then was it lowered to what my CONTRACT originally said/implied. I asked (when I ridded the landline), what it would cost for Internet only. I was quoted \$29.95. Lo and behold I got the bill at \$56 (and supposedly THIS is discounted \$15) and before, WITH the landline, the bill was \$64 (plus \$40 of taxes). Now they told me it was because my Internet wasn't in a "bundle"... I told them no one ever mentioned that and I was quoted \$29.95. Their reply? "Someone lied to you". Yes, they surely did and continue to do so. This is the worst company I have ever done business with and sadly I am stuck with these shysters! What a bunch of LOSERS! Don't use them!! Be forewarned, they are crooks and liars! The whole company!!

Helpful? [Yes](#) | [No](#)



G of South St Paul, MN on Aug. 16, 2016



In attempting to talk to a person I spent 1 1/2 hours being abruptly cut off by the person I finally reached, transferred incorrectly, put on infinite holds (probably so I would hang up), put through to the wrong people, hung up on - told they'd call back - never happened and my issues were never resolved. They wouldn't correct the \$10 overcharge due to paperless billing email not sticking in the account set up. I couldn't speak with a supervisor - "they don't talk to customers", "Ma'am you're not seeing my side..."

I cannot believe that Owners/Managers/supervisors of this company are okay with customers being treated so unforgivably horrific. I just signed on for a 2 year sentence with your company and I couldn't be more dissatisfied. I was told the CSR could see who hung up on me and would send some emails to them. He didn't apologize for the behavior, the poor service, the incorrect transfers or 15 minute holds. I was also told I'd get a \$10 discount per month for signing up with DirecTV but they are severing ties with them so they aren't giving me that discount. The phone lines NEVER give a human as an option. When you get a human they are less compassionate than the automation. If you read these reviews CENTURYLINK please fix your company.

Helpful? [Yes](#) | [No](#)



Dan of St. Paul, MN on Aug. 16, 2016



I just got my CenturyLink Internet installed at my new apartment this past Saturday, and unlike others here, I've been very happy with it thus far. My technician was able to get my service installed in a very timely matter (only took 1 hour), and not only that, but my tech came an hour before the estimated start time. I'm in the Twin Cities, so I am in a market of theirs that does so happen to offer 1Gbps down, but I'm in St. Paul, so the fastest I can get is 40Mbps down. That speed has been plenty fast for me to do things like watch TV on Sling TV (which I just got on board with today), HD video on YouTube, and Netflix all without hiccups.

Helpful? [Yes](#) | [No](#)



Rich of Helena, MT on Aug. 15, 2016



They take about 5 minutes at the least to respond to a question, they will over bill you, they never take responsibility for their mistakes by correcting (they only say sorry there's nothing they can do). I was not on contract with them then when switching service to my new house they put me on

the equipment when I previously bought it, then when I showed proof they stopped the rent charges but never reimbursed me for the charges.

Helpful? [Yes](#) | [No](#)



zan of Colorado Springs, CO on Aug. 15, 2016



Horrid customer service. Slow internet that would frequently have unexplained outages. If you are looking to get the deals they offer such as rebates on your Verizon bill forget it (after a year of fighting with them I still did not get the rebate). When I went to the CenturyLink store and informed the gentleman I was terminating my service because I was unhappy with their service, no concern - just the offer that they would not charge me the termination fee (as if I would have paid that since I had not had internet for 3 days and there was no explanation from tech support). Yuck. I will never use them again. I went to the Comcast store and they actually acted like they wanted my business and at least pretended to care about my needs for internet. It was like night and day!

Helpful? [Yes](#) | [No](#)



K. M. of Swanton, OH on Aug. 15, 2016



I am literally sorry I ever had CenturyLink for my Internet service. They constantly and continually LIE, admit they lie, then deny that they ever said that they lied. So, they even lie about lying. This company needs to be put out of business and the quicker it happens, the better off the market and consumers will be. The real pisser in the works is that their Internet service, taken by itself, is actually very good. But the customer service is so atrocious, it wipes out the good Internet service they provide. So, if anyone from CenturyLink reads this, well, bleep you AND adios. I hope your time as a company is limited. Note: I wanted to give CenturyLink a "zero-star" rating, but the system would not allow it, so I was forced to give them a rating of one-star out of five. But, trust me, they don't deserve it.

Helpful? [Yes](#) | [No](#)



Manfred of Caldwell, ID on Aug. 15, 2016



After 30 days, 5.85 hrs of wait time, 10 different customer reps, and still no 20m service - I did get billed for \$70 for 30 days at 7m, huh? It is supposed to be 20m at \$29 for one year - not only that, I've only had internet working for 20 days because they screwed up with wrong password and assigned the 20m to someone else's account. I'm at my wit's end! Ready to find someone else... Now today they are refusing to credit the 7 days of no service because it was not "their" problem - even though the tech was here. Also still no 20m service, I'd have to re-order.

Helpful? [Yes](#) | [No](#)



randy of Mabank, TX on Aug. 15, 2016



Contract price of 34.95 internet only (10 mbps) is doubled by CenturyLink's presumed expenditures on taxes, surcharges, etc., which are summarily passed on to the customer. Now they add the 'convenience charge' of 3.50 bringing the contractual price of 34.95 compounded by the fees CenturyLink passes on to the consumer that brings the monthly bill to 65.66, for a total of 69.16...69.16/2=34.58...false advertising much?

Helpful? [Yes](#) | [No](#)



Jake of Boulder, CO on Aug. 15, 2016



steal an extra couple bucks from them every month. LAME!!!

Helpful? [Yes](#) [No](#)



L. of Phoenix, AZ on Aug. 15, 2016



CenturyLink Sales people will lie to you just to get your service. But beware! When you receive your bill, the service they told you is "free" will be charged on your bill. To start with we had to move suddenly so never paid our last month bill while searching for another place etc. When we got settled and called CenturyLink ready to pay the balance and set up our internet; my daughter talked to a guy who flirted with her and even sang a song to her. When she told him she would like to pay the old bill he said, "That is ok, I will take care of that for you." She said, "What do you mean?" He said he wiped the account clean and put us down as new customer. I found that a little weird, but he assured her everything was fine. He got us back on. We enjoyed our internet. About 5 months later we got a bill of our old account as kind for payment of 273.00 from a collection service. Lie #1.

Later, and by the way, my name is on the account too so I am authorized to talk to them. My internet was running slow so I wanted to see how much it would cost to go from 40 MPS to 60. I called and got a nice man. When I asked him how much to upgrade he said, and I quote, "Nothing. It is free to upgrade. You can go all the way up to 120 and there is no charge." I found that suspect but he assured me again there is no charge. Of course I said, "Give me the upgrade." He said he would check my modem to make sure what amount of upgrade it could handle. It could only go to 60 which is fine. They turned it on about 5 days later. When our monthly bill came, my normally 64.00 bill (good for one year) jumped up to 239.00. When I called, I got nowhere with the girl that answered so she transferred me over to their so called "financial team" managers.

A lady answered. I told her everything. She said, "He was not authorized to tell you that there was no charge," and that the bill was for the upgrade. I told her that was way too high and to put it back down to 40. I also told her I should not have to pay for something one if their reps lied to me about. If I had known ahead our bill would jump up 175.00 I never would of agreed to it. She said, "Ok, I'll take it off, give you a credit, and put it back down to 64.00." When our bill was due, I paid our reg. 64.00. 3 days later they turned off our internet. We got another bill for 239.00. I called again and they insisted they could do nothing and we had to pay it. I refuse to pay when they lied and cheated to get that amount. I also told her about the bill supposedly "wiped clean" and she said, "He was not authorized to do that." So we are now without internet. Moral of story: DO NOT USE CENTURYLINK!!

Helpful? [Yes](#) [No](#)

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Consumer Complaints and Reviews



ginnie of Meridian, ID on Aug. 14, 2016



Sure relate to many reviews here. Hope sharing my experience helps. When I initially contracted for Internet, the modem malfunctioned from day one. Multiple service request calls frustrated because no tech service was available for a month. A tech scheduled to be here within a 4-hour time frame. Tech was a no-show. Called to make another appointment. Again, no-show and no call to let me know. Three months later, a tech comes, said he too felt that the modem was faulty, had another modem in his vehicle, exchanged it and gave me a prepaid postage box to return the bad one. When I mailed it, I got and saved a receipt to prevent problems. This modem I bought works fine after 17 months.

A month before end of the one-year contract, an email says to renew my contract. I went to online chat to get a new contract and make a copy of it to rest assured that there'd not be contract fee changes. I agreed to a 2-year contract. Monthly fee: \$28.95, after taxes and fees. Three months into this contract, I received an email alert stating that the next auto-pay bill is: \$38.95. I called and was told there is an extra fee because I had the loyalty rate on the old contract that expired. I explained that there is no add-on fee, I have a copy of the new contract that shows all charges for the next two years. After transfer to 2 reps, I asked for a supervisor. He said I have the option of cancelling my contract without the \$200 penalty since it was their fault for signing me up with a low rate, but I could only have this discounted rate for up to six months, and offered \$20 for my trouble.

I said there's a local CenturyLink and I'll speak to the manager in person, but I'll stick to my contract. The brick and mortar manager is pleasant and honest. He agreed that the contract should be honored, gave the \$20 bonus for my trouble, but the computer system would only allow a one-year contract. He said to come back to see him end of contract and he will give me another year at this same rate, as promised. A half-day of work and frustration I shouldn't have experienced, saved me \$260. Lesson that worked from this experience: Make a contract copy/paste document through online chat or only work with a local manager in person. Don't give in. Avoid phone-in customer service because it doesn't work and it turns your hair gray.

Helpful? [Yes](#) | [No](#)



A of Saint Paul, MN on Aug. 14, 2016



After 5 years of virtually issue free service, my internet provider went off of business. I already have DirecTV so I thought I'd try CenturyLink. Bad idea. There seems to be issues every other month or so. Problems with billing (after spending hours to get it straightened out, months later the same issue will occur!), I have had to get 3 different modems, the help centers take forever, their technicians take weeks to get out to your house and when they finally do they tell you that you again need to order a new modem! If you call to complain/cancel service they tell you, even though you are completely dissatisfied, they basically tell you "too bad now you have to pay a fee" to end their ** service! I miss my old provider...

Helpful? [Yes](#) | [No](#)



Doug of Bonita Springs, FL on Aug. 13, 2016



CenturyLink has to be the worst company I have ever done business with. They try to scam you on each monthly bill by adding charges that were never agreed to. Each month I need to call the company and get my bill corrected and have the appropriate credits applied due to their billing errors. As soon as AT&T U-verse is available I am switching. I have AT&T at another house and never have any problems. CenturyLink is a nightmare to do business with.

Helpful? [Yes](#) | [No](#)



Michael of Albuquerque, NM on Aug. 13, 2016



If less than one star was possible, that's what they deserve. Never reached 25% of their up to 40 megs claim. Final bill was \$94+ then received another for \$70 after service had been off for over a month. Introductory rate is a gotcha....don't sign a contract.

Helpful? ☒ Yes ☐ No



M of Omaha, NE on Aug. 13, 2016



When initially ordering Prism/CL, I called in multiple times and was told about multiple offers. It was obvious that they would rather sell DirecTV than Prism as almost every call indicated I could save money by going with DTV. I admit I am cheap. I want the best deal because will be stuck with it for 2 years. I negotiated a free set top, free HBO, a Prepaid calling card, bundled Verizon bill, etc. All was done over NUMEROUS calls, and with a notebook full of offers, negotiations, comparisons with of advertised offers, call times and durations, names, and notes from my phone conversations.

After finally getting a completed order, I realized that the problems were by no means over. After MANY issues, 4 Tech visits, hours of calling customer service, being placed on hold, getting disconnected, getting transferred, being lied to about how many wireless boxes we could have,

being told I could still switch to DirecTV, "losing" a remote after a Tech visit (and not having one for 1 1/2 years), and then having billing issues when the promotions began to expire, and again calling for HOURS over multiple days working on billing issues until it was finally fixed months later.

Now I get to their most RECENT blunder... my contract ended and as per a recent call, I was told to call back in and speak to the retention group to see if I was eligible for any new offers. I did this, and after the first hour long call with a very unprofessional Rep (who needs to learn how to use the MUTE button) was told they could lower my bill... Great, right? NO. 2 days later some of the channels we used to watch were beginning to show messages we didn't have them and that we needed to PURCHASE them. They lowered my Tier to the bottom tier.

I called back in and was provided a new offer at 102 a month. Sounded good... I'd call back in after confirming with my wife (smart man). I called back in and was told they could get it down to 96 by with an additional offer.. Great! Could I get new equipment sent so I could update my router and set top boxes? YES, they would send me a box and a Tech would be out on Wednesday. On Wednesday, no Tech, no box, no return of the old channels.

Back to customer service. My call was disconnected the first time, dropped on transfer the 2nd time. I finally spoke to a PRISM/CL Rep, who couldn't duplicate what I was offered at 102 per month. Couldn't even fathom where she got 96 per month.... Done, asked for a supervisor... (Insert your favorite expletive here) who told me there was no way I was getting new equipment, asked me if I was a employee, because my promo showed I was, and as he started to tell me that what I was being quoted didn't even include set top boxes, router, taxes, and that it wasn't even at a BASE price before equipment. I told him that if he was going to tell me my rates were going to go UP, he could hang up now. He didn't hang up but told me that they would be going up dramatically... so I hung up on him. Currently, I am sitting here wondering when this supervisor in RETENTION will disconnect my service. Unbelievable.

As a final note, at work, I have been promoting Prism/CL for 2 years and even with all my problems was somehow disbelieving of the other 5 people I had talked to about Prism/CL. One had already dropped Prism/CL because they could not get consistent quality service, One hated it and changed after their contract expired, one just called to see how much he is going to get billed when he cancels early, one just got it and has had 4 bills reflecting incorrect payment amounts (the bills were inconsistent but never more than 60 so he pays 130 to avoid getting a huge bill at the end, but his bill only shows he paid 27. None of his PRISM is on his bill, and his bundled Verizon is not listed, but they ARE making sure to bill him late fees is getting late fees and this is all AFTER speaking to customer service who told him everything was completely fixed AGAIN).

So, buyer beware!! And, remember, Tech visits, hours on the phone, additional cabling, missed dispatches, and some of the worst billing reviews in the industry are what awaits you if you chose Century Link/Prism.

Helpful? ☒ Yes ☐ No

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Justin of Niceville, FL on Aug. 12, 2016



July 5th I ordered internet service through their website, which advertised as \$35.99 for 10mb and no activation fee. I had 20 days and it sucks!! I mean it really sucks... so called and cancelled it. Of course they attempted to put me back in their service, but I declined all their offer!! Because their speed is sucks!!! Now I received the bill and shown 219.62 with cancellation fees and activation fees... Now I have been calling 3 times over 30 min on each time for explaining this story. Please everybody who reads this... Don't you ever think this is happening to only me, they will do this to you and your life will be so miserable during those time to fight with them for these charges!!!

Helpful? [Yes](#) | [No](#)



Jon of Council Bluffs, IA on Aug. 11, 2016



My experience with CenturyLink over the past couple months has been awful. We originally got just internet and eventually added Prism to our account on a year contract with a reasonable monthly cost. When our contract was expired, my wife called to either cancel or negotiate a lower monthly rate. They said they were willing to give us the same service for \$105.00 a month. The next bill came and we were charged \$150.00. My wife called to have them correct the billing, and she was told that the \$105.00 rate is not possible. The guy tried to tell my wife that we agreed to a 12-month contract at \$150.00 per month, so she explained to him that she agreed to a contract at \$105.00 per month and he can go check the call recording to verify. The guy then let up a bit and tried to negotiate to a \$120.00 per month contract. My wife, being very irritated at this point, told the guy to just cancel everything.

A month goes by and we check our account to see that there is \$194.65 in cancellation charges for terminating a contract that we did not agree to. My wife called and got nowhere in her attempt to reverse the charges and was told that they will not take autopay off of our account. So then I called and was told that I had to first be authorized on the account by my wife in order to speak to them, which we had already done once in the past. So she authorized me for the second time, then I speak to a guy about reversing the charges and he insists that he will need to submit my dispute to corporate and they will review. I demanded that he transfer me to someone that can take care of it right away because the charges would be taken out of our bank account via autopay in the next couple days. After a bit of a struggle, he transferred me to some help desk in Phoenix.

The individual I spoke to there was nice and agreed that the charges should be reversed. He assured me that after the charges are processed overnight that my account would no longer show the \$194.65 debit balance and that nothing would be charged via autopay. The next day (today), what do you know? The charges are still on the account. So I call back to make sure that we will not be charged and the guy says that I need to be authorized on the account or they can't talk to me. This is after having done that twice, and my wife was busy at work so she could not do that at the moment. I wouldn't hang up, so he transferred me to the "escalations desk". The guy I spoke to there was EXTREMELY RUDE! He told me no one could speak to me without authorization from my wife. I told him that I had already been authorized twice. Then he said "there is nothing we can do, this conversation is over."

I asked to speak to a supervisor and he laughed at me like I was being an idiot and told me, "what do you think you can just go right up the company ladder and speak to whomever you want?" He repeated that the conversation was over and I hung up. At this point in time, I have no idea if the cancellation charges will be charged via autopay. I suppose I will find out today or tomorrow if they actually did reverse them or if they lied to us again. Hopefully I will never have to talk to these people again, but we shall see. The actual internet and TV service was alright. We had some issues but it usually worked.

TL; DR. Our customer service experience at CenturyLink was filled with a mix of lying, incompetent, and/or rude employees. We were forced to

Helpful? [Yes](#) | [No](#)

Travis of Portland, OR on Aug. 11, 2016



I had a sales person stop by our house on multiple occasions and try to sell us on their fiber, which we agreed to. We agreed to a \$49.95 plan that included internet and phone. We do not use phone but they assured us that this is the best price for the internet even if we did not use the phone. By the end of the paperwork the plan went from no contract and \$49.95, to a two year contract and \$61.00. We were a little miffed but it was cheaper than what we were paying with Comcast.

The next day there was a flyer on our door with a better offer? I called, spoke with a gentleman, and he changed our plan to just internet for between \$19.95 and \$24.95 for a two year contract. He said he could not quote exactly until it was hooked up. I was suspicious, for good reason. The next day while they were hooking up (today) I called to confirm our price. They said that that was strange and our contract is \$49.95 plus a \$10 a month rental on the modem?

I said, "you must be mistaken," was transferred to elevated (which I was) and they said that is the best deal they can give. I was shocked. I literally have a guy drilling holes in the outside of my house, a new box in my living room on the wall and they are telling me the price that I agreed to is not what I will pay. I politely apologized to the installer, he was great and sympathetic, and asked him to remove all of CenturyLink's wires and equipment. Terrible experience with CenturyLink. My neighbors warned me but I thought it would be fine.

Helpful? [Yes](#) | [No](#)

Brittany of Denver, CO on Aug. 11, 2016



Everything about this service is a SCAM!!! DO NOT GET TRAPPED WITH THE LIES THEY FEED YOU. They said I was signed up for an internet promotion for \$44. I have been overcharged hundreds of dollars, every month they get it wrong and have to credit me back. 4 months and countless hours spent with incompetent employees, transferred more times than I could ever count, they are unable to offer me a promotion and it will be \$100+ dollars a month for internet only. What a waste of time and an entire team of incompetent employees with the worst call centers I have experienced in my life.

Impossible to get help on the phone or in chat more scams and hours wasted passing you from person to person and no one able to help but they commit fraud like it's nothing. How long until you go bankrupt again? Never put a card on file for Autopay because when you think it has been taken off completely from all the fraud that has went on charges will appear anyway without authorization, and then their answer is you are set up for autopay when you cancelled autopay 3 times already. More lies and fraud. Then they refuse to send you boxes and try to scam you for the modem. Someone please help the customers from being robbed and lied to. There is a REASON THIS COMPANY HAS ALREADY WENT BANKRUPT!!!

Helpful? [Yes](#) | [No](#)

Autumn of Sioux Falls, SD on Aug. 11, 2016



Had internet with them for over 2 years. Terrible experience. Terrible service. Spent hours & HOURS on the phone with them - they always came up with excuses telling me from their end my internet is working even though I could not pull up a simple website. I tried 2 different modems/routers, had tech calls walk me through several reboots, had technician come to my home. Nothing helped & they refused to refund anything. I finally made the move to another local provider. Gave them the shutoff date which they confirmed 3 times. Guess what. The shotty service was shut down days prior to the agreed date. Sigh - if you're a current customer save yourself, cut your losses - good riddance. If you're a prospect - BEWARE.

Helpful? [Yes](#) | [No](#)

Andrew of Commerce City, CO on Aug. 11, 2016



never again will ever use CenturyLink. We cancelled our service with them because the area in which we live is very spotty. We cancelled our service and we found out we were under contract from our final bill. I called to dispute the charge. Everyone in customer service told me "On your bill it shows that you're in a contract." Okay - that's fine but we don't get paper bills. We go online and click "Pay Bill" and pay the bill. On that screen it does not say anything about being under contract. I escalated the call many many times. I was told they would review the call and call me back. I never received a callback and when I would call the escalations team refused to take my calls and said the charges were valid. It's \$144, come on CenturyLink - that's nothing for you. Never again.

Helpful? [Yes](#) [No](#)



Sean of Urbandale, IA on Aug. 10, 2016



My setup was fine. I called a couple times over a course of 3 years for connection issues, but my concerns were resolved quickly. I was fairly satisfied. However, I planned to move as of June 30th, so I called ahead on June 4th to cancel my account effective June 30th. I was charged a full extra month on July 14th, so someone did not process the cancellation correctly. I was passed from rep to rep until I verified that I would be refunded. I was not provided a time frame of refund until I called back 8/9 only to be told that it would take 30-60 days to get my refund. So, money

was taken from me even when I went through the necessary steps to cancel, and then it is in hold for another 2 months. Truly ridiculous internal review processes in place that have no value in place for customer service.

Helpful? [Yes](#) [No](#)



Durwood of Flagstaff, AZ on Aug. 10, 2016



My 94 year old mother who lives by herself in a rural area has been without phone service for four days as well as 5 of her neighbors. Upon calling CenturyLink to report this outage I was advised that their test showed nothing wrong and that a technician would be scheduled in a week to look into the problem. No matter who I talked with, I could not convince them that this was an emergency situation that need to be looked into now and not in a week's time. People are without a way to contact emergency services. Being in a rural area cellular service is not a option.

Helpful? [Yes](#) [No](#)



Kevin of Mebane, NC on Aug. 10, 2016



I have had repeated problems with the DSP internet service and their customer service is horrible. The system sends such a slow signal, 5.54 Mbps for the download and 0.439 Mbps for the upload. Try to run 2 devices at this speed and it crashes. I purchased 10 Mbps service and I expect something close to it. Their "techs" and I use that word lightly apparently just want to hang out in their cubicle all day. Their methodology of fixing it is to tell you to reboot the system, check connections, and tell you everything looks good from their end. After doing this 7 times you would think that they would get a clue that something else was wrong, and for them to send a tech to check their connection to your house cost 85 bucks. I am currently looking for another internet provider and the landline is gone for good measure.

Helpful? [Yes](#) [No](#)



Annette of Sunset, LA on Aug. 10, 2016



I need answers from someone about what can be done about this company. Today was the last time I was put on hold for 45 minutes or more! Or is this how your customers are treated? At this point I am beyond frustrated, and in disbelief about your company. I was going to file a complaint with the Better Business Bureau, but I see you are not part of that, and I know why. I have clients of my own and I would never... ever dream of treating them this way at all, I will continue to email every email address I come across until something is done!

to use this for . if you don't think that your company has a problem, think again! This is an email that I sent to every email address I could find. I was left on hold several times at closing time. No one ever came back! The last time it happened I let the tech know about it and, he said, "OH NO MA'AM, I would never do that." Omg!! Please!!

Helpful? [Yes](#) | [No](#)



Burl of Silverhill, AL on Aug. 9, 2016



1st my internet service is very slow from 4PM to 10 PM in the evening hours. 2nd I tried to make a telephone call to a service rep (Currently internet connection is so slow the web pages will not come up correctly) - (1) An Asian speaking person answered my call and I could not understand her voice communication - This person spoke very bad English as each sentence was not understandable. (2) After 20 plus minutes this person transferred me a English speaking service rep and after 10 minutes the service rep identified that his responsibilities were out of my region. (3) I was then transferred to my region and after listening to music and waiting another 20 minutes I just hung up!!!

Helpful? [Yes](#) | [No](#)



Tiffani of Chandler, AZ on Aug. 9, 2016



NO STARS! Everyone is incompetent at this company. They are snakes with very deceptive practices and pricing! I will be filing a complaint with the FCC. Customer Service just passes you from agent to agent and you have to re-explain yourself. All of these cable/phone companies are bad, but this one is by far the WORST.

Helpful? [Yes](#) | [No](#)



bonita of Holly Springs, NC on Aug. 8, 2016



I don't need to watch the TV to get a weather report. I don't even have to look outside my window. I just go to my computer, and if there is no internet... then I know it's a tad windy out, drizzling, pouring. Thanks CenturyLink for this neat feature! But, if the service goes out, in, out, in... then does that mean something is wrong with your crappy equipment? We are now subject to paying a "rental" for your modems. Are we also subject to pay when we have no service? It sure looks that way. I think it's time to spend some bucks (with the bucks we supply you with) on updating equipment that doesn't seem to stand up to any kind of lousy weather. I feel bad for folks in Seattle, as I hear that it's quite rainy there sometimes. CenturyLink... it's time to earn the money we pay. Thanks!

Helpful? [Yes](#) | [No](#)



Steven of Boise, ID on Aug. 8, 2016



I've tried to register for, and gain access to the "control center" for my account a few times. Each time I just end up giving up. Each time I tried over the phone. Each time I wait at least 20 minutes only to be "transferred" to someone that can help me at which point I get disconnected!!!! Their customer service is definitely one of the worst. They just simply don't care, but what are you going to do? Switch to Cable One? They're awful too!!

Helpful? [Yes](#) | [No](#)



Vivek of Tempe, AZ on Aug. 7, 2016



internet speeds are horrible. Stay away, as much as you can.

Helpful? [Yes](#) | [No](#)



timothy of Colo Springs, CO on Aug. 7, 2016



After seven months having CenturyLink service I have decided to donate my organs and my life savings to my local medical institution for the mentally ill. What was I thinking when I called this ** service company in order to be able to have contact with the outside word. In 1969 we landed on the moon. We were using Zenith Tube Radio. Better service! The kicker is, they record the conversation YES? Well, I asked one of their reps over the phone if he could repeat last conversation. This is when I was put on death hold. It's been two weeks now and I still can't get customer satisfaction. My question to the people I talk to over the phone is, what exactly does additional costs mean? And we go again with the death hold. I have the solution for every one involved. We all pick a day on the calendar and cancel our service all at the same time.

I call them and ask if I could please have their payee account number so I may be able to pay my bill directly to them from my bank. I then send them via my bank a payment, then I call them to check if the info they gave me is good info. And I repeat it back to their billing office employee. I call my bank they say it's been sent to CenturyLink and it's a good account #. Four weeks later I get a bill saying additional costs because of no payment. My bank payment was returned. Of course that's all my doing. In the state of Texas there is extreme competition when it comes to satellite or cable companies. They make sure and try their best not to lose good customers. I deal with customers on a daily basis, face to face. I can count on my hands the customers I no longer have. Let's have a good old chat shall we? I do know that if this were an American operated company.

Helpful? [Yes](#) | [No](#)



Jared of Starke, FL on Aug. 7, 2016



Completely overpriced for terrible service. Can't have more than one person on the Internet with is being **.

Helpful? [Yes](#) | [No](#)



Ethan of Freeport, FL on Aug. 7, 2016



Internet is horrible. Always cuts out. I have a download speed of 5.58Mbps and a upload speed of 0.52Mbps which is ridiculous. Should not have to pay for such low quality internet, so they need to step it up or refund money.

Helpful? [Yes](#) | [No](#)



Andy of Omaha, NE on Aug. 6, 2016



Consumer beware. Signed up for CenturyLink internet and Prism TV service. Chat sales agent quoted approx. \$75/mo for both services for 1st 12 months, approx. \$130/mo starting 2nd year. Now, my actual current bill, even threw in late payment fee when I've paid bill in full before due date each month. Also have additional \$100 on bill for "un-returned" STB that was returned to sender by UPS as ended up not needing. Internet Monthly Charges 39.95. Related Monthly Charges 11.98. Late Payment Charge 7.00. Taxes, Fees & Surcharges 0.70. Total Internet \$59.63. Prism TV Monthly Charges 56.97. Related Monthly Charges 24.46. Usage Charges 11.98. Taxes, Fees & Surcharges 11.43. Total Television \$104.84. Total New Charges \$164.47.

Helpful? [Yes](#) | [No](#)

The CenturyLink sales rep assured me that it would be \$30 cheaper per month to bundle internet with a home phone, despite us only needing internet services. Don't! Our first bill just arrived and it is way larger than they promised. After an hour on hold, a CenturyLink employee told me it was actually way cheaper just to have internet, since the phone bill had about \$50 in hidden fees per month. After another hour I changed my services to just internet, but even that had a charge to "change my account". What a joke. This company is actually straight up taking money from people and misleading them. I know I will never do business with them ever again.

Helpful? [Yes](#) | [No](#)



Heather of Dutton, AL on Aug. 6, 2016



CenturyLink is absolutely horrible! The service and speed of the internet is really bad! My internet is not worth the amount they charge for it and the amount they charge is continuously going up while their service is going down. Every time I call in I'm on hold for over an hour! That is not a

replicable company by all means! If CenturyLink is your only choice of a internet provider save yourself some time and headache. Do not get internet at all!!!

Helpful? [Yes](#) | [No](#)



Anissa of Las Cruces, NM on Aug. 6, 2016



My rented modem was sent to my billing address instead of my mailing address after I specifically told the lady I was speaking with to send the modem to my mailing address. I was able to retrieve the modem anyways, but I noticed my apartment didn't have a phone jack to connect the internet modem, so I set an appointment with CenturyLink to get one installed. They told me it would be \$100 to have a technician install the phone jack and I was fine with them adding it to my bill. They set an appt for Aug 5 with a time frame of 8am-12pm.

At 12:15pm I called customer service to let them know that my technician never showed up. The lady was very rude and said that she had no control over the technician, but will have the technician call me. At this point I did not want any services from CenturyLink, so I called back and told them I would like to cancel the services that I haven't even received. The guy I spoke with said I had to pay a cancellation fee and transferred me to another lady, who ended up hanging up on me. I'm not sure if that was on accident, but I had to call back and go through the entire phone call process again.

I finally reached a lady and I told her that I would send the modem back and cancel my services. I asked her to confirm with me that I would not be charged with any service fees since I did not receive any service. She said I would not get charged, but we will see if anything will show up in the mail since what they say is inconsistent and it seems like they leave things out in their notes when speaking with customers. I immediately went to UPS to drop off the modem.

At around 4pm a technician called me and asked about today's appointment. I informed him that I canceled services and had already sent the modem back. He said he would cancel the order. I went to Xfinity and I was able to set up services that same day. I should have came to them first. CenturyLink left me upset, without any service, wasted a significant amount of my time, and will probably bill me for the bad experience I've had with them. I do not recommend CenturyLink to anyone.

Helpful? [Yes](#) | [No](#)



aardsma of Kansas City, MO on Aug. 5, 2016



I have had service Michigan Bell, N.J. Bell, Southern Bell, United Telephone (now SPRINT), and Southwestern Bell (now AT&T) previously. This is the only dial-tone provider that reported a successful installation without bothering to connect my house to an outside line! And that's just the start of their incompetence. BTW they hire people "canned" from other phone companies. Always having intermittent failures, not able to complete calls while my cell phones can. Customer service is a frustrating nightmare 'cause whoever you talk to is convinced that they are not the right person and

When they started their cable TV service they were complete idiots, no one had done this before nor did they grasp video recording. After a year if you were lucky you might talk to someone who knew what they were doing. This is the only provider I've dealt with who tells you to disconnect everything and reboot, not just for the internet but for dial tone as well. Discontinuing cable TV was a nightmare, and they really gouged me - disconnection service charge for cable, reconnect service charge for internet. I wish Verizon would take them over, fire all the Centurylinkers, and bring in the knowledgeable and honest people that I remember working with.

Helpful? [Yes](#) [No](#)



Joe of Winston Salem, NC on Aug. 5, 2016



I agreed to a one year contract with a \$29 monthly promotional discount for Internet service with Centurylink. After 6 months Centurylink deleted the \$29 promotional discount and charged full price. Centurylink insist that I still have 6 months remaining on the one year agreement and will not explain why they have deleted my \$29 promotional discount. When I requested to cancel the service they threatened a significant early termination fee.

Helpful? [Yes](#) [No](#)



Lisa of Wakefield, KS on Aug. 4, 2016



We closed our account in April and I mailed back our internet router (using one of CenturyLink's prepaid labels) in May. In June we received a check for an overpayment. I cashed the check and confirmed that our account was current and closed before throwing away my receipt. In July I received an email saying our account has a balance. I looked up our old account and they are charging us \$100 for the router. Basically since I don't have the receipt there is nothing I can do but pay for the returned router. I'm beyond frustrated and feeling like I have been scammed.

Helpful? [Yes](#) [No](#)

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Consumer Complaints and Reviews



Meghan of Bellevue, WA on Aug. 4, 2016



Centurylink has been horrible. I'll never use them again. The beginning process was confusing. It was explained how we'd get our equipment. We finally got it and over the next month the service was slow and unacceptable. Each time we called we'd get pretty much nowhere. We were hung up on numerous times when we'd call with issues. We have cancelled and had questions about our bill and again just hung up on if the call was at all a problem for the rep. They must be instructing them to just hang up on customers if you dont want to deal with them. DONT USE THIS COMPANY, COMPLETE WASTE OF TIME AND MONEY! HORRIBLE CUSTOMER SERVICE.

Helpful? [Yes](#) | [No](#)



A of Crested Butte, CO on Aug. 4, 2016



They quoted me one thing and charged me 4x the amount quoted. It took almost 4 hours of being transferred, put on hold, hung up on, going online, chatting, getting disconnected, etc. I finally asked to speak to a manager of a manager to get part of the bill taken care of. This company is completely disreputable. DO NOT DO BUSINESS WITH THEM!

Helpful? [Yes](#) | [No](#)



Jim of Phoenix, AZ on Aug. 4, 2016



I cancelled my account and 4 months later I still get billed. I pay the bill then receive a check back for overpayment. After being transferred between billing and financial department services for 1.5 hours I finally got the response that billing couldn't help because my account was cancelled and financial couldn't help because it's a billing issue. My resolve was to file a complaint with the FCC as well as the Corporation Commission of the State which seemed to get a response quickly from CenturyLink. I will see if it is actually resolved but that would be my suggestion after contacting CenturyLink.

Helpful? [Yes](#) | [No](#)



Dale of Greenback, TN on Aug. 4, 2016



I notified CenturyLink approximately two months prior to our move that we were moving out of town. I asked if there was anything I needed to do. Was told nothing - that they made a note of the move date (May 31st). August 4th I received a phone call from CenturyLink asking where the router box for the internet was because they never received it. I told them that I had never been given instructions on what to do with it so I left it in the house when we moved. The representative from CenturyLink then told me that I had to pay \$103 for the router. What?

I was never given information to send it back and unfortunately I did not take it with me (so that I could send it later). In my conversation with CenturyLink when I called to tell them that we were moving, I asked if there was anything I needed to do - and was told "no". Also, I notified them two months prior to moving - and heard nothing until August 4th, two full months after the move date. Very, very disappointed in Century Link and will never use them again.

Helpful? [Yes](#) | [No](#)

Got rid of this pitiful service April 7. Had to nag them for 3 weeks for the label to send the router back. 2 months later they took \$92 from my checking for an unreturned router. UPS says they can't trace unless I have the routing number. The company says they have no record. Multiple phone calls and they have done no searching. The problem is on their end. Just another way to rip off the public. Will call them again today and am sure they will know nothing. UPS says they generated the label, they should have the routing numbers.

Helpful? [Yes](#) | [No](#)

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DeAnn of Buckley, WA on Aug. 4, 2016



We have been trying to get internet and WiFi back on for over three weeks, they turned it off after taking the payment and nobody there knows why or how! One of their solutions was for us to go next door and ask our new neighbors to cancel their service, ridiculous. So after three weeks we now have gotten several bills where they are now charging us 170\$ for turning our service on, and they still don't know how it was turned off! We have been on the phone with them for hours and hours. This is the worst company we have ever dealt with and I don't understand why they are still in business!

Helpful? [Yes](#) | [No](#)



Whitney of Denver, CO on Aug. 3, 2016



Spent over an hour being transferred to different departments, waited on hold for over 10 minutes every time they transferred me and had to repeat my issue only to be told I was in the wrong department. Waste of my time and seems like the goal was to tire me out and make me give up and continue to pay. While on hold repeatedly told to get online to get better customer service. My issue? I had been paying for Internet for over a week and they never connected it. If I hear "thanks for your patience, let me connect you to that department!" one more time I'll scream. Crap customer

CENTURYLINK

Helpful? [Yes](#) [No](#)

Larry of Mesa, AZ on Aug. 2, 2016



I called last November 2015 to hook up service for internet and tv. The tech showed up on the day I asked for. But that's where it went bad... first I didn't get any bills from them except a disconnect notice in January. I paid it and thought things would get better. We bought a house in March 2016 and the community only uses CenturyLink as a internet provider. So I called to have my services switched to my new address. Was informed that I would not be able to get Prizm but I would have internet. So after calling and calling their so-called customer service and not one person knowing what to do I had no internet or tv for 22 days but still got charged. So I asked them to cancel and restart a new account for me at my new house. I was told "yes we can do that." They said they will send a tech out to setup my modem and get it going.

I told them I would turn on the modem myself since nobody showed up at my appointments they made me wait for (4 times in 2 weeks) but was told I would be charged for the cancelled tech. I asked what about the times they never showed or called... I was told they were busy. So everything is hooked up and going ok when I called about my bills not coming. They said they didn't have my current address but they would send one out. Nope

got a disconnect notice instead. Yesterday I got a bill (been in my house for 5 months) saying they are charging me \$400 for past due amount. I called and asked "how can you send me a disconnect notice but not a bill?" The rep said because she could and I need to balance my money better... So I am waiting for them to call me back... been waiting for 2 months and keep getting billed.

Helpful? [Yes](#) [No](#)

Michelle of Onalaska, WI on Aug. 2, 2016



We have been CenturyLink customers for nearly twenty six years - yes 26 years! We happily signed up for internet and even Prism TV when it became available in our area. We continued to have a bundle (phone, internet and TV) for several years (ten or more with TV) and in the beginning our bill was manageable but over the years we experienced career changes/pay cuts and were able to get promotions and discounts to keep us as customers. This past winter our bill had crept up to nearly \$200/month so I called and spoke with someone about downgrading our Prism services in order to save money. They agreed that my billed could be cut to just over \$106/month with the change in services.

The next month my bill arrives and it is now \$213- so I call and speak to someone about the bill and they proceed to tell me that when we downgraded our Prism service we lost all of our discounts and promotions so we have to pay the \$213. I then told the representative that I wanted to cancel Prism then but needed to keep internet and phone. I was told my bill would be right around \$71/month for 5 years. So we chose to have the PRISM disconnected on May 27th. On May 27th ALL of our services were disconnected so this is where I began logging my hours on the telephone attempting to get our service restored. I spent two and half hours on the phone and was assured that we would not be charged for reconnecting the service for the holiday weekend. I was also told that we would be able to access all of our emails and that they would overnight a new modem to us and our new cut off date for Prism would be June 2nd.

The very nice gentleman I was speaking with assured me that our internet and phone bundle would be \$51.40/month for 5 years... Remember that number. On May 28th I spent an hour and 40 minutes on the phone having the technician reconnect our old emails to our "new account". On June 2nd no modem had arrived but our internet was disconnected. I called to inquire about the modem and was assured it would arrive by 3 PM that day. At 6:40 PM I called again (over two hours on the phone that day) to tell them the only box that had arrived was an empty box with shipping labels to send our old PRISM modem back. I was assured again that it would arrive that day. We still had no internet at this point... At 8:40 PM another UPS truck arrived and this time they had the modem. My husband hooked up the new modem and we were back online. We think we are good to go at this point...

My next bill arrives and its \$327!!! Back on the phone for several more hours, They were able to remove the one time charges like the \$79 install charge (for a technician that never came out- remember my husband installed the new modem) so now they are saying my monthly bill will be \$91 /month - ummmm not happy about that. They put me through to retention and after a really loooong time on the phone again I am assured my bill will be \$51.40/month. My next bill arrives and it's \$51.40! My bill is paid through auto pay as it has been for 25 years. My next bill arrives and it's over \$189 again. One time charges and tech install fees again! Back on the phone for several hours again... I get the one time charges removed and put through to retention and again am reassured that my bill will be \$51.40 for 5 years.

Again I think I finally have it straightened out. Two weeks later a technician shows up at my front door just minutes after my internet quits working. I say I didn't order any change in service. He says "oh boy, well I have an order that I was supposed to come out and change your service and do an install." I am feeling really bad for this poor guy because I had already been on the phone over 8 and a half hours trying to get everything

when I questioned my bill they said that "it was not in the notes" the dollar amount that I was quoted so my bill was to be higher than the amount quoted again.

After being placed on hold, an hour into my call, I was disconnected. I called again and asked for retention right away. Forty five minutes later, yet another retention rep says she will put in the notes that my bill should be \$51.40 and I should not be charged anything for the service call that I never requested. Yes I have been on the phone with customer service for over TEN HOURS since May 27th and I do not believe that will be the end of it. I may have to cancel altogether.

Helpful? [Yes](#) | [No](#)



A of Parker, CO on Aug. 2, 2016



Service is mediocre at best when the internet isn't down (about 50% of the time). Their customer service is the worst that I have ever experienced out of any company. They are very rude, will hang up on you, and transfer you over and over acting like someone else has to handle the issue. They are very dishonest! They knowingly make mistakes on your bill hoping you just will play it and not notice. If you do catch the dishonesty they play

the phone game with you hoping that you will just give up and pay the ridiculous bill. I have spent 8-10 hours a day on the phone with them for 3 days in a row.

Never trust a thing they say because they will try to appease you on the phone but then you will never get anything they offer you. Later they will deny anything you were previously told and act like they can't trust you. You must get everything in writing with them! Even the little things! No ethics and absolutely NO Integrity! I could not rate anything less than 1 star, they deserve 0 stars and some employees need to spend some time behind bars. I was with Qwest/CenturyLink for over a decade and they are completely corrupt!! I gave them so many second chances thinking that I just got the one bad employee. They are all the same, horrible, horrible, horrible. We need to stand together and go with anyone else. I guarantee your experience will be better.

Helpful? [Yes](#) | [No](#)



Louis of Eagan, MN on Aug. 1, 2016



I was sold on an internet plan for \$34.95 initially being told my area could only get 20 Mbps. I was a bit concerned about streaming capabilities with that rate so I had asked if I could cancel because of dissatisfaction with speed and was told I could, which seemed great. The speed was not good enough and I called to cancel, that is when I was told that my area was approved for a faster, 40 Mbps speed and the person I spoke to told me that, for my inconvenience, that I would be credited \$30.00 for my bill. So now I'm here with a bill for \$107.82 with no credit of \$30.00 which was promised and not the agreed to price. The person I spoke to on the phone not long ago told me that a phone line was attached to my bill which would lower my bill to \$39.41 a month. She said she didn't know why they do that. But that correction won't come into effect until next month's bill and I would have to pay the \$107.82 for this first month.

I got the run around for the \$30.00 credit but at this point I didn't care. My speed was still not what I wanted and after getting sandbagged with this \$107.82 bill which was not what I agreed to at all or what was promised to me, I wanted to cancel. That is when I was told that the bill could be fixed if I don't cancel, but if I cancel I would have to pay the \$107.82 bill which was incorrect in the first place. After stating how underhanded that was with the person I spoke to, they proposed a \$40.00 discount to that bill and that they will be sending out a revised bill. So CenturyLink, never.

Helpful? [Yes](#) | [No](#)



Day of Cameron, NC on Aug. 1, 2016



Centurylink is by far the absolute worst company I have ever dealt with. I had an appointment to get internet and Prism TV installed at my home, but

didn't process so a technician did not know to come to my house. Ok, no biggie, stuff like that happens. What I expected was for them to send a technician out within a day or two of their screw up. No. I have to wait over a week now. So I have to take another day off of work to go sit and wait on a technician that may or may not show up.

I called customer service to try to get a technician out to my house more quickly. I then talked to a manager who acted like he was helping me but he never returned my calls and I found out that he had closed out my issue in their system without even telling me. The customer service rep I talked to then scheduled me for a Saturday appointment for the following week.

I called customer service back the next day and was told that they don't even have Saturday appointments and he would have to schedule me for another day. The only reason I am staying with this company is because they are my only option for internet services where I live. I have no idea how this company has not gone out of business. Reading these other reviews about slow internet service and overcharging has me worried. If you have a choice in the matter, stay away from this company. Customer service is the worst I have ever seen and I've experienced some bad customer service. Never have I taken time out of my day to write a complaint like this. Dealing with this company over several days has compelled me to write this review. Stay away from this company if you have a choice... even if that means you have to pay more elsewhere.

Helpful? [Yes](#) | [No](#)



Wilmer of Lebanon, MO on Aug. 1, 2016



I recently experienced my internet service response with CenturyLink was very slow to the point that sometimes it would not bring up a screen requested. First, I thought I may have a virus, however working with my anti-virus people, my system was clean and that was not the cause. While on with them, he ran a line speed test which showed a download speed of 1.12 mbps and upload speed of .11 mbps. I am being billed for 10.00 high speed internet service. I called CenturyLink that same evening and the customer service got me to a service technician which determined that the line speed reading were correct and also that my modem was obsolete. He would send me a new modem, UPS Next Day and write a work order for a line tech person to come and check the lines.

This was on the evening of July 19 and I would see the modem on July 21 since it was too late to ship that evening. CenturyLink e-mailed me on July 21 that the line tech person was scheduled for 8:35. At 10:30, I had not seen anyone, however I saw that the email had been updated with work order being complete and I ran a line speed test which showed improvement in download speed of 5.93. Still not acceptable to what I was paying for and UPS did not deliver a new modem as scheduled per CenturyLink.

Obviously, the line repair man was okay with service not up to 10 Mbps. I called Century Link customer service on Friday, July 22 AM. The customer service could not understand why I didn't get the modem. I asked her what the UPS tracking number was as the shipment needed to be traced. She had no record of a tracking number. As big of a company as CenturyLink is, how could this be. She said that she would get another modem shipped that day and I would receive on July 26. This didn't happen either and again could not find a UPS tracking number, which meant it was never shipped. And no line tech person.

I called again on Wednesday, July 27th. This time, I am getting very dissatisfied with the whole thing. The customer service person now is going to have a service line tech person come to the house and bring with them a new modem and would be at my house between 8:00 AM and 1:30 PM, July 28. The email to me on Thursday AM said that I was scheduled for 1:00. No one showed up at all that day. I stayed home all day waiting for them or a phone call. At 3:45, I called customer service again and she said she would text the local service and have them call me as to when they would be here. I heard nothing.

On Friday, July 29th, at 1:00 a tech service person showed up. She (Barbara) was very nice and worked hard to get the problems fixed. She brought a new modem and replaced some line parts and I am back up to 10 Mbps service. It took 10 days and many frustrated telephone calls to get this fixed after the first call. The customer service, while they tried to be nice to me was sad. I never have received the two modems shipped UPS which says they were never shipped. Overall, customer service at CenturyLink is poor. The customer service is unacceptable. I will be looking for a new internet supplier. I have a bundled package with them, internet, land phone and DirecTV.

Helpful? [Yes](#) | [No](#)



HERITAGE of Naples, FL on July 31, 2016



My internet service is so slow at times it just stops. I am told I have the top speed for my area. When I question that speed there was a pause and then an excuse. "We have not upgraded our cable in your area and have no idea when that will happen. Try calling customer service." That is a real joke you get an answer out of a can. Not sure at this time. These people need to answer to someone.



Dolores of Sebring, FL on July 31, 2016



I wouldn't recommend this company to my worst enemy. They are the pits. I ordered service and the tech never showed up for the appointment. I called and was given the bum's rush from person to person. Took me a couple of hours to finally get to talk with someone. They told me the tech had connected me. I informed them that no one ever showed up, that I have an old desktop computer that is wired in at the back and there was no connection, no equipment, and no tech at my house. They were so inept that I decided not to use their service and told them so. I went with another company, about whom I have no complaints.

A couple of weeks later, I get a bill in the mail from Centurylink for \$400.18! Two hundred of that amount was for cancelling early, imagine the chutzpah of these people. On top of that was charges for the installation and the equipment! I don't care what it takes, I will NEVER pay that bill. The order number filled in below was actually my account number **. I disputed the bill with them. Instead of getting an answer back on that, I just received another bill for the same amount. I am saving the bills as I may wish to get a legal opinion on this ripoff. Why should I throw \$400.00 down a rat hole?

Helpful? [Yes](#) [No](#)



Kim of Mountain View, MO on July 30, 2016



Two months ago I cancelled my home phone line but continued with their internet access. The next two months I realized they were billing me for two home phones with all options. So I called to get them cancelled specifying to just leave internet. After hours of being put on hold and transferred, they said the home phones would be discontinued. The next business day the phones were off and so was the internet. It took hours of being on hold and transferring to finally get it thru somebody thick skull that I wanted the internet to stay on.

They can turn it off from their office but to turn it back on takes a service man. They told me the day and time the service man would show up. No show on his part. And I had taken a day off work to wait for him. So back to being on hold and being transferred to gripe about no serviceman showing up. The next day somebody came and fixed it. So today (three weeks later) I called for my email password and some jerk overseas was reading old service orders and disconnected me. I am livid. It will take another week of calling to get this corrected. CenturyLink needs to seriously reevaluate their customer service issues. It is a nightmare.

Helpful? [Yes](#) [No](#)



Brent of Anytown, CA on July 30, 2016



I had to do business with CenturyLink because their mere presence in my neighborhood disqualifies me from subsidized satellite. Speeds are slow as others have mentioned but my biggest concern was that they mercilessly punish you with fees, while at the same time constantly make errors themselves of which, of course, you are not entitled to charge "them" a fee. I've been overcharged by Century Link about 50 times (no exaggeration) over 6 years. Each time I had to call and beg for as little as a 5 dollar error back wasting my valuable time. How is that possible you ask?

Like when they made 12 months of billing errors with the supposed 5 dollar discount promotion for auto-bill pay (there's 12 right there - every month saying, "oops" and then not fixing the error permanently). Oh, the old lady? That's my mother in law who doesn't know a computer from an abacus who suddenly found her basic phone service upgraded to a CenturyLink comprehensive internet plan package (nobody lives with her either). What a mess that was to fix. CenturyLink never met a fee it didn't like. And at the end of it all, guess what? A disconnect fee.

Helpful? [Yes](#) [No](#)



Monty of North Las Vegas, NV on July 30, 2016



I requested a speed upgrade for my current internet service. The technician botched up the upgrade but what was worst was that the upgrade never

noticed my service was working just fine before the upgrade. Worst experience I ever had and I was without internet service for almost 7 days and they're still charging me for the whole month. My monthly \$40 bill went up to \$200 just for a speed upgrade. I cannot recommend CenturyLink regardless of how much cheaper they are compared to the other competition. Save yourself the headaches and troubles by avoiding them at all cost.

Helpful? [Yes](#) [No](#)



jackie of Niceville, FL on July 29, 2016



If I could give them zero I would. I called for internet rates. The woman I spoke to was incredibly rude - so much so that I asked for her name (because I was going to complain) - she talked over me about "bundles". I explained I didn't want a bundle and she then said she would research what was available and abruptly put me on hold for 15 minutes. The only reason I stayed on hold was that I wanted her name. She came back and told me that if I wouldn't bundle that it would be \$70 and I needed a 5 year contract to lock in the rates (you can't make this ** up!). When I again asked for her name - she hung up. CenturyLink if this is how you do business I'll pass.

Helpful? [Yes](#) [No](#)



Lucas of Scottsville, VA on July 29, 2016



Initiating service and setting up: 2 of 10. It's only a 2 because the service tech who came out to troubleshoot connectivity issues was a nice guy. Transparency: 0 of 10. No bills received by mail, email or carrier pigeon for the first three months of service. When I became suspicious of the lack of bills and called CenturyLink to get to the bottom of it, they told me I had all sorts of late charges for not paying bills they never sent me. Customer service: apathetic when you can finally get them on the phone. Tech support staff are overseas which would be fine if they were effective in communicating about technical networking issues in English. Many are not unfortunately. Internet service: upload speeds are terrible but I can't complain about 10 mbps when I live in a rural area. I'm happy to have broadband out here. I'm with CL solely for lack of options. The only positive comment I have about CenturyLink is that they're not Comcast.

Helpful? [Yes](#) [No](#)



Hillary of Portland, OR on July 29, 2016



If I could give negative stars - I would, but it wouldn't let me. I have NEVER written a bad review, as it takes too much energy to complain. However, my experience with CenturyLink is one that needs to be written, so that they can read what a beyond ** job they are doing, and to warn others. I don't know how this company is still standing since I am one of many that have been screwed over. Basically, this is the right provider for you if:

- 1 - You want to sign up under a false quote to later be charged 3 times the amount.
- 2 - You want to beg for help to customer service (at least five different times) just so you can understand what the hell is going on. But never to no avail!
- 3 - Find customer service management avoiding your call by literally hanging up before picking up your call as well as hanging up on the customer service rep trying to connect you to them. *QUALITY*.
- 4 - Find mysterious charges that were never authorized (on top of the false amount you signed up for).
- 5 - Basically live a nightmare because THIS is seriously your worse nightmare.

I have paid all of my B.S charges just to make them go away and leave me alone - however even though my service has been disconnected I AM STILL RECEIVING BILLS! I will rejoice the day this company gets shut down. What a waste of time, money and energy on such a scam.

Helpful? [Yes](#) [No](#)



Victoria of Wake Forest, NC on July 29, 2016



Website seems great however the people you deal with can never give a clear answer and although you guys take our money to provide a service it takes forever for them to show up and even when you do they say, "Let's see if I can connect you today or if I need to have a cable dropped." Go figure cable drop. 3 weeks later you still have my deposit and I am still without services. Now I cancel... takes 30 days to refund you... really... it only took roughly 5 mins to take the deposit but a month to return it. These guys should honestly be ashamed and the customer service is horrible. Honestly it's horrible. I would never recommend your services to anyone and I will be deterring anyone I meet that even mentions their name.

Helpful? [Yes](#) [No](#)



Martha of Rio Rancho, NM on July 28, 2016



Horrible Company. Had an appointment from 4:45pm - 6:00pm, and they called me at 4:30pm telling me that all the techs went home and they couldn't come to the appointment. So Angry.

Helpful? [Yes](#) [No](#)



Leoanrd of West Jordan, UT on July 28, 2016



Ten years ago we moved from Las Vegas to Salt Lake and signed with CenturyLink. It was the biggest fiasco ever! It took over a year to straighten out the mess and billing with them. We cancelled our service and didn't want to deal with them again. Three weeks ago we signed up with CenturyLink and DirecTV because we thought they might be better to deal with. They assured us they had a better PR relationship. We were promised by two different salesman that we would receive a credit on our bill and a gift card for signing up with them. Now they say they can't give us the credit or card even though it was offered by two different salespeople. I even have their names and employee numbers. Once our contract expires, I will never ever deal with CenturyLink again EVER! They do not keep their word and live up to what they promise.

Helpful? [Yes](#) [No](#)



Jeff of Las Vegas, NV on July 28, 2016



I was a CenturyLink customer for only 3 months. When I had made the appointment to get internet and phone service set up, it was scheduled for a Thursday between 11 am and 3 pm. The technician showed up the following Tuesday around 1 pm while I wasn't home. My fault I guess, because who isn't home on a Tuesday afternoon? Name one person. You can't because everyone is obviously home every Tuesday at 1 pm. I received a call about "missing my appointment" that Tuesday after the fact. I suppose it's a waste of resources to call me and tell me ahead of time. Hitler didn't tell Poland in advance before ruining their day, so why should any of us expect CenturyLink to operate any differently than the Third Reich?

When I finally got my service set up, which was supposed to be 40 MBPS, it topped out at maybe 1-2 MBPS on a good day, and most days it was completely down. Each time I called in to inquire about possible outages in my area, I'd be put on hold and transferred more times than I could keep track of, only to be eventually "disconnected". Of the three months of service I paid for with CenturyLink, I had approximately 2 or so weeks of reliable service, but not all days were in a row.

When I finally decided to end my service with CenturyLink, they tried their best to get me off the phone. Transfer after transfer, hold period after hold period, and when I finally got to someone that was willing to help me, or so I thought, I was offered an upgrade to a cable package. I eventually just kept repeating "Cancel my service" over and over again. Finally, I was helped and severed my ties with the company for good. Or did I?

Fast forward four months, I have since switched to COX internet and phone service, which is worlds apart and far, far superior to CenturyLink. I received a call from CenturyLink's collections agency, with the operator angrily stating that I owe a balance of \$399.83. When I inquired what the balance was for, she only stated that I hadn't paid for the last four months of service. I explained to her that I had cancelled my service with them and returned all their equipment around four months ago, to which she replied that she had no record.

I was driving at the time, and told her that I'd take care of it later that day, but she continued to press me as if she was an enforcer to a loan shark. I explained that I was driving and she abruptly hung up. While I was working, I continued to receive calls about every hour from the same person, each time I tried explaining that they hadn't been providing me with service for the last four months, each time brushed off and demanding that I pay

When I got home that day, I went through emails and SMS to see if they had really cancelled my account or if they just said they did to shut me up. Unfortunately I couldn't find any hard evidence (I shred bills after they get paid). I'm currently still trying to figure out what happened, but with CenturyLink's super-helpful staff, it's so far been a nightmare. However, if paying them \$400 could guarantee that their terrible company would be out of my life for good, I consider it a small price to pay, but as we all know, there is no guarantee with CenturyLink.

Having done some light research, I was hard pressed to find any reviews of CenturyLink that surpassed one star. A one star rating is less stars than infamous serial killer, Ted Bundy, on whom I could not find any one star ratings and he decapitated people. Still, if Ted Bundy had provided internet service I would assume that it would be more reliable and consistent than CenturyLink's. What I'm saying is that I'd sooner invite Ted Bundy into my home than a CenturyLink employee. I hate this company so much that I hope God inflicts a series of plagues upon them, the same way comedian Eugene Mirman wished upon Time Warner. I know that God would only do so if they enslave the Jews or something, but I wouldn't put it passed them.

1. Awkward. Every board member's cell phone ring loudly announces their weight and also the day they'll die.
2. Bathroom. The constant feeling that you have to go number two, but completely forgetting how.
3. Improv. Your first-born will want to be a short form improviser.
4. Popcorn. Your second born will smell like hot buttered popcorn. It's not that bad at first, but eventually I bet it will be maddening.

Helpful? [Yes](#) [No](#)



Justin of Holly Springs, NC on July 27, 2016



Bad service: I signed up for CenturyLink Prism TV and internet service in December 2013. The service I signed up for, as advertised by the door to door salesman, was 20mb/s download speed. I was never told that this 20mb/s speed would be affected by TV usage, in that TV and internet shared the same bandwidth. Sometime since then, CenturyLink decided that their TV quality suffered. As explained by the CenturyLink technician, CenturyLink therefore capped the internet speed at 10mb/s in order to improve TV quality. That is, rather than sharing the same bandwidth, the TV had a dedicated bandwidth and the internet had a dedicated 10mb/s no matter TV usage. I was only told this after having a technician out to troubleshoot slow internet speed. After technicians tried to speed up internet to the 20mb/s advertised to me, they were only able to speed up to 12mb/s, even with another line.

Now, after deciding to cancel service in part due to slower internet than advertised, I am being charged a \$160 early termination fee. This is ridiculous. I am being charged for not completing a contract that CenturyLink can't technically fulfill. My experience suggests that CenturyLink advertises better service than they can provide, unilaterally changes that service without telling its customers, and charges its customers for leaving them when service changes are unacceptable.

Bad billing: I have spent countless hours trying to get CenturyLink to bill me correctly. The amounts agreed upon on the phone with sales representatives are not the amount that will show up on your bill. It took me 4 MONTHS to get the bill right, since errors of course are only noticeable the next time the bill comes out. And since their customer service / account change hours are very limited to your work hours (e.g., 9-5), you'll be wasting your time at work trying to correct their mistakes. Bad equipment: I went through at least 3 TV boxes. Honestly I lost count. One box wasn't recording shows. One box deleted recorded shows. Etc., etc. Again, you'll be wasting working hours to wait for them to replace your box with another faulty box.

Helpful? [Yes](#) [No](#)



camille of Saint George, UT on July 26, 2016



I tried to sign up for CenturyLink online because they had a deal for free connection but they don't give the option to not get the modem. I have a modem. I called and told them I don't need a modem. They said they could sign me up over the phone and then give me a number to call about not needing the modem. They got me all signed up and then I called the number they gave me and found out that my modem will work just fine on their network but to get one anyway and then send it back if mine works.

I then checked the confirmation email they sent and found out they charged me for the free connection because I had done it over the phone and they had charged me for the free shipping of the modem because I had done it over the phone. I called to just cancel it all and do it over the internet and they said they could probably refund me. I don't want a refund. I just don't want to get billed so I had them just cancel and I will do it over the internet, get the free connect, the free shipping of the modem that I can send back and all will be fine. Wow what a bunch of crap. I'm now rethinking even hooking up.

Helpful? [Yes](#) [No](#)



NATHAN of Washington, UT on July 26, 2016



The first year was great. Then my bill went from \$30 to \$77. I called to have it reduced back to its old rate or I was going to have to cancel. They agreed to reduce. But then the next month was even higher at \$88. I was told it would all be taken care of and have numerous recorded phone calls and chat transcripts. I was then told I would get a higher speed for the same price, then I was told that was impossible so I could get the same speed for \$22. I was told they would have to charge me \$65 to have a tech come out to do the speed change. Then the tech called and said he didn't have to come out for such things. A couple weeks later (today) a tech came out and said he was there to install new service. What a joke.

Helpful? [Yes](#) | [No](#)

Kathy of Conover, NC on July 26, 2016



Switching from Charter Communications to CenturyLink/DirecTV is without a doubt, hands down, the absolute WORST experience I have ever had in dealing with customer services in my 62 years of living. There is an old saying... right hand does not know what left hand is doing... fits this company to a T. I was quoted a very reasonable price, but when the statement came, it was quite different to the tune of an additional 80 dollars per month, making it 25 dollars more than what I had been paying at Charter!! This bundle deal of theirs is a joke. 2 separate companies trying to form one... not working.

I sincerely wish I had read the reviews before making this decision. As soon as I can get out of this contract I plan to. If you are considering switching to CenturyLink I urge you to give it some serious thought. Write everything down and insist on a verification number. I did all this, and was able to get the bill reduced by about twenty-five dollars, but it is not near the 119.80 that I was quoted for all three services. Very disappointed and totally dissatisfied with this experience.

Helpful? [Yes](#) | [No](#)

Susan of Seaside, OR on July 26, 2016



I wanted internet and phone from this company (landline) and went to their website and selected a plan that had same pricing for three years. First bill was triple the cost. No one to talk to... they blamed it on an additional \$40 in taxes plus other items. Next bill was \$250... and my plan was supposed to be \$64.00. I have been on hold, hung up on, lied to, etc. and finally reported them to the Oregon Justice Dept who did look into it as they had so many complaints about this company. Then a CenturyLink employee told me she was sending me a "plugin" that would eliminate the high taxes because it went to another company - Verizon. They actually sent me a modem. Then they cut off my phone for 2 weeks and it took their installer almost five hours here to try and reestablish my phone number of 11 years because not only had it been ported to Verizon by this CenturyLink employee Jennifer ** but it was sent over there as a wireless plan.

I had a landline. The bills continued. I spoke with customer service (after hour long waits), Loyalty Dept, Business Office. No one put down any comments that the next one could read. No agreements were kept, just lies and runarounds - followed by enormous bills. I went with another company, but I would never recommend CenturyLink. I have never had an experience this horrible with any company - ever.

Helpful? [Yes](#) | [No](#)[< Previous page](#) [Next page >](#)

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Consumer Complaints and Reviews



Jaymee of Nampa, ID on July 26, 2016



I have been trying to resolve billing issues and consistent service for over a year. I was told if I put my bill on auto deduct it would be this low amount. I never saw that amount. It has been twice the quoted price. When I called to ask about it they claimed that it was a one time offer or no one would have told me that. My service is sketchy at best in this area with only 3mbs I have to click and wait. This is by far the worst Internet company I have ever had to deal with. I recently suddenly have no service for last 2 days. I cannot get through either by phone or chat. When my contract is done I am done, and cancelling my service, or I should say lack of service.

Helpful? [Yes](#) | [No](#)



Greg of Holland, MI on July 26, 2016



This is easily the WORST and UNSTRUCTURED company I have ever dealt with. They are not transparent in their billing and they will hit you with hidden fees. Just wait until you call their customer service. It's laughable. If you call to pay a bill, they will take care of you real quick. If you call to question them or dispute something, they will transfer you around AT LEAST a dozen times and sometimes they will straight up hang up on you or transfer you back to the original computer robot. It is absolutely atrocious. They suck.

Helpful? [Yes](#) | [No](#)



A of Denver, CO on July 26, 2016



CenturyLink has the worst customer service ever. I called to find out why my bill was so high after removing the 30 day trial Prism TV offer. I was hung up on, transferred 7 times to several depts, told I was being transferred to a supervisor/manager just to receive a voicemail. My bill still has not been fixed. I was told it will take two billing cycles before I will see a \$40 credit because they overcharged me for the prism tv.

What I don't get is that the internet & prism tv would be \$69.95 a month. I cut the prism tv off before my 30 days was up and I receive a bill for \$118.00 dollars. I told them "I am not paying that bill." How is just internet \$118 dollars when normally I pay close to \$60 without a payment plan. Customer service is very rude and they don't listen, they try to over talk you and then get mad when you put them in check.

I am very frustrated. Still have not been contacted by a supervisor/manager. I called at 2pm and at 3:45 when I got transferred for the 7th time I hung up. This is ridiculous. Tried to contact corporate but the information leads back to the crappy customer service team. The last representative told me that I was not on a plan and that he put me on one. I told him "3 reps said I was on a plan and now you tell me I'm not." There is no consistency with the reps and some barely speak English, so we had a language barrier. There is so much more. I am just tired of typing and thinking about what I went through. TERRIBLE COMPANY. WILL NEVER RECOMMEND THEM TO NO ONE. NOR WILL I EVER SIGN UP WITH THEM AGAIN.

Helpful? [Yes](#) | [No](#)



Snow of Colorado Springs, CO on July 25, 2016



Four months ago I called CenturyLink for new internet service. They sent me a modem and never turned on my service. I called them and they said that my account was closed. So I had to start all over getting a tech to come out and turn on service. So it took me three weeks to get service turned on. I ordered the turbo but they connected basic only. I called and they said turbo was not available in my area. So I cancelled service after ten days of terrible service and unhelpful customer service. After that I returned CenturyLink's equipment and paid my final bill.

Now I am getting harassing calls from them. I ask to speak to supervisors and they say "I can't find your account." Even though they just called me

this company has given me such hell. I am so glad that I saved all my payment receipts.

Helpful? [Yes](#) | [No](#)



Wendy of Albuquerque, NM on July 25, 2016



On July 18th I tried to add a phone line to an existing internet account on the 18th, which was supposed to be turned on on the 22nd. When I came home on Friday the 22nd I found out we had no internet service and no phone service. My acct got cancelled. Tried contacting customer service, no such luck. Contacted customer service on chat. They informed me about my acct being cancelled but then mentioned that they showed I had activated a new acct that started on the 8th of July, which I still to this day have no idea of what they were talking about. While on chat and finding out about this information, the agent then tells me "We are going to have to activate an acct as a new customer." Why are they not able to just reactivate my acct as it was?

They kept trying to sell me new products instead of just reactivating my acct. Finally got so frustrated with them that I said a cuss word and the freaking agent closed the chat on me. Long story short, still no service. Had to wait all weekend to be able to contact customer service by phone. They then inform me that he's it was a mistake on their part but because it was cancelled they will need to start a new acct but can't get me service

until Tuesday. Husband already behind on invoices and payroll but CenturyLink didn't care. Contacted Xfinity and they were able to get us up and running today 7/25/16. Don't waste your time or money with CenturyLink!!!

Helpful? [Yes](#) | [No](#)

How do I know I can trust these reviews about CenturyLink?

- 784,695 reviews on ConsumerAffairs are verified.
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- We use intelligent software that helps us maintain the integrity of reviews.
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Laurita of Phoenix, AZ on July 25, 2016



I moved at the end of 2015 and at the time, CenturyLink was the only service available on my block. I had been with them before and did not want to go with them again, but I had no choice. A service rep talked me into Prism, when all I needed was Internet. Prism is so bad that I would not take it even if they paid me to use it. It is almost all advertising and repeated programs, none of which interest me. Anything I want I can get on broadcast or over the Internet. Now I am stuck paying until the end of the year. What a rip off!

The company is poorly managed and their poor service always leaves me enraged. Phoenix needs much better choices than what we have.

gutter. Phoenix needs more choices so that we do not continue to be so poorly served.

Helpful? [Yes](#) | [No](#)



Cori of Salt Lake City, UT on July 25, 2016



CenturyLink told me they would give me high-speed Internet and HD TV for an awesome deal of about \$90/month. It's been four months and I've seen numerous extra charges ranging from \$50 to \$150, along with 60Mbps download speed less than I was told. Since the beginning I've spent about 8 hours on the phone trying to resolve these issues. I've never been transferred less than twice, and have been transferred up to six times and they had to "research the issue further".

If you do have CenturyLink, DO NOT let them touch your home wiring, they'll charge you \$100 for it. You can do it yourself cheaper, or get someone cheaper to check your home wiring. I was able to prove that my home wiring was good before the tech did anything (the DVR was the issue). I was charged anyway. If you're not sure if the issue is your DVR/TV receiver, the easy thing to do is to physically take the receiver down by the modem, plug it in there, and double-check it. In my scenario, even though I knew my wiring was good & tested it, they charged me.

Helpful? [Yes](#) | [No](#)



PAIGE of Phoenix, AZ on July 23, 2016



The only reason why I have a contract with this company is because they have a contract with my apartment complex. I haven't even begun services with this company yet and I'm already having difficulty getting started. For the past three weeks all I've been told was will get your services started and I keep getting delays delays and more delays. Even worse is that the customer service representative always has a way to try and upsell you on Services instead of trying to solve the problem.

As soon as you make a change it delays your process even more and you are screwed over until the actual day that they're supposedly supposed to come out. For 3 hours they sent me back and forth between tech support and customer service and after those three hours I ended up being hung up on. I own a home business and I'm trying to work from home and they don't care about the fact that I'm trying to run a business from home. They don't care about trying to give you any good customer service.

All they care about is how to get more money out of you and keep you stuck on a contract. Because they are afraid of losing all the customers with against their competition so they seek out contracts with anybody who they can so that they don't lose any business. So before you consider CenturyLink as your internet service provider think twice about it before you make the same mistake that many of us have done before. Once again I haven't even started services with this company yet and I'm already getting a bad feeling of how terrible the service going to be throughout this contract.

Helpful? [Yes](#) | [No](#)



Albert of Rio Rancho, NM on July 23, 2016



Terrible customer service!!! I called around 4:30 pm on Friday to their customer service department and I get a recording stating their call center is closed. And to call back during business hours 9am - 6pm, local time, Monday - Friday. I'm calling at 4:30 pm local on Friday. Apparently they leave one and a half hour early on Friday. I decided to try their chat line service online at 4:40 pm and was chatting with a representative within a minute. He couldn't help me out so he transferred me to another representative. I was #22 on the waiting list. After waiting one hour and ten minutes (4:50 pm) I get a message stating "there are currently no available agents to interact with you." WHAT?!? Why can't I get help? Cancel my service please!

Helpful? [Yes](#) | [No](#)



Anthony of St. George, UT on July 21, 2016



This company is crap from top to bottom. Sales reps made everything sound great and I felt like I was getting a great deal. It turned out I was getting horrible service and getting nowhere near the internet speed that I was "supposed" to be getting. I just got off the phone with a rep from CenturyLink and she stated that even though I'm paying for up to 12 megabits per second, technically I could be receiving much less than that because it's "up" to 12. For months I've been testing my internet speed and its been ranging from .35 to 4 mega. .35 haha wow that's an absolute joke, however they claim that it's up to 12 so tough luck. If you are considering getting CenturyLink, don't make the same mistake I have made. Once my contract is up in a few months I will do business with anyone else, even if that means paying a few more bucks because CenturyLink is a complete joke.

Helpful? [Yes](#) [No](#)



wayne of Salem, OR on July 29, 2016

★ ★ ★ ☆ ☆ 2

I wrote a negative review about CenturyLink and my experience with them. I just wanted to update that and say they have responded and addressed my issues. So far okay.



wayne of Salem, OR on July 21, 2016

Original Review

I've had the same problems with billing and customer service. I've been a customer for thirteen years. I wanted to review my and see if I could save any money. I was lied to and put into something that cost a lot more than what I was paying. I called back and spent another hour trying to get back where I was. They adjusted my bill and supposedly put me back where I was. Caller ID is gone, voice messaging not working correctly, and my bill is higher. Trying to deal with customer service is time consuming and frustrating. I sent an e-mail to them with all the information they requested. Three days later I have no response. I am looking for other service. If nothing else I will just have my number forwarded to my cell. It is my business number, otherwise I would have just cancelled them. I am totally dissatisfied with their customer service.

Helpful? [Yes](#) [No](#)



Zac of Bentonville, AR on July 21, 2016

★ ☆ ☆ ☆ ☆



CenturyLink is currently the only ISP in the area that doesn't have a data cap, so it's my only choice. After several years of working from home and suffering through the sub-megabit speeds and 10-20 hours of downtime a week we've decided to just cancel the service, sell our wonderful house, and move somewhere else where they, hopefully, have never heard of CenturyLink.

In the last two weeks of our service, after we informed them that we wouldn't be renewing, my consistent download speed has dropped from 300kbps (~2.5mb) to less than 60kbps (~0.5mb). Speaking with a "customer service agent" they let us know that everything's fine on their end and they'll send a technician over immediately. Typically a person shows up, reboots the modem, then several hours later the speeds just jump back to their usual 300kbps for a few days, but that technician never arrived. I just disabled the network and continued working over a mobile hotspot because a \$200 phone bill is more bearable than dealing with two weeks of CenturyLink service.

Helpful? [Yes](#) [No](#)



Alexis of Lima, OH on July 21, 2016

★ ☆ ☆ ☆ ☆

I would NOT recommend CenturyLink to anybody! This company is absolutely horrible. First we scheduled a day to have our services installed and nobody showed up! So I called later that day expressing my concern about nobody showing up and they scheduled another day, well when that day came what do you know - nobody showed again! This happened with nobody showing up 5 TIMES!!! At this point we had been paying for 2 weeks

Well then we received our first bill which was double what it was supposed to be, so I called and they said that they had messed up on the bill and there was no way to fix it that. We just had to set up a payment plan! So we did the payment plan and then received our next months bill which was double from the last bill so 4x the price we were supposed to be paying! When we called again because of that they once again said this was the price it was supposed to be! Our bill was supposed to be \$68 a month and somehow that \$68 a month turned into \$450 a month! By far the worst company I have dealt with and all the employees I dealt with were extremely rude! Please do not use CenturyLink!!

Helpful? [Yes](#) [No](#)



Matt of Layton, UT on July 21, 2016



CenturyLink is awful in every way! On a residential scale & business they are absolutely horrible. I've dealt with them at work and I have CenturyLink internet at home and they can NEVER get the billing right. Their bills are SO confusing that its very hard to understand what they are even charging you and why. I have to call them almost every single month to fix either my bill or my mom's, which they completely screwed up over and over, and finally fixed after over 3 months of getting it screwed up.

Their internet speeds in the SLC, UT area are horrible. Yesterday our internet went out completely. I called to get it fixed and they had to send out an technician. I set up an appointment for the next day between 2:30 pm and 6:30 pm. As soon as I get to work in the morning my wife calls me at 8:30 in the morning saying that the tech was there.. That's definitely NOT 2:30 pm! The tech did fix the problem so that was good. I just don't understand how this company is still in business when they are SOOO AWFUL!

As soon as my contract with them is up I am going to cancel them and I hope everyone else does as well! I've been a CenturyLink customer for over 3 years, and they have always been awful! The only good thing about them is their prices.. which is why I've put up with this garbage for so long. I can no longer stand it. I will pay more for a service that actually cares about their customer!

Helpful? [Yes](#) [No](#)



Jennifer of Albuquerque, NM on July 19, 2016



2 hours on the phone. Lied to, manipulated, told to disconnect and reconnect service in order to get a promotional rate. On hold 20-30 minutes at a time. Worst customer "service" ever experienced. It is clear from other reviews that this is their standard operating procedure. It's a shame there are only 2 providers to choose from in my area and they both stink. Where is the internet provider who actually cares about customer service/satisfaction?

Helpful? [Yes](#) [No](#)



Ashley of North Liberty, IA on July 18, 2016



We moved out of the service area for CenturyLink, our new home is not is CenturyLink service area therefore we had to terminate services. We got a bill in the mail for an early termination fee of \$200. \$200!!! We would have loved to keep CenturyLink at our new address. We really did like the service they offered. Had been with them for years. Called and talked to rep on the phone to see if they could decrease term fee or void. Was told there was nothing they could do because "they didn't initiate our move." Explained to them that we were satisfied customers up until this point. Then asked to be put on a payment plan, because I wasn't about to just give them \$200, was told that was only an option for active customers, even though our final bill states to call and set up payment options.

I WILL NEVER USE CENTURYLINK AGAIN!! This is coming from someone who would have signed with them in a heartbeat if they came to our area. They obviously aren't worried about retaining or regaining customers. Also, when I requested that our services be cancelled I was never told there would be a termination fee. So annoyed with them!! I would be much happier if they even took just a little off the term fee.

Helpful? [Yes](#) [No](#)



Judy of Humble, TX on July 18, 2016

★☆☆☆☆

Horrible company. Could never get a bill that was correct. Many hours spent on hold with them. I would pay the amount the rep told me to pay then the next month it would be wrong again. At some point they took long distance off of my phone. Sent me a bill for almost \$500.00. I had phone and internet service. I canceled all service with them and requested a detailed bill. That took forever to receive. It has been a nightmare with no end in sight. They have turned me over to a collection agency. Maybe the collection agency will be easier to deal with. Good luck dealing with this company. I was only with them for about three months before I cancelled. \$500.00 For three months of phone and internet.

Helpful? [Yes](#) [No](#)

ray of Kansas City, MO on July 17, 2016

★☆☆☆☆

My mother's account suddenly doubled in cost. Tried to go on website to change package and only options are phone or chat. Have tried many times to contact and both never available! It seems they are intentionally making it difficult to change your service options. This and other issues I read about here should be reported to the FCC.

Helpful? [Yes](#) [No](#)

Arnulfa of Chandler, AZ on July 16, 2016

★☆☆☆☆

I looked up on the website of CenturyLink and seems inviting, hence, I tried to switch from Cox to CenturyLink. Planned to switch to CenturyLink all of my 3 homes. I did my primary home first and told person I talked to that I definitely would keep my current telephone number with Cox. A technician came by on our appointment date but when I told him of keeping of old number told me that he did not know about that. He said I need to call the office again and tell them what I wanted. A technician came by again and successfully changed my provider from Cox to CenturyLink. Then, I called them again to switch the provider of my 2nd home. I talked to somebody and we already closed the deal, told me the account and order number then transferred me to a department, sales department. The person I talked to this time could not understand what I was saying and what I wanted. I hang up thinking that I got the wrong department.

Dialed customer service and told a female customer service what I wanted, that I talked to a Mr. ** and got an account and order number. She said she could not find that number in their system, hence, after telling her what I wanted, gave me another account and order number. I was transferred to another male rep and asked me the usual info they needed and said I have to make a deposit of \$225.00. I told him that I was never paid any deposit of my first order after running my fico score which was very satisfactory. Then he transferred me to a department, automated Spanish speaking which I could not understand. Waited for several minutes and never stopped, so I hang up again.

Prior to transferring to the automated Spanish speaking department, I was given a July 23, 2016 appointment for the technician to come. Believing that my order did not go through because I was not able to talk to a live person when I was transferred to the Spanish speaking department, I said, "I quit. Never mind for the transfer, just keep the Cox provider." However, on the 22nd of July, a lady from the Engineering Dept. called me saying that the installation will be delayed because of a cable problem. I asked her, "When?" She said, "Maybe next week or months." I was in a hurry to switch from Cox because I did not want to order mini boxes for my 6 television sets at my second home and per Cox without the mini boxes all my TV programs will be lost. So, I told the lady from the Engineering Dept. to forget about my order because I am cancelling it.

When I checked the credit card I gave to the person I previously talked to for the deposit, I found out that I was charged \$150.00 not \$225.00. I then called CenturyLink that I need a refund because I did not go thru with my order, I was transferred to several departments and nobody seemed to know about the \$150.00 charge. I faxed a copy of my credit card bill to the Cancellation Dept. and after how many days, still no action was made. I need a follow up again, and again, still no action made. There was another discrepancy too. I noticed my first name and last name were misspelled in the confirmation order (my second home) they sent me.

I got fed up and told the last person I talked to last July 12, 2016 to disconnect the service at my first home prior to the 30 day trial period otherwise they will charge me for the early cancellation. I could not believe how this organization work and still in business. Everything is a mess. I prompted to cancel the service at my first home because with this early experience of mine, I might have more problems in the future. I read the complaints and bad reviews and found out that I am not the only one. I found out that Cox people are more professional to work with than CenturyLink.

Helpful? [Yes](#) [No](#)



Ashley of Minneapolis, MN on July 16, 2016



I should have followed my instincts when I responded to a mailer from CenturyLink in October of 2015. The promotion was unlimited wi-fi and free router. When I called in response to the ad, it was a different story. The cost would be 29.95/mo plus \$8 for the router rental. I told the agent I had the promo right in my hand and would e-mail him a photo of it. Then the agent backed down and said I could have the deal and he would send me the router and set a day to turn on the phone line.

This went according to plan and my first bill was 29.95. My next bill was 37.95 so I called and demanded that it be corrected and that I be sent an e-mail stating the agreement that had been made. Never received the e-mail. However, the bill remained at 29.95 until I had to transfer my CenturyLink to a new apartment. So I called and arranged a transfer of service to my new apartment. However, the agent said CenturyLink had a special promotion going in which customers could get their internet speed doubled and their monthly fee lowered to 19.95/mo. I had her repeat that twice so I agreed to the change.

Little did I know that it was a set up. I called customer service again the next day to get another agent to check if the stated deal was indeed in their database. He said that it was so I was convinced. The first agent told me that since it was a speed upgrade that the change could be made without entering my apartment so there would be no technician fee. I moved in on July 1, 2016 and that afternoon my router was on and my wifi was working well although I couldn't detect any change in internet speed. Eleven days later I get a bill in the mail for 3 times the amount that was agreed upon

over the phone PLUS the huge monthly charge included services I never requested PLUS it was made retroactive to October, 2015 when I first started service.

Somehow I kept my cool while stating emphatically that this action by CenturyLink was not only the stone-age bait and switch tactic but it was outright and deliberately fraudulent because of their attempt to make the excessive charges retroactive 9 months. Well, I got put on hold for half an hour not knowing that while I was on hold CenturyLink technicians were using my phone connection to locate my router which they were able to do and disconnected it immediately which dropped my call. I tried to use my limited minutes from another carrier to call CenturyLink customer service back but I couldn't get past the automated screening protocol because both my CenturyLink # and my e-mail address were declared invalid.

So I gave my CL # from my previous address account and got through to an agent who immediately told me that my account was still pending to which I responded "How could it be pending when it was activated by CL on July 1 and I've been using it without problems since that date." Immediately the agent cut me off. Then I got an e-mail stating that my account had been closed. I paid one month in advance and CenturyLink will not respond to my e-mails in which I demand a refund of that prepayment since CL cancelled my account. In my view these are not only deceptive, abusive, scheming, predatory and exploitative tactics on the part of CenturyLink, they are also criminal, fraud.

CL still has my bank account details in its database and can at anytime charge whatever they wish to my account because the date is not from a debit or credit card, it is my actual bank account and routing numbers. In my view CenturyLink is a criminal enterprise trying to get by with whatever egregious exploitations it can while daring anyone to complain to the various agencies that deal with such blatant ripping off and cheating and lying and manipulating its customers. However, CL made a big mistake running this elaborate scam on me. With all my documentation I will take my case to every government and state agency that handles companies like this.

CenturyLink should be forced out of business not just because of my unbelievable case but because of the scores and scores of other similar cases on this and other consumer sites all making pretty much the same complaints that any company with an ounce of compunction would be profoundly ashamed of. CenturyLink should be heavily fined and/or forced out of business. There are no other consequences that would do justice to its pathetically predatory and, in some cases, criminal practices. It most definitely is in violation of the Unfair Trade Practices Act, Federal Trade Commission and Federal Communication Commission regulations and should not even be considered for ANY rating other than PREDATORY by the BBB if there was such a category. F- would have to do.

I have also decided to consult with various attorneys to explore possible legal options for the damages done to me which included the loss of nearly \$5000 in photography sales as I was cut off from wifi while I was uploading photographs to a client. Not only that, I lost the client. I wrote an email to CL Vice President of Global Operations detailing my experiences and she referred my case to a CenturyLink Customer Advocate which is like sending the fox to advocate for the hens. He simply reiterated CL's position which he wasn't even able to make sense of because CL has no position, no explanation and no defense for their reprehensible actions and tactics used against me.

Helpful? [Yes](#) [No](#)

John of Rolla, MO on July 15, 2016



I moved to Rolla Mo and set up internet with CenturyLink. After having internet service for 2 months I had not received a bill. I called CenturyLink regarding me not receiving a bill and was told that I should receive one in a week or two. A month went by with me not receiving a bill so I contacted

but that I could pay online.

So I accessed the website to pay my bill. In order to pay my bill I was required to enter my account number. I did not know my account number so I again called CenturyLink. The person on the phone told me they could not give me my account number over the phone but that it should be listed on the bill... I still had never received my bill so I was still unable to pay. The person on the phone then told me they couldn't verify my account over the phone and told me they could not help me. I called a couple days later again to ask for my bill. They told me I should see my bill in a couple of weeks. Four weeks later I finally received my bill. The bill was for \$500 and included late fees.

At this point I decided to pay the bill and sign up for a different service provider. When I called to cancel my internet I was told that I could cancel it for \$200. The \$200 charge was for breaking my contract. CenturyLink failed to hold up their part of the contract by providing me with the means to pay my bill in a timely manner. I should not be responsible for the \$200 and I also feel that during the time that I had service that it rarely worked correctly after I got home from work.

Helpful? [Yes](#) [No](#)



R. of Renton, WA on July 15, 2016



There was a time when the telephone companies were reliable. CenturyLink is a joke! I ordered a single phone landline for use in emergencies. Whenever I use this line there is a lot of static and people on the other end say that they have a hard time hearing me. I've changed out phones so I know it's not the phone. I called tech support and they were extremely unprofessional, as if they were talking to a 5 year old. This was after being on hold for almost 30 minutes. He gave me a song and dance about sending a technician out and when I told him the time he assigned wouldn't work he gave a heavy sigh.

I told him I needed a narrower time window than the 8 hour window they were trying to give me. After getting frustrated I told him to transfer me as I was going to cancel service. He then said he couldn't hear me. How convenient. There's a huge problem in the fact that CL has a monopoly in much of the country in terms of landlines. The FCC needs to do something about this.

Helpful? [Yes](#) [No](#)



Kathy of Lakewood, WA on July 15, 2016



Every time I call Centurylink, I get disconnected. I am beginning to think that they do it on purpose. It is a phone company for crying out loud. This should never happen! Today I was put on hold for over 30 minutes and then the call got disconnected. I was so angry. And they never give the same information twice. I called 3 times today and got totally conflicting information regarding my account each time. They gave me different prices that varied wildly. In the past I have been given wrong information that they held me accountable for. No one seems to know what they are talking about! Such a frustrating company to deal with.

Helpful? [Yes](#) [No](#)



Jared of Layton, UT on July 15, 2016



CenturyLink up-sold me without telling me I needed to buy a new modem and pay a tech. The cost was 159.00 dollars. I was fine with the 12 megabits I had. Before the tech came to my house I was told that I would not have to pay the 59.00 dollar service fee, but they billed me anyways. I tried to cancel but that would be 200.00. They are so dishonest. Don't believe anything they tell you. And forget about customer service.

Helpful? [Yes](#) [No](#)



Michelle of O Fallon, MO on July 15, 2016



long hold time and continuously transferred around. Finally, have another option for service and 4 months later cancelling CenturyLink service still having to fight to get charges reversed for billing past cancellation date and for equipment that was returned. After 15 years of having no option but to use this company if I wanted internet service, I would strongly advise not to use this company.

Helpful? [Yes](#) [No](#)



ROGER of Castle Rock, CO on July 15, 2016



I was mysteriously taken off "autopay". I did not find out until my next bill came and had the previous balance showing as late and I had \$7.79 in late fees. All customer service would tell me was that my CC had been declined, but they did not know why. The CC I was using had \$7000+ available; more than enough to cover \$153.46 in the previous bill. The customer service agent left me hanging on the phone until another customer service rep answer it as a new call. Do the explanation all over again! Even less help. Requested a supervisor and she offered to take my CC info and pay the current bill and charge me a \$3.50 "convenience fee". TOTALLY USELESS. I went online, paid via my checking account to avoid the "convenience fee" but had to eat the \$7.79 late fee.

Tried to send an email to the corporate resolution center. After completely filling in the form and describing the issue and requesting the \$7.79 refund and pushing the send button, the email would not go through because of the CenturyLink message: "TEMPORARILY EXPERIENCING TECHNICAL ISSUES". Stay away for this train wreck of a company - looking for another internet supplier.

Helpful? [Yes](#) [No](#)



D of Denver, CO on July 14, 2016



Was sold bundled internet/prism. One hour on phone for sale and ambiguous explanations, 2 hours installation, another 2 hours on phone after it didn't work right, and another 1 hour tech appt to fix their BS. Kept getting bounced around from dept. to dept. since nobody knew their a\$\$ from a hole in ground. And I'm totally serious! I don't need the aggravation. Probably going to Xfinity and I'll probably need to go to the doctor to get some blood pressure pills now.

Helpful? [Yes](#) [No](#)



Tiffany of Detroit, MI on July 14, 2016



I signed up for service with CenturyLink 3/22/16 for the phone and DIRECTV bundle package. Within three days, I received an email confirmation stating that the order and installation was complete when in fact it was not. The service did not actually until the first week of April. Upon signing up for service, I was told that I would get a \$50 gift card for signing up. After waiting for two months, I called inquiring about the card. The Customer Service representative was highly rude. He implied that they haven't received the payment which was false because it was drafted out of my account. Then, when he found my payment, he quickly transferred my call. Sixteen weeks later, I received the card.

Recently, I called to add the internet service to my bill. I was given a confirmation number and was told to be home because a line needed to be installed for DSL. I waited 24 hours and the technician did not call or show for the appointment. Instead a modem was sent. I called to see what happened and was placed on hold for an hour. I couldn't wait and had to return to my shift. Three days later, I discovered that phone was disconnected although the bill was paid in full.

Concerned about my ill father and uncle, I called CenturyLink and spoke to a representative who stated my phone was not disconnected according to CenturyLink's records. I requested to speak to a supervisor and the call was disconnected. I called CenturyLink back with the same request and got transferred to three different departments. I called back and spoke to a representative named Heidi who attempted to resell me the same service that I already had but at a higher cost. She dismissed the fact that I was already in a contract for phone and DIRECTV for a year.

After arguing my point about the existing service that CenturyLink terminated without my consent, the representative admitted that CenturyLink was in error. The representative stated she would start service for \$69.95 + 35 reconnect fee for three years. I asked the representative, was this a contract agreement? She stated it was not but as she read the terms and conditions she stated "contract." I'm furious, because in the event of an

Helpful? [Yes](#) | [No](#)

G E of Meridian, ID on July 14, 2016



All I needed was a list of the local phone calls I have made from my home phone number 208-** the month of June listed on my bill or a hard copy mailed or email to me. After 4 phone transfers still nothing. I STILL NEED A LIST OF OUTGOING CALLS MADE FROM MY HOME PHONE NUMBER. As a minimum they can be listed on by June bill. (You won't believe the reply! analog service?) I thought that went out with the dinosaurs. CenturyLink is an analog phone service and as previously advised, "to obtain the information you are requesting, it is time consuming and the cost has to be absorbed by the person requesting the information."

Helpful? [Yes](#) | [No](#)

Cindy of Warren, OH on July 13, 2016



This is the worst internet service provider and I haven't even gotten the damn internet. First off we were scheduled to get it hooked up last Friday and today is Wednesday. The company technical people for whatever reason decided not to show up or say anything. Then we contacted support over the weekend which could not even activate our account since apparently whoever did it the first time didn't do it right nor help us until Monday.

Then we already had purchased the box online since it is so much cheaper to get it from eBay, and all the guy had to do was turn on our phone line. He came 2 days later and said he couldn't get in so he couldn't do it. And then we had to wait again and I took off work to wait this 5-hour window. Called their support since their chat was not working AGAIN, to verify that someone was coming, but because my boyfriend held the account they would not allow me access unless they talked to him where he is at WORK since 12-5 window is WORKING hours. Not even to simply check if one of their people was showing up. So I created an account just to say screw you guys we are going with another provider.

Helpful? [Yes](#) | [No](#)[< Previous page](#) [Next page >](#)

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Consumer Complaints and Reviews



Anne of Albany, CA on July 13, 2016



Had CenturyLink for 1 year. Cancelled two years ago, returned modem, and prepaid my last bill. Two months ago, received collections notice from AFNI, (CenturyLink's collections agency). Called CenturyLink to investigate. Cold transferred from customer service to Financial Service, to Closed Accounts Service, and back to Customer Service department 11 times, with each agent telling me the problem resided with a different department. Was told that their phone system did not allow warm transfers, so had to re-explain the situation each time.

Spoke to two supervisors who were unable to help me and cold-transferred me to different departments. Finally got a supervisor, who was able to determine that my modem had been received, but never credited to my account. She contacted COCAT (the company that communicates with the collections agency) and had the collection removed from my account. I have been told that it will take 30-60 days to correct on my credit report. Hopefully this resolves the situation. Total time: 5.5 hours. Result: Account now shows I no longer have a balance due. Must wait 45-60 days to wait for adverse account to be removed from credit rating. My advice: Do NOT get service from this company. Their departments do not communicate with each other, and they are not given the training to help customers, plus their internet service wasn't that reliable for the year I had it!



Peter of Clarksburg, MD on July 13, 2016



Signed a contract with Centurylink in January with the understanding that this was a winter home and we would need the account to be on seasonal rates part of the time. Sales rep told us the seasonal rate would be between \$25 and \$30. After the first bill, promotional discounts changed or disappeared completely. My calls resulted in them being reinstated on the next bill, but other promotions disappeared. Each month required another phone call to straighten things out. In May we went seasonal, but the charges were much higher than originally conveyed to us by the sales rep.

After two months of wrangling on the phone with a different rep with a different explanation each time, I terminated the contract. To add insult to injury, Century Link sent me a final bill with early termination fees adding up to two months of additional full service. My wife had cautioned me about doing business with these people, but I thought, "we'll try them out for a year, how bad can they be?" Now you know.

Helpful? [Yes](#) | [No](#)



J of St.George, UT on July 13, 2016



I am a long time user of CenturyLink (Quest) out of necessity that I have to have a landline. First thing, if you look online you will quickly find out there is no option to file a direct complaint or a review about this communication SERVICE provider on their website. That is a red flag! This is not a customer oriented company. Seems they make their money through stock buybacks and all kind of financial shenanigans propping share value that way, not by providing a better service. Many of the customer service reps are plain rude and will give you inaccurate and misleading information on the phone.

CenturyLink started charging big fee for credit card bill payments. If you opt to pay you bill by check, supposedly for free... Watch out, because if you make the mistake with one wrong banking info number your check will be returned and you will not find out about it before you see a check return fee of \$20 smacked and credit score bump because of their outdated online payment processing system. It is time CenturyLink get their business back where it should be and start providing value for their paying customers.



Patricia of Ocoee, FL on July 13, 2016



I canceled the not so great service in January, was told there was nothing else I needed to do. Then a few months later started getting emails saying that my account was overdue. Then it was sent to the creditors, which I called and they filed a dispute, but the emails have not stopped. When I "chatted" with them today, they said I have a month fee and the modem was never returned. However, the modem was returned about a year prior and the rental charges had stopped at that time. Yet, now they never received the modem. How convenient. No matter what was said, they just kept repeating the same thing. Also, once they start the 2nd party creditor, aren't they no longer supposed to deal with the customer. Interesting. Whatever you do, don't go with their service. It is not worth it during or after.

Helpful? [Yes](#) | [No](#)

Lisa of Cave Creek, AZ on July 13, 2016



This is by far the worst experience I've ever had with any cable or internet provider. Connection is poor, service is extremely expensive (\$86 for 15 gig, internet only), have to reset the modem at least once per week and sometimes multiple times per week, which costs me data on my phone since it ALWAYS cuts out ironically overnight. Haven't even discussed the awful customer service I've repeatedly received from them. I read another review that said CenturyLink charged them more money on July 7, 2016 that they were unable to reverse. I was also charged an additional \$96 dollars on that same exact date. Interesting isn't it?

According to them my auto-payment, which has never been a problem in 18 months, somehow didn't go through. Well, my bank would have notified me of that with an overdraft charge and there was no notification or charge from my bank. The bill says it was paid on time. So I spoke with the Payment Investigation Department. What a joke! Wish I remembered the name of this lady to include it in this review. She was rude from the moment she answered, cut me off multiple times, talked over me and wouldn't let me answer a question before she talked over me, AGAIN. She then informed me that they canceled my auto-payment information.

So a mistake on the part of CenturyLink costs their customers more money and apparently they are perfectly ok with that. Had I not checked the email they sent me with the new bill charges, which I normally don't because I have it set up on auto-pay so why would I, I would have never known they were overcharging me or that my auto-payment had been canceled. Were they planning on charging me late fees on top of everything by canceling my auto-payment without informing me? My thought is yes. I called Cox Cable and scheduled a technician to come out the next day. Called CenturyLink back to cancel my service. The first guy offered to cut my bill. No Thanks! Told him there was nothing he could do to keep me as a customer so he transferred me to the cancellation department.

Waited literally 24 minutes for someone to pick up the phone. All the while I listened to this stupid recording telling me how important my business is to them. The lady that answered was nice. She tried to keep me as a customer of course and offered to cut my bill in half. No Thanks! If this company has been this bad for 18 months how are they actually going to do any better by cutting my bill? It's still going to be bad customer service, bad equipment, and I'm sure there will be another incident when they try to overcharge me again and try to blame it on me. Maybe if they actually cared about doing business the right way, offered a good service and a reasonable price and gave good customer service they wouldn't need to overcharge their customers to offset lost revenue. What a shame.

Helpful? [Yes](#) | [No](#)

How do I know I can trust these reviews about CenturyLink?

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- We use intelligent software that helps us maintain the integrity of reviews.
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Casey of Oxford, NJ on July 12, 2016



If I could put 0 stars, I would. But I had to give the bare minimum of 1 star. The customer service is absolutely the worst I've ever dealt with. Inadequate employees giving information that isn't accurate or honest. I needed to discontinue my service with CenturyLink because I was moving... pretty simple transaction. It ended up being SUCH a hassle. My internet was shut off prior to my moving date, and when I called to get it sorted out, I was on the phone with them for another 2 hours just to get it turned back on. When I called AGAIN to disconnect, I was on the phone with 3 different people all that mysteriously "only handled west coast customers". I will NEVER refer any friends or family to this company. They are nothing but a total headache.

Helpful? [Yes](#) [No](#)



Ruth of Bend, OR on July 12, 2016



Signed up for bundled Cable, Internet, and phone. Assigned number to landline, 3 weeks into service I no longer have phone service without warning, get an order confirmation with an unknown number attached to account. I have spent two days trying to reconcile the discrepancy with at least 10 different communications with CenturyLink via chat and phone. Have experience long wait times and have been dropped on every call. Finally disconnected services as I have no idea who can access my account, and am getting no answers from CenturyLink.

Helpful? [Yes](#) [No](#)



Steve of Minneapolis, MN on July 11, 2016



I just wanted to reschedule my installation date for DirecTV in Minneapolis. The emails sent to confirm the original installation provided no guidance for rescheduling, but they did provide a chat line, which I used. They then directed me to the 1-800-DirecTV number to call. I called the number and from there started a NIGHTMARE journey with CenturyLink. I was transferred 6 times! Yes, 6 times. The last transfer I was on hold 20 minutes before I hung up. Everyone had an excuse. Just to reschedule my installation date has taken 2+ hours out of my day and I still haven't achieved my objective. How does a company with this poor of service stay in business? I have now called a new number and I've been trying to reschedule for over 25 minutes. If CenturyLink thinks this is customer service, they need to be run out of town. Still waiting.

Helpful? [Yes](#) [No](#)



Susan of Opp, AL on July 10, 2016



Not only is the service unreliable, but so are the customer representatives. I initially chatted with a rep on 4/29/2016 because our speed is so slow. He checked the map and said, "Oh, yeah! You can get 15 Mbps at your location! I'll send a rep out with a new modem, too, cause your's is old!" I said, "Let's do it!".

5/6/16. I chat with two more reps and get this song and dance. "Oh! The field rep came out. but said you can't get any faster than what you've got.

get any better speed than what you have, I'm going to give you a discount to \$77.00 per month, and I'm going to get you a new modem. The new rate will be effective 5/13/16. Anything else I can help you with today?" I have the chat transcripts where the promises were made, but still have the same crappy modem, the same crappy connection, and no discount on my monthly charge. I'm stuck with this lousy company or an even worse internet provider but at a lower price.

Helpful? [Yes](#) | [No](#)



Tony of Platteville, WI on July 10, 2016



We live in the Platteville, Wisconsin area and our speed is so slow we cannot use our service during the daytime hours. We have contacted them again and again and again. The results are consistent... Nothing is done. After the rep on the phone runs through the usual protocol a service ticket is activated and the technician comes and does a site evaluation. He tells us we are paying for speed that they cannot support at this time and that a module update is needed for our area due to high volume traffic. He also stated there is no chance this will happen this summer due to their workload. Since we are in an area that is not high enough in elevation to receive available satellite dish internet we are screwed unless we want to pay the outrageous prices that the national satellite providers (like Hughes) charges. We are paying for 1.5 Mbps of download service and 896 kbps of upload service and we average .7 on the download and .24 on the upload side.

One rep tried to get us to upgrade to 3 Mbps of service to fix the problem... REALLY? So, you see what we are dealing with. We have asked again and again to have this issue elevated to a larger concern with no luck. We are lower than a number with CenturyLink... We feel more like a football getting kicked up and down the field. They obviously don't care as long as they can keep getting people to subscribe elsewhere and collect more and more money for service they cannot provide!!

Helpful? [Yes](#) | [No](#)



Nicholas of Chandler, AZ on July 10, 2016



I've been a customer with CenturyLink for two years and I waste every month hours calling them to correct every single bill I receive from them. Unfortunately it's the only option I have in my area and luckily I'm moving to another city soon so I'll disconnect this crappy service immediately. NOT RECOMMENDED at all. If you want headache in your life get CenturyLink crap, and every single month you'll get a different amount and it varies from \$40-200, and you'll spend long hours every month calling them.

Helpful? [Yes](#) | [No](#)



Joy of Foley, AL on July 10, 2016



Internet drops ALL the time. We have contacted CenturyLink and horrible customer service that claims internet is working but will happily bill us for a new modem to resolve issues of dropped internet service. We have been on the phone with them for over one hour because the lady says "Please hold again" for up to three mins. They still cannot resolve our internet connection. We should not have to pay for service that does not work! Unfortunately, there is no other service to change to so we are stuck with CenturyLink! HORRIBLE... Completely dissatisfied and would not recommend them to anyone.

Helpful? [Yes](#) | [No](#)



Dennis of Salt Lake City, UT on July 8, 2016



I am a Vietnam Veteran and had to move into the housing unit on the Salt Lake City VA Campus. I saw the CenturyLink installers here and thought I would get them for my internet. BOY DID I MAKE A MISTAKE. From the get go it was one lie after another, getting put on hold for up to 45 minutes, being hung up on or talked down as if I was a liar like they are. My service was suppose to be installed today at 10:45AM. No one showed. I called

the information and again I would receive the wrong box today and have internet by tonight.

After I went out for a while and came back and found the people who installed did not show I called again. Was totally treated rudely and lied to again. The guy said my order was not set up for today but for the 13th. After I told him about the call this morn and confirmation I received from the lady in the morn I was told I was wrong and he was telling me what the computer had to say. So I cancelled my order but he said he could not do it and put me on hold for 45 minutes and no one came to the phone. So I called back and got to a SUPPOSE TO BE CUSTOMER SERVICE/SUPERVISOR and got told I was wrong about the service info. I did try to get in touch with a local office and you cannot. SO BEWARE. THIS A SCAM COMPANY FROM THE GET GO!!!

Helpful? [Yes](#) | [No](#)



Jack of Roxboro, NC on July 8, 2016



On June 10th 2016 I contacted CenturyLink about moving and Kristen ** chatted with me stating if CenturyLink service was unavailable at my new address then an early termination fee would be waived. I gave her my new address and then she stated that the fee is waived. I received billing from CenturyLink on July 7 2016, stating I owed a early termination fee of \$181.23. I do not owe these harassing customer service personnel of

CenturyLink any money since they cannot continue service at my new address as agreed to by their customer service escalated team. Please file this formal complaint that is most appropriate for this RIP OFF policies of their billing department CenturyLink P.O. Box 4300 Carol Stream, IL 60197-4300. CenturyLink is being notified to CEASE AND DESIST COMMUNICATION with me as well since this is a RIP OFF ACTION BY CENTURYLINK. Thank you.

Helpful? [Yes](#) | [No](#)



Stephanie of Muscatine, IA on July 8, 2016



I had CenturyLink for about 5 months. During that time I rented the modem for about 3 months and paid for it after which was a little over \$100... thinking my bills would be cheaper, they weren't. I told them I wanted to disconnect services because my bills were getting too high. I should have been done with them from there. After the cancellation I received a fee of over \$130 just for the cancellation. I called their customer service team, which is a team that doesn't have a clue what you say no matter how many times you say it! I asked why my bill was so high, so this guy offers me the \$20 a month bill... little did I know that information was false!! They sent me a new modem because my bought modem wouldn't work for the reinstalled internet service.

So I rented out another for 9.99. I had the box to my bought modem and sent it back with the return label and original box. I was told I would get my \$100 refund back... I never did!!! The system never figured out where it went either so go figure! Even though I have the tracking information for it when it was sent back. I've spoken to about 10 different people and have been hung up twice by the team and one girl would not transfer me to her manager and when I called again and did supposedly get a "manager" he strictly told me "you're not getting any money" as if I were asking for charity! I was so disgusted by how I was being treated! I was also told there was no recording of the guy who told me I would get a refund which was ** since they "record" everything.

I am currently still with them on a no contract for 12 months. I'm canceling today and will have to pay an enormous cancellation fee. I wouldn't want another month with all the stress they have put me through! Time and money wasted! I'm a single mom and online this company has a low income assistance and not one customer rep has mentioned it... nor is it probably remotely true since everything they do and say is a lie anyway. If you know what's good for you do NOT get involved with this company CenturyLink. They are horrible! The worst! And I was charged for two months. When I signed up the second time I asked a rep how much my first bill only was and he couldn't give me an answer nor was it on my billing statement!

Helpful? [Yes](#) | [No](#)



Tammy of Gilbert, AZ on July 7, 2016



We have called CenturyLink for 3 months straight complaining about the charges on our bill. Very inconsistent. Every month is a different charge and we only have internet thru them. Couple things to be aware: #1 Read every single word on your bill cause they will put you in a contract without

you're gone down in a contract.

This happened to me because I called with intentions to cancel service, at the time I had a home phone and did cancel that. They of course sent me to retention where we worked it out that I would keep just my internet but I STRESSED to them I don't want to be in a contract cause I want to be able to decide if I want the service or not. The next two months they screw up the bill and I call each time to go over it with them, spend like 1 to 2 hours each time talking with those people. This is when I say you know what just cancel it and they then say, "Maam you're in a 12 month contract". I about flipped my Lid.

#2 Just so you know if you rent the modem, you may want to consider just purchasing your own modem. 10 dollars month for several years can get costly. I have been with them for 5 years, you would think I would own their modem by now. Not to mention I STRESSED how much I did not want a contract and yet they never mention that I would have 30 days to decline via small print in the bill. Who even reads every damn line of their lengthy bill. I declined from the get go so when does the damn clock start. To me they are dishonest and I do not recommend them. I don't think people need the hassle. Many other options out there just don't make Centurylink your first choice.

Helpful? [Yes](#) | [No](#)



Monica of Surprise, AZ on July 7, 2016



Back in March 2016 I received a notice from CenturyLink that Prism has double-billed us, so we had one month with a short (less than \$85 that we normally are billed), and ever since then we have been having to pay CenturyLink every 2 weeks! Today I log in to my CenturyLink account online since I paid the bill in full on 7/1/16, I still show I have a balance that I owe of \$500+! I contact CenturyLink (800-244-1111), speak to a customer service rep. He looks at billing history and agrees with me "Everything is really screwed up with the PRISM billing." Then transfers me over to an ESL Prism retention rep, who did nothing to help.

I explain my reason for calling, I want someone to tell me why I am being billed every two weeks, and that my account shows a \$500+ balance even though I just paid my account in full. The rep said I should disregard the online balance and that if I had billing questions she would need to transfer me, again. So she did, and the billing reps connection was so bad that he hung up on ME! I am honestly pulling the plug, I just wanted everyone to know why since CenturyLink and/or Prism don't seem to care about their customers. I am beyond furious at this point!

Helpful? [Yes](#) | [No](#)



Mik of St. Ignace, MI on July 7, 2016



I signed up for an additional discount with auto pay, and when I signed up for it, no discount appeared. Every time I called, they told me to wait another month. On the fourth month, I was told it was too late to enroll and could not get my discount even though the information was on the computer the whole time. Then, when I called to cancel my internet, they told me it was a \$34 dollar charge. I later received a bill for \$160, after I paid the \$34. When I tried to call customer service, I was on the phone for over 2 hours, with over 8 people, all with a different answer, all to be told that they could not help me and to call back later.

When I called the next day, they told me my modem had to be sent in. Fine. 3 minutes later, they told me it was a different charge for a cancellation fee and the fee was the remainder of the months at FULL price. This was after I spoke to someone that told me I should not be paying this amount for the little time I had left. No one helped me at all, and the numerous answers I received was absolutely ridiculous. I do NOT recommend this internet and will never ever ever use them again because it was so painful to deal with them. Absolutely ridiculous.

Helpful? [Yes](#) | [No](#)



Travis of Tempe, AZ on July 7, 2016



They had an advertising for \$20.00/month internet service (without bundle). First bill ended up being \$84.54. After several attempts I was able to get the bill correction for \$44.00. They said I needed to lease the modem for \$9.00 per month and no auto debit was 10.00 more. So with all the taxes and fees it's \$44.00/month. Good for about 4 months then my bill would go back up to \$84.54. Huge inconvenience to go through this every 4 months! Fast forward to 06/25/16. Talked with a agent that was so smooth with words and empathy. I was promised a new contract with 29.99 and to buy the modem with 3 month payment plan. Also I was convinced to sign for for direct TV for 29.99/month. Get a 100 VISA card plus a 50 dollar

Meanwhile on vacation on 7/6/16 my tenants have told me my internet is disconnected. So I've called and try to resolve this and had the most horrible day so far this year. After spending almost 2 hours trying to find someone to correct my account no one in the company could. I literally kept getting transferred back into the phone system and came back into the same department that was probably over in India. No one could speak English good. As it stands my bill has now upped to a balance of \$178.31! Can anybody help me?

Helpful? [Yes](#) [No](#)



Feroze of St Cloud, FL on July 7, 2016



I ordered internet service with CenturyLink, they told me I will get service in 2 weeks. At the 2 weeks they said they have to run new wiring outside and it will take 8 weeks. When they tech came to install he was suppose to install 2 internet lines, one upstairs and one downstairs, he said he couldn't do it. I paid for the modem and they were charging me monthly for leasing as well. I had to keep calling every month for billing issues. The price they told me was double on the bill. After they listen to the call they fixed it. When the one year was up I cancel the service and they charge me half the bill for 2 days of service. Then the month after they charge me a disconnect fee for doing nothing physically. Worst company ever.

Helpful? [Yes](#) [No](#)



Greg of Yuma, AZ on July 7, 2016



If you want great customer service, don't want to be passed from representative to representative or you don't want to be "accidentally" disconnected or wait on hold for hours and hours, well CenturyLink is not the place to get those things. I had TWC and thought they were horrible that's why I changed to CenturyLink. TWC is off the charts compared to CenturyLink. I was placed on hold for 1 1/2 hours and guess what, I was told they couldn't help me and had to pass me to another department. Once transferred, I was "accidentally" hung up on. Of course I called back angry as hell. The last rep was good and told me "I don't know why they keep putting customers back in the queue, it's not like the calls are going to stop". I apologized to him for starting off rude but he understood.

With this experience, I had to contact them again because my bill was wrong. So I thought I would get smart and do the CenturyLink chat. It would be faster right... wrong. I was watching a movie on the computer so I really didn't mind but it took 45 minutes to tell me "The computer is having trouble and I can't log in." BS. How is this company still in business? Don't their shareholders, CEO or managers read the reviews or even call their own customer service? Probably not because they don't use CenturyLink. Customer service is not at the top of their list but they are there within minutes when you want to connect the initial service and take your money. If you can, look elsewhere for service. If you don't plan on using customer service this may be the place. Otherwise, you better have unlimited data and minutes when you call.

Helpful? [Yes](#) [No](#)



sarah of Boulder, CO on July 7, 2016



I had service with CenturyLink, however my lease ended, forcing me to move. Upon moving I was happy to continue services with CenturyLink. But, once came to provide service, none could be provided. They were very understanding and happy to remove the cancellation fee for me since it was no fault of my own that services could not be provided. We were in a dead zone. The woman agreed to send us a box with postage to return out modem, etc. However, this never showed up and after checking online, I found the account was still active.

I called customer service again and they apologized for the misunderstanding, removed the now gained fees from the mis-continued service and agreed to actually send the box with postage this time. I returned their equipment and expected that to be it, finally finished. Then, four months later, I received notice from a collections agency that I owed almost 90\$ to said collection agency. Then I spent, almost 6 hours on the phone with CenturyLink--dealing with the worst customer service, and the most unbelievably unhelpful personnel you could imagine. Eventually I was forced to give up as no one could provide me help or listen to reason. At that point I called the collections agency--who were so nice and greatly helpful. I am disputing these undue charges now. I will never sign a contract with CenturyLink again, nor waste a single minute of my time on the phone with their wastrel customer service.

Helpful? [Yes](#) [No](#)



Martha of Shelbina, MO on July 6, 2016

★☆☆☆☆

I bundled all 3 with CenturyLink. Biggest mistake of my life. They lie to you when you call to get hooked up! They tell you everything is one set price for a year. LOL! Every month since last year it kept going up from \$72.00 to \$173.00. I just finished my contract last month. Be careful if you bundle. Record what they say! They record you!

Helpful? [Yes](#) | [No](#)



A of Centennial, CO on July 5, 2016

★☆☆☆☆

I moved four weeks ago. First of all, they shut off my service two weeks early. Then it took almost two weeks to get my service working at my new home - I was without phone, internet AND TV for that entire time. And then they changed my home phone number for some unknown reason. I asked them to change the number back, and now my phone, internet and TV services are all down. I have waited on hold for a total of 18 hours (I've logged them) during this 6 week period. It's gone beyond the ridiculous. I have been with CenturyLink from the beginning. I've had this particular phone number for 19 years. Apparently customer loyalty means nothing. Nor does customer service. I would change to another provider but I've heard they're just as bad.

Helpful? [Yes](#) | [No](#)



rick of University Place, WA on July 5, 2016

★☆☆☆☆

This corrupt company is high on promises and low on service. STAY AWAY. Do NOT call them. You will be disappointed if you taint your life with a connection to this company. This circus has a built in 45 minute wait for any service / billing call. The tactic of passing you from one person to another is the method they use in the hope that you will give up and pay their miserable and inaccurate bill to protect your credit.

Helpful? [Yes](#) | [No](#)



John of Spokane, WA on July 5, 2016

★☆☆☆☆

My online bill showed a \$142.52 credit one day and the next day it showed I owe \$58. When I talked to customer service, he said he did not see any credit. He gave me a fax number to fax the bill. I did along with a cover sheet requesting someone contact me. Two days later I got a shut-off notice about the \$58. I called 3 times this morning and got disconnected while talking to customer service. Then I used the online chat line just to be told they can't assist me and I had to contact customer service to work through any payment investigation. I'm tired of being jerked around.

Helpful? [Yes](#) | [No](#)



Brad of Odessa, MO on July 5, 2016

★☆☆☆☆

I have been with CenturyLink for over 10 years and their customer support is about as poor as it comes. Currently I will have to wait 6 days without any internet service to my residence until they can dispatch anyone to fix their issue. This has happened multiple times, unfortunately I don't have many options to switch or I would be gone in a heartbeat. So basically if you have any other options to use a different company other than CenturyLink I would recommend you do. I would definitely stay as far away from this company as possible. They have the poorest customer support team as I have ever seen within a company.



Brittany of Littleton, CO on July 4, 2016



I signed on for CenturyLink's 20 Mbps internet service, and I was told it was going to be \$20 per month. Since day one of my internet service, I have been getting only 5 Mbps on average, barely even 10 on the best of the best of days. And, since my first bill, I've been getting charged \$50 per month, and it's steadily increasing by a few dollars with every bill with no explanation or reasoning. Plus, none of the account numbers or anything given to me will work when I try to set up an online account. Even when I call them to fix my service, they say my account info is not right and they won't help me. The only thing I can do is the quick bill pay, which I guess I'm lucky they got my phone number and address right considering none of the other information is. I'm in the process of trying to cancel my internet service with them. I will never ever use CenturyLink again, nor would I ever recommend them to anyone else.

Helpful? [Yes](#) [No](#)



D of Flint, MI on July 2, 2016



CenturyLink provided poor customer service, non-active listening to customers, over speaks, inaccurate information provided. Tech came out due to floods, replaced modem entire package switched, internet completely stopped working. Explained this to a young man in the tech department for over two hours!!! 7/1/16 No resolution! Comprehension was terrible, explained everything!!! Max 8 times. Doesn't take a rocket scientists to comprehend there are internal network errors. Only been a customer for maybe a month, first bill was quoted 181 mysteriously it's 360.00!!! Talk about fraud and lies. Horrible experience within this short duration of CenturyLink. Terrible encounters.

Helpful? [Yes](#) [No](#)



Jakob of North Ogden, UT on July 2, 2016



We have been with Centurylink for 16 months. Within the last 3 weeks our Internet has not been working. We have contacted Centurylink and been on the phone with them for over an hour trying to resolve our Internet issues. During the phone calls service Technicians have dropped our calls or have not repaired our Internet connection, so we have decided to cancel our service because we have no Internet. While canceling they are still making us pay a cancellation fee, even though we are paying for service that does not work. Completely dissatisfied and would not recommend them to anyone.

Helpful? [Yes](#) [No](#)

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Compare Home Phone Service

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CenturyLink

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calls starting in January about a router... which we returned and provided Centurylink with the tracking number. Each time I spoke with them, they apologized and said they would take care of it in their system and that we should disregard the bill. Now it is July 2016 and we get a letter from collections for \$105 for the router. We called Centurylink again and got the same apology and promise that they "will take care of it." I don't know what more we can do, but this has been going on for 8+ months and I just want to be done with this terrible company!

Helpful? [Yes](#) [No](#)



C. of Tallahassee, FL on July 1, 2016



I feel like I've just been shaken down by an illegal racketeering operation. When I signed up with CenturyLink, I was advised to purchase bundle of both phone and Internet services instead of Internet alone as the price for both was cheaper than the price for Internet only. I did so and then got hosed. Without notice, the "great deal" I was getting for these services disappeared. I ended up paying more than double what I should have been paying for two services, only one of which I was even using.

I called Centurylink and asked if I could remove the phone service (which I don't use and have not used for years) in order to lower the price of monthly services while I was paying off the inflated bill. I found out that Centurylink does not allow you to discontinue any services - overpriced or not - until the account is paid up. I understand not being able to add services in such a situation, but not allowing the customer to give up services in order to reduce their monthly bill while paying it off? Wow.

Once I paid off the inflated bill, I again called Century link in order to remove the phone service. I was quoted a price for Internet only but as soon as I asked for that option, I was told that I would need to enter into a one-year contract or and pay a \$200 cancellation fee if I had to disconnect or cancel the contract before the year was up. I advised that I would be moving soon and could not have such a contract. At that point the rep tried to tell me that this was no problem because my service could be initiated most likely wherever I was moving. I told her that I did not want a contract, and that the reason I'd gotten into trouble with centurylink in the first place was ok'ing a contract - which turned out to be unreasonable, unchangeable and a consumer rip-off. Suddenly, the contract requirement became "waivable."

I was advised that I could lower my bill by \$10 if I enrolled in Centurylink auto pay. I said that would be fine and asked to enroll today. Next I was told that even if I enrolled in auto pay today, the change would take at least 30 days perhaps 60 to take effect. During the 30 to 60 day period, I'll still be paying full price for the Internet service. Centurylink looks more like a RICO racketeering organization to me than many of those that get indicted. The difference is, they operate with impunity. Just lovely.

Helpful? [Yes](#) [No](#)



Heath of Allenhurst, Other on June 30, 2016



I am a twenty year customer and I am very dissatisfied with my current service. I leased a business and had a problem with billing. I was transferred through different employees whom supposedly had more power than the previous. I got the same cookie cutter answer as they were reading the notes from the previous conversation. I kept asking to talk with a corporate officer and was told they didn't have corporate officers. I was told all that I could do was complain on this link and someone might call. I have several accounts with Centurylink and have used them for years, but I will be looking for options and discontinuing service. Now that we have lost our local office and everything is done by phone the customer service is awful. Please read this if you are deciding on a company and do not use CenturyLink. I got transferred to 6 different employees and was on the phone a long period of time. Warning - do not use CenturyLink!!

Helpful? [Yes](#) | [No](#)



Jason of Wirtz, VA on June 30, 2016



If this company ran the drive through at a doughnut shop - they would find a way to screw it up. They lose orders, send the wrong equipment, and in general - convey the impression of complete incompetence. However, if you like having your bill continually screwed up, like being transferred to multiple departments, and repeating yourself a gazillion times - you are going to be really impressed and happy with your choice.

Helpful? [Yes](#) | [No](#)

How do I know I can trust these reviews about CenturyLink?

- 784,695 reviews on ConsumerAffairs are verified.
- We require contact information to ensure our reviewers are real.
- We use intelligent software that helps us maintain the integrity of reviews.
- Our moderators read all reviews to verify quality and helpfulness.



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M of Las Vegas, NV on June 30, 2016



Every night a message stating there is a loss of signal. This amounts to no tv. Once TV miraculously is restored then there is no sound. I pay \$147.00 per month for this. This is a nightly occurrence. A serviceman came out and stated there was no problem with the signal. As soon as my contract is up, I am canceling the service.

Helpful? [Yes](#) | [No](#)



Absolutely WORST SERVICE I HAVE EVER HAD! Called last week for NEW service and after more than an hour and a guy telling me the best way to go would be a bundle (I agreed) I got disconnected. Called back and they were CLOSED! Had to travel for business the following day then called the day after. Got a different person and Eric rewrote my account with what I actually needed which was just internet. Told me I had to now wait an additional 2 WEEKS for install (when I originally was told the 27th of June which was less than a week). I told him this was unacceptable so he got on the phone with another person and moved me up to 1 week (today).

Last night got a confirmation call of 8-12 pm. No one showed at that time. I called in and was told since I never got an email confirmation or a packet in the mail (which no one ever told me I was going to get) they could not help me. I asked to speak with management and was told the same thing and management wouldn't discuss anything with me since I could not produce my account number. I was so mad I hung up, cooled down and called back (47 min). This was at 1:13 pm. Finally got someone whom found my account and was told I had 2 ACCOUNTS!! Karen couldn't do anything and put me on touch with technical department. Rodger confirmed now that a technician would be out between 1 pm and 6 pm.

It is now the day of install and 7:54 pm and NO ONE SHOWED. I called and put on HOLD AGAIN FOR 53 minutes!! Technical support told me the techs were "overbooked" and now won't be out until tomorrow and that the order department is fixing something on my account. We have missed an ENTIRE DAY OF WORK and now we are told they will be out tomorrow with no time and confirmation. How can a company even operate like this? Very disappointed that DirecTV partnered with such a company. I love my DirecTV and the only reason I looked at CenturyLink. Wasted a day when my wife was supposed to work and took the morning off. I have wasted HOURS on the phone over the past couple weeks and all to just get internet hooked up. Very ANGRY.

Helpful? [Yes](#) | [No](#)



Dhananjay of Hillsborough, NJ on June 29, 2016



Hi here is my experience with CenturyLink New Jersey. Whatever they promised me on their website they never deliver that. They installed DSL line at wrong place (in the kitchen where we don't want), not sending contract details in email. Their first bills is very high and totally wrong. Need to call 4/5 times to fix and still no use, no one update it. Called to cancel service within month no one wants to do it. Need to call 3/4 times to make sure my service is cancelled. Asked them to send me cancellation email but no one send it. Overall, very bad service. Please stay away from them.

Helpful? [Yes](#) | [No](#)



Jared of Fort Bragg, NC on June 29, 2016



I'm not going to waste any more of my life than I have to involving centurylink. For some reason... centurylink is the only provider on the military installation where I live. Convenient for them. If it were possible for me to give them 0 stars, I would. Furthermore, if I could erase them from ever having existed, for a surety everyone who has ever been involved with them would be significantly happier. Without a shadow of a doubt, this company has the worst customer service. Not because they are worse than everyone else, (they are) but because I honestly believe it isn't possible for them to be worse than they are. This faintly begins to describe my feelings of distaste for my experience with centurylink.

Helpful? [Yes](#) | [No](#)



Winnie of Kent, WA on June 28, 2016



I've had CenturyLink in the past and could not stand the continuous screw up on billing and the terrible customer service. Since they have competitive rates, I thought, it's been a few years, I'll give them a second chance to see if they've improved. I've had service with CenturyLink for about 3 months now and have had unending billing issues and below average customer service. Each time I've called in with an issue, customer service gets worse - the customer service reps seem to give ZF's, no empathy, no sense of urgency and inconsistent information. Example: I was told since there was a pending credit, I could pay the amount due, minus the amount that was pending in credits. Three months and three billing cycles later I'm still waiting for my account to be credited.

I contact customer care to find out that the credit is still in a pending status and may or may not be approved and that I would have to wait another two billing cycles minimum to find out... WTF? In addition to the runaround about billing. I also find out that I'm getting charged a \$7 fee each time I

found out that CenturyLink automatically signed me up for the @ease which is another \$10/mo. The multitude of times I've had to call customer service for clarification on billing, each customer care person I spoke to seemed more clueless than the last. I was provided contradicting information and my issues remained unresolved.

This on top of the inconsistent billing practices and surprise charges they don't tell you about has brought me to the conclusion that Century Link has not changed at all since the last time I've had service with them. It is clear that CenturyLink does not truly value their customers as shown through their lack of customer service. I've given CenturyLink a second chance, something I seldom do and they have failed with shining colors yet again. If you're shopping around for a cheaper internet provider, don't be sucked in by the low prices and get stuck in a two year contract with what I think is one of the worst service providers.

Helpful? [Yes](#) [No](#)



Dennis of Ivy, VA on June 28, 2016



We have been using CenturyLink for about 10 years. Before that, EMBARQ, and SPRINT before that! All these companies have been terrible but CenturyLink beats them all, (including COMCAST for our internet). My wife runs her business from home and depends on phone service. We've had

trouble on her main line from day one. They send out "contractors" who are varied in their experience but most inept (or we wouldn't continue to have issues). Every time they come out, it takes 5 days! Then the line is out the next day and another 5 days for them to come back. Customer Service is a joke. We get routed to the Philippines and beyond (Outer Space Aliens??). This is one for CBS 60 Minutes!! Burned out in Ivy, VA.

Helpful? [Yes](#) [No](#)



Jon of Corrales, NM on June 28, 2016



I had forgotten to pay my bill and it was overdue when I finally remembered to pay. That's obviously my fault for not paying better attention. The same day AFTER paying the bill (5 or 6 hours later) CenturyLink disconnected my internet service for non payment. The chat link that they provide for contacting and discussion/resolution doesn't work. A telephone call results in finding yourself on indefinite hold. An email to a general customer service address results in a response several days later saying they can't help you with another phone # to call. This is the most customer unfriendly company I have ever encountered. It's now been 5 days and the service still has not been restored. At my first opportunity I will be seeking an alternate internet service provider.

Helpful? [Yes](#) [No](#)



Angela of Onawa, IA on June 28, 2016



CenturyLink is a horrible company to get internet from. We signed up for CenturyLink, they missed 2 appointments to set up our service. Once it was set up we were supposed to have 25gb of service and during the tests were lucky if we had 8gb of service. I work from home and cannot even log into the internet much less actually work. Due to the horrible internet connection we cancelled our service and went to Long Lines (which by the way is awesome). CenturyLink has now charged us over 200.00 for cancelling our service, a service that NEVER WORKED. They never sent a bill for the cancellation fee, but instead sent it directly to a collection agency. This company is terrible and their customer service leaves a lot to be desired. DO NOT USE THIS COMPANY IF YOU WANT GOOD CUSTOMER SERVICE AND GOOD INTERNET...

Helpful? [Yes](#) [No](#)



Gabriel of Miami, FL on June 27, 2016



I got home and received a disconnect notification from Centurylink. Called them and they told me that 3 months ago they stopped using american

Helpful? ☒ Yes ☐ No



suzie of Olympia, WA on June 27, 2016



CenturyLink placed a junction box right in front of our community sign! What are they thinking...? It is a public right of way but what about some common sense and showing some courtesy to the community you serve, the community who keeps your business afloat and who pays your paycheck? After hours on the phone I finally made contact with the CenturyLink contractor who installed it and they said it could be mounted flush to the road?? Why wasn't that done originally? Or why wasn't it moved 1-2 feet over? Now they say they can go ahead and flush mount it but it will cost the neighborhood over \$6,000.00!!!

Helpful? ☒ Yes ☐ No



Adriana of Las Vegas, NV on June 27, 2016



I called CenturyLink and a woman named Kristin answered and with a happy tone. I immediately told her that I wanted to lower my bill. She ignored my request and moved on to let me know that I qualified for Prism Service. I again told her that I wanted to lower my bill. Again she ignored me and moved on to let me know that somehow I qualified for fast internet service without paying a dime. I interrupted her and said, "I want to remove long distance because I already have 3 cellphones in my home." She then said, "I don't see it in your plan." At this point I was already upset and told her "I can't do this right now. Thank you!" And hung up on her. I was rude but as a customer service rep they ignore what the customer really needs against what CenturyLink wants. I am calling later with the expectation that the next rep that answers the phone will ignore my request.

Helpful? ☒ Yes ☐ No



Deirdre of Seattle, WA on June 27, 2016



CenturyLink had salesmen making door-to-door house calls late April / early May. The young man who came by to sell me CenturyLink's service was very nice and could tell I hated Comcast and wanted a change. He came back at least 3 times to politely see if he could get me to switch. I finally did and I've been through two billing cycles with enormous bills that do not at all reflect what he sold me. I'm supposed to be billed \$89.94 / month + tax according to, not just him, but the person at CenturyLink who made all the actual changes to our account. My first bill was \$250!!! For which I was finally credited after an hour on the phone with customer service. My next bill was \$147!!! and now they won't even credit me for the overcharges.

They have made more corrections, but are still over charging me. I got them down to \$92 a month going forward, but no credit against the overcharges for this past month. P. S. Unless you buy their HD package, their Prism TV picture will be tiny (like 10x10 inches!!). The technician who installed our TV told us that CenturyLink is intentionally not selling the HD package so that you have to call and get it added for another \$12/month (+ tax).

Helpful? ☒ Yes ☐ No



Michele of Arvada, CO on June 27, 2016



I have had numerous bad interactions with CenturyLink, calls dropped, put on hold until after 5:00, and calls disconnect. Transferred last week in one call over 5 times to different extensions. NO one could answer my concerns and they turned my phone off with no authorization from me at all and yes my bill was paid in full. They told me my number that I had for over 11 years was gone and I had to have a new one. Called next day got my number back but still have no service. This was from last Thursday, supposed to have service restored today. I also went to pay my last bill and the automated service would not work so ended up paying a 3.50 fee to pay the bill because their equipment would not work. I am livid - my phone better work today...



shawn of Tavares, FL on June 25, 2016



From initial installation, they missed 2 appointments, to getting the billing sorted CenturyLink has been remarkably disappointing. I spent hours on the phone getting them to reschedule missed appointments. I only have internet in my house, cost \$50 a month, first bill was \$200+. All activation fees were waived due to missed appts so back on the phone to sort out the billing. I was told I would have 25 GBs of speed. I barely get 9 on a speed test. I have logged literally hours throughout this past year trying to get one issue after another resolved.

ANOTHER tech came to the house this past Monday to get this corrected. He left and a later speed test showed 6.34 GBs of speed. His repair made the connections so much worse. I can not get emails with an attachment to send, unbelievable. A year later and I am DONE. They have been a consistent disappointment. Customer service is ridiculously incompetent, so many transfers and disconnected calls after being on the phone for literally over an hour. NEVER AGAIN!!!

Helpful? [Yes](#) [No](#)

Richard of Nampa, ID on June 25, 2016



I have gone rounds twice with Centurylink over being sent to collections for unreturned equipment. Centurylink never bothers to send you any type of notification. Just a notice from a collection agency. I no sooner clear things up with one agency and Centurylink sells the account to another agency to start the process all over again. When you send equipment back it is imperative that you keep your receipt of delivery because three years later, you may get a letter in the mail and you will have to prove that it was delivered. Keep documentation of every interaction you have with Centurylink and be sure you keep a file because it will come back. This company is known for this unethical business practices. Numerous complaints have been filed and I think it is time for government interaction to stop it!

Helpful? [Yes](#) [No](#)

Ken of Monroe, OR on June 24, 2016



Billed me for service that I never received! And turned me over to collections for \$248.93. Had several conversations with Tucson idiots there and never got things fixed. Lucia the supervisor always seemed to get things right, but not this time. I travel for a living and will NEVER do business with them again! Had similar issues in Albuquerque. These people couldn't even tell me I was in an area without service and tried to blame me! I can supply account information at a private level.

Helpful? [Yes](#) [No](#)

Dulcinea of ---, OR on June 24, 2016



I have called 5 times to get help and still no results. They put me on hold for over 20 minutes, or the calls are disconnected.

Helpful? [Yes](#) [No](#)

Brad of Salt Lake City, UT on June 24, 2016



We had CenturyLink for 6 years because we got a discount for having DirecTV. We lived in a suburban area in a 10-year-old neighborhood. Our DSL service worked reasonably well for the first couple of years until they added houses in a newer section. The best service we could get was 20

impossible to watch a 1 hr tv show. General web surfing became difficult as well.

One day I called to complain and they agreed to send a service tech out on a Saturday between 2-5. I waiting until I saw the service tech drive up at 430, but then he never came to the door. I figured he must be checking the line. An hour went by and I called CenturyLink to see how it was going, but they said the tech said no one was home so he cancelled the service. Had to wait another week for him to come out again, in which he claimed he rang the doorbell the week prior. The tech determined parts on the old system needed replacement. Nothing was corrected and it was still slow.

I then called a couple of weeks later and asked if they could increase the speed of my internet service and they told me 40 Mbps was available, so I signed up. A couple of days go by and our service completely quits working. I call for tech support and they explain that they have now shut down our service because 40 Mbps was not available in our area. I told them to turn the 20 Mbps back on, and they tell me it will be another week before they can do that.

Our service is finally back up and running and a few days later it get spotty again so I call tech support and they send another tech out. He then shuts down all the internal phone lines in our house since we don't use landlines. He thinks this will improve our service with only one phone jack. Helped a little but nothing earth shaking - still runs slow.

Finally we move and I call to cancel our service. I tell them we won't be moving our service to the new address. 6 weeks go by and a bill is forwarded to our new address for existing service that was never canceled. I then spend over an hour trying to get to the right customer service rep while they try to upsell me to not leave. Now they are sending me a check and I am very happy with Xfinity for internet service.

Helpful? [Yes](#) [No](#)



Ellen of Tucson, AZ on June 24, 2016



I have been a CenturyLink customer for many, many years. I have recently been experiencing slow internet service. I called report the problem and ended up talking to someone in another country. They scheduled me for the next day with a timeframe of 1pm to 8pm. They advised me that I would receive a courtesy call and to check www.centurylink.com/tech to monitor the timeframe the technician would arrive. All day I checked the website and the last check indicated the tech would be at my house at 5:25pm. I arrive home at 5:00pm to find a door hanger from CenturyLink saying to reschedule!!! The technician didn't even put the time down that he/she arrived. It just stated "PM". I never received a courtesy phone call. What a racket... the worst customer service ever. You can't even talk to a human being! As I write this I have been on hold with "repair", somewhere in another country for 20 minutes. It's time to switch to Cox!

Helpful? [Yes](#) [No](#)



brett of Superior, CO on June 23, 2016



You would expect a child to lay fiber optic cable across your rear yard on a new install when there is conduit already in place for wiring unless it is CenturyLink, right? After numerous calls to get it placed in the conduit as it would no doubt get damaged and then it would be on me to repair at cost, CenturyLink could not return my calls or really care otherwise. It seems installation of less than 3rd world country status is normal. To be honest their internet speeds at night are problematic with buffering when trying to watch TV. One department cannot transfer to another and so on and so on. All too familiar. Well upon calling them all the loyalty was on display with offers of discounts and upscaling packages. Game over. Xfinity can now be my new provider. Hopefully the cannot be any worse the CL.

Helpful? [Yes](#) [No](#)



Chris of Snoqualmie, WA on June 22, 2016



it wasn't billing and I was compensated for the late fees but was no longer eligible for the auto bill discount for the remainder of the one year contract.

Fast forward to today 6/22, I received an email that payment is late. I logged into my account and it's been past due since March when my account stopped auto billing again. I called them again and no one knew why it stopped auto billing but I was at fault for the charges. The fact that they offer a discount to lock you into a 1 year contract and then, due to their website issues, it cannot be redeemed seems deceitful and illegal. Furthermore, after they stopped the auto bill for unknown reasons in March 2016 they waited until June 22, 2016 to notify me that my payment is late but I've already incurred \$48.00 in late fees.

Helpful? [Yes](#) | [No](#)



Courtnie of Mesa, AZ on June 22, 2016



After signing up with CenturyLink I was informed my bill was \$46 a month! Great. That works! I set it up on auto pay as well so I would not have to worry about it. Months later my internet gets shut off. I never received any notifications in the mail nor my email about my auto pay stopping. So here I am with a huge bill that racked up. They tried charging me to get the services put back on which I was not for at all because I did not receive any

notifications of non-payment. I called and spoke to a supervisor, I paid the bill, got the service fee waived and gave them my bank information - NOT A DEBIT CARD - so this would not happen again.

Here we are 3 months later with my internet shut off. The supervisor did NOT set up my auto pay so now I have a large bill AGAIN. I NOW I am being penalized and cannot turn my internet back on until it is all paid! Every time I call, I am being transferred to 6 different departments and then after being on hold for 40 minutes, I am being hung up on! CenturyLink has poor customer service! & finds no way to help their customers!

Helpful? [Yes](#) | [No](#)



David of Albuquerque, NM on June 21, 2016



I called for service. They set an install date for a few days later. Two weeks later I called to investigate why they did not come install my phone & internet order. I explained in detail where I was at in the process. Regardless of my detailed explanation they made another account in my name. I received two bills and immediately called them. I explained that I would pay both bills and notified them that I would never do business with them again. They sent me \$15 back, apparently I over paid. I vow to never use this company again as long as I have breath.

Helpful? [Yes](#) | [No](#)

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Consumer Complaints and Reviews



Thomas of Gilbert, AZ on June 21, 2016



Recorded call, transferred 7 times. Threatened for early termination, told the service would be disconnected and it wasn't. I have a 45 minute recording of the transfers rudeness and confirmation verbally of the disconnection. They will not help me with the bill and told me "too bad a recording is not proof." I think a court would accept it. I would like to provide the recorded call from 5-26-16 and the recorded call from today 6-21-16. This kind of treatment to the consumer is got to stop.

Helpful? [Yes](#) | [No](#)



Meagan of Eagan, MN on June 21, 2016



poor communication was when I didn't receive a confirmation e-mail about the services I had just signed up for that the representative said I would get. The technician came out to install everything on-time on May 2nd, but was unable to find a line close to our house. He said that he would have to issue a work order to lay a line from across the street and that it would take about 10 business days.

After 15 business days of no activity I called CenturyLink to check on the progress. I was on the phone with 4 or 5 different people, none of whom could figure out what was going on. The last person that I talked with from the local office who couldn't find the work order and would call me back the next day with any news. We still have no internet (except for on a phone, which we have to pay for if we go over). I got a call the next day, but it was just to let me know that they hadn't figured anything out. I gave them a few more days and called in again. This time, they discovered that the work order had been "zero dated", which meant that it hadn't been assigned a start date.

It was now the end of the month (May 30th) and still no internet. Some of you may be wondering why I held out for so long. I had heard that their fiber optic internet was superior and the price was cheaper than the competitor. This was worth it for me up until a month had passed with no internet. Also, I had to sign up for service all over again, because they had lost my original contract. I was prepared to cancel, but said that if they could get the line laid and the internet hooked by the beginning of June and gave me some kind of credit, that I would stay with CenturyLink.

They gave me a credit for my 1st month's bill and scheduled a tech to come out right away at the beginning of June. I double-checked with rep that a line would be laid first, because there is no point in sending out a technician if there is no line laid for him to hook it up to. She said that it would be done all at the same time. I triple checked with her about that and again told her not to send anyone out unless the line was laid. She assured me that it would be done.

A technician came out on-time as scheduled on June 7th, but the line still hadn't been laid. I filled him in on the hoops that I'd had to jump through and that I'd told them not send anyone out unless the line was laid. He spent close to an hour on the phone trying to figure out why there was no line and what was going on. He was very sympathetic and upset on my behalf for the ridiculousness of the whole thing. To add insult to injury I received a confirmation e-mail the next day stating that the technician had come out and that my services were now connected and my account was active. Instead of calling to correct them I called to cancel services. I was done waiting around for them to get it right.

By this point, I had done research on CenturyLink, especially websites like this about other peoples' experiences and saw that I would be better off with a different company. I also took the advice to write down the date, time, name, location, and Employee ID of each person I talked to so that I would have a record of these conversations and the assurances they were making to me.

When I cancelled on June 9th I was very fearful that they would bill me for something even though they never hooked anything up, I didn't have a modem, and it was still within the 30 days free cancellation. I made the rep talk to his supervisor to double confirm that I would be charged for nothing. They assured me of it and took down their information just in case.

Fast forward to today, June 21st. This morning I missed a call from an unknown number and there was no message left. I called out of curiosity and discovered that it was CenturyLink. Apparently, I had a final bill to pay of \$191.04!!! I was in shock and disbelief (When I signed up the 2nd time after they lost my original order my initial bill was only supposed to be \$30-ish dollars with the credit they gave me). They had reassured me that because I was within the 30 day grace period that there would be no charges (we're talking 2 days of official "service" if you can call it that, because nothing was set up and I had no internet to use).

They transferred me to Billing where I waited while they verified that I had no modem and nothing was connected before I cancelled. Now, pending approval, I will get a credit and pay \$0 on my final bill. I was skeptical that this would actually happen, so I asked for some kind of written confirmation either in email or letter. They couldn't do that. I finally asked to be transferred to the Escalation Dept (I was not angry or mean on the phone, I just wanted assurances that I wasn't going to be having this conversation next month along with additional late fee charges for not paying my final bill). The kind rep referred me to the Reference Adjustment number and told me that unfortunately the best that he could was to have me call CenturyLink after 4 business days and ask what my remaining balance is. He said that by that point that it should be \$0. I can only hope.

My point in writing this is to encourage anyone considering this service to know what your experience might be like in dealing with this company when issues arise. My mom has used CenturyLink for years in another state with no troubles, so they obviously can provide good service, but my experience was not so good. The customer service people are nice and try to be as helpful as they can be, but the follow through/communication within the company is very poor. Also, the lack of paper communication even through e-mail is troubling. I really wanted to like CenturyLink, gave them the benefit of the doubt and stuck with them for over a month giving them every opportunity to keep my business. I hope that they make whatever changes are necessary to improve communication within their company.

Helpful? [Yes](#) [No](#)



John of Denver, CO on June 21, 2016



If you are looking to raise your blood pressure then call CenturyLink. If you are looking to be disrespected, then call CenturyLink. If you like to watch couple of people arguing and fighting then watch CenturyLink employee treating their customers. No words can explain how horrible I had felt each time I had to call CenturyLink. A brief word would be the worst customer service that any company ever had. They always have the attitude of fighting and accusing customers of being liars. First word comes out of their mouth is "no" and it usually during your speech, so you are always liar and you should shut up and listen to what they are saying. The worst the worst the worst people you could ever deal with.

Helpful? [Yes](#) [No](#)



kim of Shullsburg, WI on June 21, 2016



I had been a CenturyLink customer for 10 years. This past year has been the worse customer service I've ever seen. They literally did not set up my internet right and it was wrong for a year. Wrong cable and modem had to be shut off everyday. Then they send me a new modem and it wasn't set up before it shipped to me and I had to call. They were going to send someone - I said "NO I need the internet - I actually have a job." So a manager finally fixes it then four days later I can only get 15% of my speed. I had 25MBPS and got like 4 speed. I get a letter - they're raising my bill and I can cancel within 3 days because of Wisconsin law and they say "no - you can't." Why did you send me the letter then? Terrible!!!! Will be moving companies.

Helpful? [Yes](#) [No](#)



Rey of Charlottesville, VA on June 25, 2016



After extensive email contact with random Centurylink employees with titles, someone with technical competence contacted me, asked for the extended headers of a recent email showing the blockage, and fixed this. I am grateful.



Rey of Charlottesville, VA on June 21, 2016

Original Review

I do not use CenturyLink email. It is email I send from my email account that CL is blocking. People who do use CenturyLink email cannot get

others including my attorney (who got very hot about this.) CenturyLink blocked my email because I wanted fellow car club members or a scam aimed at us and for no other reason, and refuses to unblock it. In all my long life a lawsuit was never something on my bucket list but when a company wrongs me and goes deaf and won't fix the mistake, lawyer talk of "punitive damages" turns into music. I come from a family of lawyers and if I can give one the opportunity for a big settlement, it's the right thing to do.

Helpful? [Yes](#) | [No](#)

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Robin of Bremerton, WA on June 20, 2016



I was offered 6 months free/trial service from CenturyLink. After the 6 months I chose not to remain with them. I was instructed to return all CenturyLink equipment with a prepaid/addressed label that the company sent to me. I placed every single piece of equipment (one modem/remote/cables) in the original box (yes, I had kept the box) and placed the label on the box. Everything was wrapped securely. I dropped off the box to the UPS store in Seattle 815 1st Ave, Seattle, WA 98104 Phone: (206) 624-3313 at approx 11:15 AM on January 6th 2016. I was not offered a receipt and I did not ask for one (mistake). I was sent a bill from CenturyLink for \$4.49 stating bill close date 12/16/2015. I called and had a very difficult time locating a person that could help me. I told them that this was a free offer and that I should not have a bill of any kind. They said they would take care of it and I had a zero balance. I assumed all was well. I was wrong.

I received a letter/bill from CenturyLink bill date 01/18/16 stating that I owed them for unreturned equipment. They claim that I did not send back not only the one modem/set but that I owed them for 2 sets... I don't know why they think I ever had 2 sets but the fact of the matter is that I sent back the one set they actually gave me. I again, tried to contact them regarding this but it seems impossible to find someone that can actually help and knows about my account. They claim that they have no tracking for the returned modem. I am kicking myself for not getting a receipt but this is what I am dealing with now.

CenturyLink has sent me to collections for unreturned equipment. I am completely frustrated. The bill is for 2 set top boxes and taxes/fees. I never had 2 set top boxes and I returned the one set I did have. After I complained to the WA state attorney General and the BBB I was issued a credit for one of the sets of equipment as they realized they had made a mistake. They refused to investigate further and closed their side of the story with both agencies. They are thieves and continue to practice this extortion against consumers.

Helpful? [Yes](#) | [No](#)



Eric of Rapid City, SD on June 20, 2016



Before you even begin to consider CenturyLink, STOP. Never in my life have I dealt with such incompetent and neglectful people. Three weeks, 4 missed "activation" appointments, and 4 & 1/2 hours of phone time later, I don't have service. The disorganized nature of this business is mind boggling. No one has any idea what the status of your account is, horrible note tracing to see past conversations, and continuous relay of false information. It is absurd that a company like this still has customers.

I never write reviews, but this experience made me want to help people avoid what I went through. It's really no surprise to me that the first 30 reviews gave this company 1 out of 5 stars. If a 0 rating was allowed, that's what they would have received. I know that the advertised low bundled services pricing can be appealing, but resist the urge. Your time, mind, and well-being can all be preserved by biting the bullet, and choosing a higher priced competitor.

It would take a phone call from a "manager" offering 6 months of free service for me to switch. If you are reading this, don't even consider CenturyLink; this is the most current review to-date, so the chances of you getting anything different is idiotic. "Insanity is doing the same thing over and over, and expecting a different result." Save yourself, choose anything but CenturyLink.

Helpful? [Yes](#) [No](#)



Tim of Henderson, NV on June 20, 2016



Service is terrible! There is no one you can speak with that has a clue! The name of the game is "gouge the customer"! Lie, cheat, swindle! These folks make you want to give up TV! Watch out for the bill! Every month they will tell you one thing then bill you for another! Horrible business model! Can I give them minus five stars?!

Helpful? [Yes](#) [No](#)



Keerston of Orem, UT on June 20, 2016



DON'T BELIEVE IT WHEN THEY TELL YOU THERE IS NO TERM AGREEMENT!!! There is a term agreement for 12 months. They claim they have no package for internet without a term agreement. Even though I could prove to them through several websites and flyers they send in the mail. They still are not willing to adjust my bill which is the remainder of months left for a year contract on a NO TERM AGREEMENT. No one including management can modify bills they claim once again. Plus their service is slow and not very clear.

Helpful? [Yes](#) [No](#)



Flecia of Colorado Springs, CO on June 19, 2016



I was on autopay and someone took me off and sent a bill last month. This month I did not get a bill so I went online and noticed that I was back on autopay and the 39.30 would be deducted from my checking account on the thirteenth. It was not, nor was it on the fourteenth and on the fifteenth another 39.30 was added. So, yesterday, the sixteenth, I cancelled autopay and made a manual payment online of 39.30 and the register said I now owed a balance of 39.30 so that was fine. However, this morning I noticed that my payment had been cancelled and I still owed 78.60 so I made another payment of 39.30.

Helpful? [Yes](#) [No](#)



Wilfred of Deltona, FL on June 18, 2016



I've never written a complaint review about a company but after my most recent dealing with CenturyLink I felt I had to. Over the few years, we've used CenturyLink for Internet service and the main issue has always been very slow Internet. At the moment I'm paying 85 dollars a month for only 8 Mbps. They say that is the highest speed they provide for our area, mind you I live in a city, not deep in the woods where Internet service may be

month? This past week is what really upset me and led me to write this review. My speeds have been averaging 3.5 Mbps download, 0.25 upload with 1070 ms.

Monday I called repair service and the customer rep told me she sees a problem on her end and sent a repair tech the following day. The service repair tech called me on Wed and advised me the issue was at the main pole, within a few minutes my internet speed was the best I've ever seen it at 8.5 Mbps. That lasted for less than 48 hrs. Fri I woke up to speeds so slow it didn't register on the speed test site CenturyLink offers on their website. The speeds that day were 2.5 Mbps on upload, download and ms speeds did not register. Once again I'm on the phone with repair service, on hold for 20 minutes while he rebooted the box, only to be told he sees no issue on his end and refused to send a repair tech back to check on my service. This is totally unacceptable. After I vented on him and gave him an ear full, he said the best he could do is send me a new modem because he thinks that may be the issue. Really!? A new modem?

They sent me a new modem last year which did nothing to solve my speed issues. In between the slow speeds, numerous internet crashes and poor customer service I can say that I am Done with CenturyLink. I'm now trying to write this review which keeps freezing up, while I wait 3 to 4 days for a modem to arrive which I know will not help my problem. As soon as the modem arrives, I'll make the effort to install it, but once I see it does not help, I'll throw the modem out the window and call another company for internet service. All I can say about CenturyLink is Buyer Beware.

Helpful? [Yes](#) [No](#)



Brittney of Gilbert, AZ on June 18, 2016



I had been using Cox service for my cable and Internet needs for a few years without any issues and then CenturyLink Prism advertised in our neighborhood with great sounding specials so, I decided to switch. What a mistake that was! My bills were NEVER what I had been told. I ended up having to call customer service month after month desperate to get the rates I had been told I was getting. The reps are very good at getting you to think they "figured out the problem" and corrected it so you stay on... yet the next bill comes and nothing was fixed.

I feel very taken advantage of financially and pushed into staying even though I had called to cancel service time after time. I finally had enough and sent a long email explaining my frustration, only to be completely disregarded and given the # to call and speak to a rep. Now after trying to cancel my service and getting lied to to stay on, I got the biggest bill yet. I'm done. I canceled service yet was told I will be charged early termination fees. Of course I will. Ughh. What a way to treat long term customers. Apparently, they have no desire to keep me as a customer. Wasted SO much of my time sitting on the phone month after month sorting through my bills to see what can be done... when there really wasn't anything done that put me where I had been told I'd be charged.

Saddest part is that the service itself was fine.. Billing and lack of customer service following through with the things they said were where the problems lie. I feel sorry for all customers that signed up for auto pay with CenturyLink because what your monthly charges are is a surprise each month. I haven't ever experienced worse care for customers than CenturyLink Prism.

Helpful? [Yes](#) [No](#)



Sharon of Coon Rapids, MN on June 17, 2016



I have never paid for television before, but when I decided to get pay TV, I thought I'd go with CenturyLink because I've had my internet service through them for years. It seemed simple enough and in the conversation I had with a CSR, it would only cost me in the neighborhood of \$100.00. The truth is not even close. I have had this service for 2.5 months now. I am having another service tech come out to my house on Saturday because the main box has gone down completely for the 3rd time. It is taking 2.5 days for someone to come out to either fix or replace this box.

I needed to return an old box. They do finally send you a label, but you need to find your own shipping box. When I called today to find out if they received the old modem, they said that they received it 10 days ago. When I asked why they hadn't credited my bill yet, she said that they require me to call them before they will credit the bill. I called BS... I was never told that (common theme in my dealings with them) nor should it have required that because it was old equipment. Anyway, I'm going to be sending in an email to the MN Attorney General's office asking about my rights to cancel this service. I know all pay TV is bad. But this is really bad.

Helpful? [Yes](#) [No](#)



Kimiko of Colorado Springs, CO on June 17, 2016



I got high-speed internet and Prism Summer of 2015, and I was extremely happy with my service. So when we decided to move, I called a month ahead to get everything ready. I lost the Prism because I couldn't get it at the new place, but continued with internet. When I called a week before to confirm that I'd get a tech out to install it, the rep said everything had been set up wrong and proceeded to unravel my entire account. I ended up with the old account and 2 new ones. Ultimately, she did so much damage that it couldn't be undone. I ended up with a FOURTH account, closed the rest and lost the progress I had made in my original 2 year contract. On top of that, once my current account got set up, they couldn't find the box with all the connections in my neighborhood the first time.

I missed out on a week of work (since my job is home based and online) waiting for the next day that a technician could come out, and then the appointment time frame was all day, so I had to sit around at home and wait. Obviously, after all that mess, I had a problem with paying for service I didn't have for a week, not to mention all the fees that were added on to the accounts that shouldn't have existed in the first place. The call center and retail store said their hands were tied and I was obligated to pay all of the fees, which was totally unfair. They wouldn't even work with me or offer an alternative or a promotion, NOTHING. I spent 3.5 HOURS on the phone with them (yes, I did actually add it up) over a period of a month or so, nobody could ever find my account.

I was transferred to a MINIMUM of 4 people each time I called, and I WAS COLD TRANSFERRED IN THE MIDDLE OF MY SENTENCE AND HUNG UP ON, not once, but twice by the call center on three different occasions! I cancelled my service 2 days after calming down from the last call. I'll be going with Xfinity. They don't do this to their customers. I will also be fighting my early termination fee due to the fact I shouldn't have had to start my contract over again in the first place, and for all the grief the call center put me through. I've worked a call center, I know it's tough, which is why you won't hear me yelling or trying to bully the reps on my calls - clearly that's the only way you get anything done. I don't feel like I should

have to treat someone the way I've been treated by your company to get someone to say, "Wow, I'd be happy to review your account and see what I can offer after everything you've been through."

I had a hard enough time getting someone to listen to why I was calling in the first place before they would say they had to transfer me. Then I'd have to over explaining myself again... Anyway, bottom line is, CenturyLink SUCKS and obviously there is room for improvement on training their employees since simply moving my service was so hard, and ultimately lost them a customer. I would never recommend family or friends to get their service, and now I know why they told me to not go with you when I went to sign up over a year ago. Additionally, my bill went from \$60 at startup, to over \$130, which I would have tried to resolve if the call center wasn't such a huge headache every time. I made a huge mistake when I decided to sign up with CenturyLink. My advice? Save yourself the trouble, don't let them lure you into any awesome promotion they have going. They are liars!

Helpful? ☒ Yes ☐ No



Jennifer of Denver, CO on June 16, 2016



Just like those who left reviews before me, CenturyLink has been stealing money from me since I moved last November, and they refuse to refund it. When I call (which has been 6 times in the past 4 months, averaging about 3 hours per call), they transfer me around to different departments, then ultimately, I've gotten someone who promises that the issue will be resolved and that they'll credit me the money. However, after receiving such a promise, they deducted \$500 from my checking account via autopay, even though I'd been paying for my service monthly. They will just slap on hundreds of dollars in charges and put the term "adjustment" next to it. But, when you call to find out what they're billing you for, NO ONE can tell you. This company is a disgrace, and I'm surprised the federal or state government has not taken regulatory action against them, as they literally steal money from their clients.

Helpful? ☒ Yes ☐ No



Karin of Minneapolis, MN on June 16, 2016



I would have to echo those who have already submitted a complaint about this business. Terrible customer service. They outsource to the Philippines so it is hard to be understood and to understand some of the customer service agents out there. Out of six different people I spoke to, none seemed to know the same information.

This is a company that has too many limbs and none of them seem to know what the other is doing. I wasted over 4 hours on the phone and on hold (once for over 35 minutes) in trying to resolve an issue. I was hung up on by a financial representative and treated rudely by a few others. About 1 in five people actually seem nice and understanding of the frustration a customer is experiencing. This company needs some competition desperately. I should be able to choose another phone company with whom to do business. I, too, am amazed they can tout things like, "dedicated to providing a personal touch customer experience". Ha! All talk and little action. Verv disappointing.

Helpful? ☒ Yes ☐ No



Carmen of Bend, OR on June 16, 2016



We use CenturyLink at our small business, a resort. We heavily rely on the internet (like most businesses these days) to take our reservations and look at our calendars. We've been experiencing extremely slow speeds, I'm talking 0.65 mbps and it's been stopping us from being able to check our calendars. ALL I want is for someone to either come out here and see what is causing the problem or tell me over the phone what I need to do.

For some reason, with CenturyLink, this is impossible. Getting a hold of them is like pulling teeth. When you finally get a hold of someone they barely speak English and are hard to understand and then said person cannot locate your account with all of the information you provide them, thus I am unable to get any help. Local offices are also a joke and will give you the 800 number instead of helping. I'm at a total loss trying to get a hold of these people. If you want an internet company that will be helpful and that you can speak to when needed, look elsewhere!

Helpful? ☒ Yes ☐ No



Nadine of Jacksonville, AR on June 16, 2016



Do not use this company. Sales will quote you a price for service and once installed and receive your first bill you will be duped. I pay twice what sales quoted me because originally I qualified for a special in my area. I received my bill and I was no longer in that area that qualified. Now I have to pay \$200 to cancel my contract. BEWARE. I should of just stay will Suddenlink. If it seems too good to be true I guess it is.

Helpful? ☒ Yes ☐ No



Hanna of Kent, WA on June 16, 2016



I've been a customer for 2 months, and it was the worst experience ever. I can't put up with being treated the way this people treated me today. I'm seeing overcharges in my bill and called them today to ask for information about it. Their attitude and behavior was so rude and it hurt me so much that I decided to cancel my whole business with them. They in customer service have been the rudest people I've ever seen in my entire life.

Since 12:30pm until 4:30pm I was trying to reach out to a real person to talk to. I got a lady on the phone named Makayla. While my cancellation process she hanged up on me and anytime after that I was calling them, they started making fun of my accent (as I came from Greece) then kept me each time over 20 or 30 minutes on hold. When I asked for the manager they passed me on to each other trying to make a fool out of me by pretending that the person is the manager... However I think that was the first time I ever seen and sensed racism in United States and I felt so sad in my heart. I will never forget this terrible experience with this company.

Helpful? ☒ Yes ☐ No



Dave of Phoenix, AZ on June 15, 2016



WORST Customer Service on the planet. If you want to waste your life being transferred from one department to the next within the CenturyLink organization because no one there knows what they are doing, then open an account with this terrible company! They do not disclose the early termination fee to you when you renew your subscription, then if you have to cancel they say they did disclose. All the service reps have an attitude and will not help. Run from this company. Run!!

Helpful? ☒ Yes ☐ No

My phone service has been sketchy at best. We have been trying to make funeral arrangements for my sister and while trying to talk to anyone involved, the service disconnects. This has happened many times even while trying to get a service appointment. It's so bad that I have to interrupt any caller to warn them and tell them I am NOT hanging up on them. When explaining this to CenturyLink they act like they couldn't care less and continue to waste the minutes I have on the prepaid phone I was forced to buy. All to no avail, I will still have to wait the full 4 days and hope they actually fix it this time. Oh yeah, this has been going on since we hooked up with CenturyLink. Not happy, and totally left out of the arrangements for my sister's funeral...

Helpful? [Yes](#) | [No](#)



Phillip of Battleboro, NC on June 14, 2016



I continually to have problems with the television either I have no sound or no tv in the bedroom. I have had cable and satellite and none of them have the problems that CenturyLink has. The Internet is reliable and I like it but the television sucks. Suddenlink is plowing cable in our area right

now and their internet is two and one half times faster than CenturyLink. Will I be switching? You can bet your life on it. I have never had television that has as many problems as CENTURYLINK does and will be glad when I get rid of them.

Helpful? [Yes](#) | [No](#)



cindy of Denver, CO on June 14, 2016



I started in January to get a package from CenturyLink. I was quoted about \$183.00 a month for phone, computer and fiber prism tv. For about three months, I was paying my bills just fine. Then I get a bill for \$800.00 dollars. I called, it took a very long time to get to anyone. They sent me from person to person. No one could tell me why I owed this money, except I had been being charged separately for prism, internet and phone. I told them I had bundled it. They said they didn't show it was ever bundled. Then I was disconnected.

I have tried numerous times to contact someone. I am placed on hold for long periods of time, sent to someone else who can't even bring up the bill, sent to someone else. This goes on and on so that I have no more time and am forced to hang up or I get disconnected... I have tried chatting, the same issue. On and on. I don't even know what my monthly payment is. I can't get a hold of anyone that knows anything. I have done my research and found that the same exact thing is happen to other people. I have a friend it happened to as well. I don't know if it's a scam or incompetence, but something needs to be done! I did get a hold of them one time and reestablished a bundle for more than the original amount. But they say I still owe them money. But why? There is something going on with this company.

Helpful? [Yes](#) | [No](#)



Andrew of Las Vegas, NV on June 14, 2016



I was having difficulty with my CenturyLink equipment during early April of 2016. I spoke with a customer service rep named Jack on 4/20/16 at 12:18pm local time. He advised me that my CenturyLink, current bundle, was about to expire and said I could save some money by switching over my services to Prism TV, which is owned and operated by CenturyLink. I made the switch. Had a person come out on my day off and change out my system. I received my first bill and it was almost double what I had been paying. I called CenturyLink and was conferenced in with DirecTV who was part of my original bundle and the issue was resolved which was due to different billing cycles. I just received my second bill. It was \$30.00 dollars higher than I expected.

I called CenturyLink and discussed my account. They went back to the notes Jack had put in for me. They noted that all quotes do not included taxes and service charges as they have no idea of what those would be by state. We all know this is a lie. When a company sets up your services they know exactly what your bill is going to be. I asked if I could cancel the service as I have only had it 60 days and this is the first adjusted bill I have seen. The rep told me I could cancel the service and I would be charged \$480.00 as an early termination fee.

I am now stuck with this service for a year and due to the increase in cost, will not be able to take all of my diabetic medications as I live paycheck

Helpful? [Yes](#) | [No](#)



Lena of Wellsville, KS on June 14, 2016



I lived in a small community with not a lot of options for internet service. Once I joined CenturyLink, I realized the monopoly they have over small town customers. Because there are so few options, they charge extremely high prices, and the overall internet speed is horrible. I had many issues with internet service, lack of service, slow speeds even though I paid for higher speeds, not many plan options, etc. I cannot express the amount of dissatisfaction felt while using this company. After I finally moved, and was able to set myself free of their service, they continued to charge my account the normal billing amount. Getting through to customer service was nearly impossible sometimes. The website and bills are relatively confusing, leaving you unsure if you are even being charged correctly. I would much rather have gone without internet if I didn't have online schooling, than choose this company! I would give ZERO stars if able.

Helpful? [Yes](#) | [No](#)



Lisa of Cheney, WA on June 14, 2016



We have had them for 8 years. Every year it gets worse, because they keep overloading the servers. To make matters worse, they actually got stimulus money to upgrade our specific rural area. Funny how they have been promising upgrades for 5 years, but the speed is slower. Seriously. It is so slow that even when we are connected, the wi-fi will say not connected on a device and not load a page. So very disappointed. Also, since their last merger, they closed the office in our town, so we can't get any services in person without a serious drive. The only reason they get one star is because it's required to give at least one for the review. Update: It takes so long to load a page, I have had a gateway timeout 4 times trying to load this darn review.

Helpful? [Yes](#) | [No](#)



William of Toney, AL on June 14, 2016



This complaint is for CenturyLink as a company. The entire company is a total failure. The after hours tech support does not exist. When I tried there NEVER was anyone available. Finally after the worse service possible, I closed my account and returned my modem. Six weeks later I get a refund check for the remaining balance. Two months after that, I then get a bill for the modem! They had received it three months ago and refunded my balance. Now they tell me that was not the case long after I threw away the RMA receipt since the account was fully closed. So I talk with multiple morons and get nowhere. If their error affects my credit rating I will be suing them! This company should be out of business! Absolutely horrific service and incompetent people!

Helpful? [Yes](#) | [No](#)



Brad of Great Falls, MT on June 14, 2016



Cancelled my internet and phone to switch to a cheaper and FASTER service with Charter. When I cancelled my account they NEGLECTED to tell me I'd have to call back in after my phone number had been ported to a different company. Their manager Jennifer ** was the most unhelpful ding dong of a person I've ever spoken to. Who would've thought you need to triple check your cancellation to make sure it's actually cancelled. The most deceptive crap I've ever been a part of in my life. 100% DO NOT USE CENTURYLINK. THE NAME IS BIG, THE COMPANY AND SERVICE IS CRAP. Do yourself a favor and call around.

Helpful? [Yes](#) | [No](#)



Jana of Lyons, OH on June 14, 2016



Mailed my April bill for CenturyLink on 4-18 which was due on 4-25. On 5-1 I received an email saying my account was past due. Thinking maybe they just hadn't applied my checks to my bill yet, I waited until 5-4 and called. I was told that the payment still had not been received. The man on the phone advised me to pay my bill online and stop payment on the checks because they had probably gotten lost in the mail. That is exactly what I did. Paid it online immediately, was told that he would take the late fee off of my next statement, then I went to my bank and stopped payment on the checks (at a cost of \$50.00). On 5-16 I received my bill for May (due 5-23).

The first thing I see is a \$14.00 late fee from the previous month. I went online and talked to a rep who told me she would take the fee off, and it must have just been an oversight. I put my checks in the mail on 5-17 for the bill due 5-23. On 5-21 I received a statement from CenturyLink saying that my payment of \$100 (for the 4-25 bill) had been returned by my bank and that I owed them \$100 immediately by cashier's check or money order. I called CenturyLink again and explained everything to the representative. He told me there was nothing to worry about, I didn't owe them any additional money. The only thing I owed he said was the current bill for May in the amount of \$95.31 - which I had just sent in the mail on 5-17. I received my June bill today and guess what?

CenturyLink never received my checks... again... and charged my another late fee for not paying my bill. It doesn't seem possible to me that the postal service could take 12 days or more, two months in a row, to get mail from Ohio to Illinois especially when other checks for bills that were mailed the same day at the same time were cashed and have cleared. Those other checks went to KY, IL, DE, and SD and somehow managed to make it on time. I think CenturyLink has inept people in their payments received department. I just can't believe this can happen 2 months in a row! Previous checks were received within 4-6 days over a 5 month time period. Something just doesn't add up here... except the late fee they keep charging me. Those are adding up! Looking for a new ISP!!

Helpful? [Yes](#) [No](#)

Cheryl of Burlington, IA on June 13, 2016



In February I called to sign up for the bundle pack internet, phone, and DirecTV. I wanted to keep my same phone number. They gave me a to be hooked up. When the tech arrived I noticed the number was not my number. I called them. Finally after a LONG wait I talked to someone, explained the deal. They told me I had to wait at least a week. DirecTV showed on time no problem. When I tried to install my internet there was a problem so I called AGAIN and again a LONG wait. Finally talked to someone. Apparently they had cancelled my order. No idea why. So they issued another order and said by the end of that week everything would be good to go. End of the the week came couldn't get anything to work (DirecTV good). Another LONG wait to talk to someone.

After basically losing it with them and insisting I talk to a supervisor and waiting and going through the whole story for the ten thousandth time come to find out they connected me with a supervisor who DIDN'T HAVE ANYTHING TO DO WITH ANYTHING and she couldn't help me let alone send me in the right direction. So, finally after hours upon hours of retelling and calling and waiting... they told me I was schedule for hook up "March 1 the tech would be there..." The tech was already here and did his job. So from initial phone call the first week of February, hook up was A MONTH LATER!!! UNACCEPTABLE!!! I ended up calling in a favor and a friend of a friend (another CenturyLink tech) came over on his own time and hooked everything up. Two seconds done.

Nightmare still isn't over. Now it's billing. I now have two different account (one my name spelled incorrect and wrong acct #) one has internet and phone and the (incorrect one) has DirecTV... I have lost the "Bundle Savings" due to their incompetence! I have to constantly call and WAIT to get it paid... CenturyLink is terrible and I can't wait to cancel but that could be another nightmare.

Helpful? [Yes](#) [No](#)[< Previous page](#) [Next page >](#)

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Consumer Complaints and Reviews



James of Ocala, FL on June 11, 2016



I don't know what has happened over the last year or so, CenturyLink used to be flawless. Over the past few months there have been several "problems" that have rendered internet access just about impossible, sometimes so bad that Speed Test can't even complete. Paying for 10 Mbps. Since last evening the download speed varied between 0.08 to 0.54. Last night, when contacted by phone, they stated the problem would be fixed by "June 11th" (today); then they said "8:30 am", and this morning at around 11:30 they said it would be repaired by "4:00 pm". The customers who also have VoIP phone service must be absolutely thrilled.

As I said, this is not an isolated incident but rather a continuing problem. And, to stick it to you even more, while waiting on hold with tech support the looped ad in the background is saying how great their 1 Gig internet service is. Really. I will be actively investigating my ISP alternatives. This company does not provide reliable internet service and seems either unwilling or unable to correct the problem. Nothing breaks down this frequently without some much larger issues affecting it.

Helpful? [Yes](#) | [No](#)



WENDY of Fort Myers, FL on June 10, 2016



I will just be reiterating what you will read in the two reviews following mine. I have NEVER taken the time to write a formal complaint online but the incredible frustration with their flat-out thievery makes me want to warn anyone and everyone to stay away from CenturyLink. They gave us a free landline when we signed on which we only took because it was free and we live in a hurricane zone so we thought if cell towers get knocked out, that could be useful -- who cares, it's free, right? Well, after a few months -- not only is it NOT free, but they increased the price of our package by \$70/month without ever detailing the charges in your package on your bill so we couldn't figure out why the price had jumped so high.

I tried every single communication means to get to the bottom of this -- calling, online chat and physically going to their office. Took 5 months to figure out that this is why the bill climbed and they REFUSED to take off the charges, even though they never notified us that we would begin being charged for the landline. As others on this thread say, the people you talk to flat out LIE to you to get you off the phone. They tell you they can't adjust the bill yet because computers are down, one of them told me they had put a note on my comment section and the package would be eliminated and they would just give me Internet services (which is all we need) for \$35 and change but they NEVER did any of it, kept charging me, I would call, be put off, lied to etc. etc... They are shameless crooks, do not use.

Helpful? [Yes](#) [No](#)



burl of Larwill, IN on June 10, 2016



I went through a business change of ownership which took 10 days to get phone service after about 6 faxes and 30 phone calls and about 50 emails. I was quoted \$125.00 for a line with dsl and \$35.00 for fax line plus taxes, the bill should been Under \$200.00. Got my bill which was about \$500.00. There was \$200 charge for early termination fee and other phony charges for voice activation connection fees that was never discussed during my 86 contacts with Centurylink. Not 2 people could state the same story. What a scam.

Helpful? [Yes](#) [No](#)



Cindy W. of Plum City, WI on June 9, 2016



I have to state by saying that I have never complained about any company - ever, but CenturyLink is the absolute worst! How can they possibly be allowed to stay in business? What happened to consumer protection? When I called CenturyLink to set up services they told me that I would get unlimited long distance and internet for \$91.90 plus tax. I was also told that I could get DirecTV for \$51.99 a month, so a combined \$143.89 plus tax. The first bill was \$327.97. After talking to four different people and spending over an hour and a half on the phone no one was able to explain my 8-page bill to me, but I was assured that it was one-time initial charges and the rest would be corrected. There were never any corrections made and the next bill was \$264.89. I have talked to countless people at CenturyLink and none of them ever do anything! Meanwhile the charges are all over the board!! What a bunch of crooks!!

Helpful? [Yes](#) [No](#)



Jay of Minneapolis, MN on June 9, 2016



Do not make the mistake I made and sign up for anything with CenturyLink. These guys do not care. Signed up for 20 MBPS to test things out before I get their full product line. Glad I did, because 20 MBPS was 2 to 3.5 MBPS MAX. Technician came out a couple of times and could not fix it. They kept crediting my account for the inconvenience when I just wanted out! Cancelled my service, and was promised all final fees will be waived.

3 months later, there goes a balance of \$100 with AFNI collections agency posted on my credit report. Customer service reps are terrible. They would lie to you to get you off the phone, and do something completely different (after you spend 30 minutes waiting for someone to answer). They only document what they want, not what actually happens. Beware. Stay away from these crooks! I emailed all their exec level personnel and no one cared.

Helpful? [Yes](#) [No](#)

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Shelly of Tomah, WI on June 8, 2016



CenturyLink for 8 years now has charged me \$50.00 per month for their so-called "high-speed internet". The max speed for my rural area is 1.5. They say I get that but I can't even check my email without having to reset my CenturyLink modem and having a 30 sec to 1 min lag time each time I click on anything. Forget even watching a YouTube video, not going to happen. This is ridiculous! The tech that have come out have said that Obama has given millions of dollars to them to get speeds of at least 10 to rural areas but CenturyLink has taken the money but not fixed this

They are our only choice out here for internet. It is so unfair that they take advantage of whoever they can. They know we have no other choice in our area so they don't do anything about this. The techs are supposed to call before they come out but they never do, so they come when you are not home and just leave a note on the door saying they could not access the home and do nothing, then leave. Then this cycle starts all over the next week trying to get someone out here to do something. I want to start a class action lawsuit because I can't be the only person out there having this problem. I am going to contact a local lawyer to see where to start. It took 20 min just to write this review because I had to wait so long to get to this website. I'm so distraught over this.

Helpful? [Yes](#) [No](#)



Gloria of Fort Stewart, GA on June 8, 2016



I tried to cancel my service after two years and they told me I had another year on my contract. I moved down the street and changed service addresses after a year but still kept them despite them not giving me the agreed upon discount when I initially got my service. I called so many numbers, waited on hold for hours, and talked to so many people and got nothing accomplished. I was billed like \$70 per month for mediocre speed. When I moved, there was no mention of a new contract.

When I asked customer service they said it was a verbal contract but I didn't get that. If I was told about it I would have declined service. I'm in the military and I knew I wouldn't have two years with them. Plus I was moving to a bigger area and was just going to choose someone better. Either way they kept telling me it's their policy not to remove the fee that they never mentioned. Their predatory practices are not new to me as I had them years before and had similar issues with charging too much for services others were charging less for. Because I'm in the military some bases don't have much to offer and I get stuck with them.

Helpful? [Yes](#) [No](#)



Victor of Chandler, AZ on June 8, 2016



Centurylink Prism TV and Internet... We have tried to use their services on two different occasions. Both ended in a billing issue dispute. We started with internet service at a reduced price. Later add Prism. Our first bill went from \$45.00 to \$295. We called to complain, because we were suckered into believing that our bill would be \$129.00 for both tax included for two years because we would be under contract. We made it a point to start off with a balance of \$0. We were told, our internet discount had expired and they were billing in advance for both internet and Prism. \$65 for internet and 2 months for Prism TV. (65+129+129+modem fees and Taxes)... WTH??? We asked what happened to the \$45 we just paid for internet service. We got no answer. We asked, why were we told our bill would never be over \$129 and the modem fee would be waived for 6 months. Also told "You called at a great time because the install is also free..."

Plus we already had internet service so were considered an "established customer." We got no answer... Just this is what is owed. We then asked to cancel. The lady asked "When do you want to cancel?" We advised her immediately... She stated "That is not possible. You need to give me 3 days." We said fine for the 3 days but the actual request should be dated that day. The call disconnected. We called back. The next rep said "Good thing you called back. Your grace period ends tomorrow..." We were told we had a 30-day grace period. She tried to get us to stay, stated she could see if she could lower the bill. We could not come to an agreement to the \$295, so we asked to cancel again. We called back later in the day to make sure the services had been disconnected. They had not.

This time we recorded the call. We were advised we still were within the 30 days to cancel. They said they would be sending out the box for the modem and all equipment. "Still no confirmation or box has been sent." We have given them 2 chances to get it right. Both has resulted in lies and untruths depending on who you talk to. WE WILL NO LONGER TRY TO DO BUSINESS with this company. We also advise anyone that does to be VERY CAREFUL and watch your bill very carefully...

Helpful? [Yes](#) [No](#)



jami of Naples, FL on June 8, 2016



Didn't get my first bill for about two and half months and it was \$580.00!!! Oh and by the way, they do this because you get to cancel their service in the first thirtv days. Most likelv. everyone would cancel before this if they send such criminal bills before the thirtv days. Everything they do is shadv

provided so I didn't get my usual discount. In other words, I was charged \$100 for the full month, and \$200 for half of a month because it was prepaid. I know, stupid right.

The bill was padded with all kinds of hidden tricks like this, and it was like pulling teeth to get them to explain it all and take off all the trumped on charges. I had to spend hours on the phone and be transferred several times. I am making it my life's mission to let every potential customer know how deceitful this company is, and I will do so on every single social media and website I can find.

Helpful? [Yes](#) | [No](#)



JOHN of Albuquerque, NM on June 7, 2016



I submitted a detailed review of their predatory service. It kicked me out... Long story short if you are a homeowner or business owner and are considering Centurylink as your internet provider, my advice is look elsewhere. They are the worst... Save yourself the anguish and frustration of being a victim.

Helpful? [Yes](#) | [No](#)



Bob of Tucson, AZ on June 7, 2016



I would like to bring to your attention once again pursuant to your role as public watchdog providing oversight over consumer matters the chronic abuse, lies, and billing fraud being committed by CenturyLink(CL) in addition to their absolutely horrible customer service. This is the second time I have written you about this. For the past two years, every time I have had to deal with CL, they have tried to cheat me.

Last year, I sent you a letter dated June 4, 2015 outlining in detail how they tried to cheat me by unilaterally and without warning increasing my monthly charges by a massive amount. I had negotiated a renewal for a specific amount and when I received my first monthly bill of the new twelve month billing cycle, it was much more than what I had agreed upon with CL.

After extensive and grueling efforts to communicate with them (they make it as hard as possible with their nightmarish byzantine automated closed loop repeating telephone interrogation labyrinth), they admitted that they had "lost" my order and it never went through. That was last year. Last year I had to write you, the FCC, and their CEO Glen Post to get them to cease and desist from cheating me.

This year they are doing the same thing. My twelve month commitment is about to expire and on June 6, 2016. I called their "loyalty department" at (844) 275-9829 to negotiate a new plan. I know from painful past experience that if I don't do that ahead of time, when my plan expires, it is arbitrarily and unilaterally replaced with a massive monthly rack rate close to \$100 just for basic slow internet and basic simple local landline telephone service.

I spoke with ** (employee #**) who was helpful and I told him that all I wanted was an affordable renewal of my basic local phone service and slow internet service. After checking plans, promotions, and checking with his supervisors, he said the best he could do was \$42.91 monthly (internet \$32, internet recovery fee \$1.99, phone \$8.92 (I have the lifeline phone discount program)). It was a significant increase over my current rate but CL being a duopoly, there is little choice so I agreed. I was given confirmation number **. I requested he send me an email with confirmation of these billing figures. He said he couldn't from his call center but promised that CL would shortly send me an email confirming all the new charges.

An hour or so later, I did receive an email from CL acknowledging and confirming my request for new services but with no details about the new charges whatsoever. I then went online to contact CL for confirmation and a chat window popped up. I then spent the next 1-2 hours chatting with CL functionary ** trying to get a confirmation. To make a very long chat short, she refused to give me a confirmation, said ** may have given me an invalid offer, said no changes had been made to my account, there is no record of any renewal, and then she tried to sign me up for a plethora of new and expensive services. She spent well over an hour lying to me and trying to cheat and deceive me. She dodged and ignored most of my questions. She refused to provide me with a transcript of the chat. You should subpoena a transcript of the chat.

This is what I have had to endure with CL twice in the last two years. It begs the question: Does crooked CenturyLink try to cheat every one of their customers each and every day? Is it their mission to renege, lie, and cheat everyone 24 hours a day? Twice now I have entered into legally binding oral agreements with crooked Century Link and they have reneged on both of them with crass excuses that the order "disappeared", "didn't go through", "there is no record of any changes in your account" "we cannot confirm the rate you were given" etc etc etc.

Crooked CenturyLink is a corrupt criminal enterprise. Everyday they must cheat hundreds of people with impunity. They need to be punished, fined, and sanctioned or have their business license revoked. There should be congressional hearings about CenturyLink and their corrupt criminal fraudulent behavior. If you think I am the only one who feels this way, go to ** and read the multitude of one star negative reviews about CL (and Cox too). Go here for even more horrific one star reviews: https://www.consumeraffairs.com/cell_phones/centurylink.html

constitute a duopoly of fraud, deception, lies and unbelievably horrid customer service in my area. Since I am a 65yo senior citizen living on limited income, their behavior also constitutes elder abuse. Were they to cut off my internet and phone services as a result of their extortionary tactics, I would no longer be able to communicate with my health providers which would jeopardize my health. I would greatly appreciate your immediate intervention into this matter to compel CL to comply with the legally binding oral contract in the amount of \$42.91 monthly to which they agreed on June 7, 2016.

Helpful? [Yes](#) [No](#)



Tovan of West Valley City, UT on June 7, 2016



CenturyLink is one of the worse businesses I've ever dealt with. Their computer systems are archaic, their customer service is terrible, their field sales people are not truthful on the terms when they sell services. And at the end, when you terminate service the bills are seemingly never ending! I cancelled service with them in late 2014 and now, in mid-2016 I'm STILL dealing with money they claim that I owe, despite the fact that they have never billed me for some of the items in question. First they billed me a cancellation fee, which was contrary to what the salesperson quoted, but I did find the details in the fine print of the contract so fine, I paid it. Before paying it though, I contested the amount and CenturyLink said that they would respond to the inquiry, but instead they sent it to collections. I wrote it off and paid the collections company.

Then, a year later they billed me for failing to return equipment, which is FALSE. I returned everything to them in the box they provided. They didn't bill me directly for this, they just sent it to collections. The collections company didn't feel like they needed to bill me, they just demanded money, and to this day they have not provided any documentation to support their claim that I owe money. I sent the UPS tracking info for the equipment that I returned, but I can't prove that the box contained the equipment. Someone at CenturyLink must've failed to mark my stuff returned so they just sent it to collections to wash their hands of the problem. What a despicable company. I'll never do business with them again.

Helpful? [Yes](#) [No](#)



Edward of North Fort Myers, FL on June 7, 2016



No bill came for 3 months. First month's bill was \$136... Tried to reason with them. They would not budge an inch and they agreed the bill was never sent out so its late fees total for 3 months \$580 dollars they say I owe... still never sent any other bill.

Helpful? [Yes](#) [No](#)



S. B. of Phoenix, AZ on June 6, 2016



Poor service and poor customer service, and now, inconsistent claims by the sales staff. We started back before AT&T was broken up by the government. I worked on the old Mountain Bell, formerly Mountain States Telephone & Telegraph, but still part of AT&T. Lots of my family worked for AT&T. The phones worked fine. Then in about 1977 the city went to communal trash dumpsters with automated trash trucks. These promptly ripped apart the phone lines, until one splice case at the end of a 100 pair cable became 6 splice cases. They all worked fine, and there were few problems, it just looked like an overhead splice case museum behind the house. These were large cast aluminum cases with flat gaskets or captive O-rings, and they worked very well. The cable entry points were very well sealed with neoprene gaskets & strain relief clamps.

Enter Qwest. They did NOTHING to upgrade ANYTHING! Eventually the pole splice boxes had spaghetti rats nests piling out of them, but the phones worked most of the time. Centurylink bought Qwest & determined those 6 splice cases looked "sloppy" and pulled in a new line, but like the old one it ran short in the exact same place so they put in this pile of junk stamped sheet metal splice case. Within 4 days the trash truck tore the cable right out of the end of it, and it just stayed that way for years. Every time it rained we had no phone service. By the time a service tech arrived things had dried out, and they claimed the problem was inside my home. I am a journeyman electrician, extra class ham radio operator, and an instrumentation and automation certified specialist, and a data technician, so I know electrical signals for voice inside out, upside down, backwards, forwards and sideways, and in 7000 other directions.

I know third party contractors that do repairs for CenturyLink, and I know Centurylink technicians, and both are told to "just patch it back together." They are told to, "Not replace anything, without approval, unless it is totally missing or in 1,000,000 pieces, or more. I checked & rewired my phone lines, & double checked them with impedance bridges, tone tracers & loss meters, so NO ISSUES IN MY HOME! I took a test set & disconnected the house. and oot the same horrible hum. no dial tone & no service through that same splice case. CenturvLink will never fix that atrocitv. and we

CenturyLink is one of the worst corporations in the universe. Technicians have told me, they tied torn up lines to their trucks and ripped them out, & dragged them off & hid them, just so they could replace irreparable sections of cable CenturyLink refused to allow replacement of. Their service is deplorable! Their sales people are just as bad. I am moving to a location where Centurystink is my only option. When I called to ascertain what internet speeds to anticipate one salesperson quoted me 1.5Meg, then the Centurystink internet I was using went down, so I called them. A different sales rep said the address I ask about had 40Meg available internet speed, not 1.5. Someone is lying! I used my original AT&T/CenturyLink phone number as the order number.

I had it transferred to Cox some years back, when the phone service became so undependable I decided I could live with broadband voice over internet protocol, which only works for about two hours after the power goes out. I'd rather have a true landline, but not if CenturyLink owns or operates it. I am back in Colorado and forced to use CenturyLink again. Their broadband modems fail. They lie about internet speeds claiming 40 megs on a twisted pair, and will happily bill for 40 megs. I am metering it at 1.3M not 40M. This company is horrible. They bill for services they cannot possibly deliver through the equipment in the area, and become defensive & abusive when you question their claims. I have pulled in miles and miles of communications cable from old twisted pair telephone to fiber optic. I know what will support what bandwidth. Don't pee on me and tell me it is raining.

I NEVER worked for Centurystink. My family NEVER worked for Centurystink. The only beef I have with them is as a very dissatisfied customer. The equipment they lease and sell is the lowest quality trash money can buy. Their infrastructure looks like something Turkmenistan discarded after the Soviets left 28 years ago, and they have no issues charging money for customers to suffer with attempting to use their neglected obsolete low-quality garbage network. When I call about leaking splice cases, all they do is wrap a plastic sheet over it and promise a cable crew will come and fix it within a week or two. It has been 12 years, and no cable crew has shown up yet. One technician even Ty wrapped the phone line to a power line, which is a blatant code violation. They will do ANYTHING to piece their dilapidated network back together just long enough to work until the service truck is out of sight.

They claim they have a bill lock that keeps extra charges from being applied. BULL! My father was 79 years old and hard of hearing. Some sleazy long distance carrier tricked him into signing up when all the while he was also paying for CenturyLink long distance. The FTC saw to it, I got that money refunded after my father had passed away, and I was sorting out the estate. The company refunded the money but sent a letter denying any wrongdoing. That same week the FTC was attempting to seek legal action against them. CenturyLink claims they protect you from having these extra charges applied to your bill, for a price. They did not do a very good job, again. We were with CenturyLink from the time they took over Qwest until 2012, and after my aunt passed away I am back with them again, and they are just as awful in Colorado as they are in Arizona.

Someone PLEASE PLEASE take away their license, fine them, buy them, torture them, kill them, or something. Do anything, just so long as it puts them out of business. They ONLY thing Centurystink really excel at is making excuses, making promises they cannot keep, billing for services not provided, and lying to their customers. I got phone bills for building that don't even have phone lines running to them. The service drop for the neighbor's house has rubbed a hole in the roof of my garage. I HAVE PICTURES FOR PETE'S SAKE! This company is THE WORST! That service drop was installed by Centurystink, and it is THEIR responsibility, NOT MINE!

I have ask for it to be moved, but like that cable crew that is supposed to show up anytime, yet hasn't for going on 13 years now, unless I cut it down, it won't EVER get fixed. I SWEAR THIS REVIEW AND ALL THE EVENTS DESCRIBED IN IT ARE 100% TRUE! I HAVE NEVER WORKED FOR CENTURYLINK AS either an employee, a subcontractor, or even as an employees of a subcontractor. I was out of that game long before Centurystink bought Qwest.

Helpful? ☒ Yes ☐ No



J of Airway Heights, WA on June 6, 2016



I have now been "holding" on my cell while I am at work trying to reach a customer service rep at CenturyLink... this call has lasted almost 45 minutes so far which tells me they're either ignoring it or currently getting a lot of other calls. My previous experience with CenturyLink is the same: bad bad bad. I pay close to \$75 per month for poor internet – is it broadband? You'd hardly think so. They tell me it's because I'm "at the end of the line" – whaaaat? Is this two cans and a string in 2016?! Then they try to sell me "faster" internet for – you guessed it, more money per month. I was skeptical before, but after reading other reviews I see I am not alone in experiencing what can only be considered the WORST service for internet.

If you call about service they tell you to reset your router... if it's a billing question you get the third degree. I would happily speak to someone – anyone (!) at a call center located on another planet if it meant I could not waste a half hour (or more) of my day waiting to speak to someone. Another example of how consumers are ripped off. I'm ready to cancel my service and try something else.

Helpful? ☒ Yes ☐ No



Frances of Albuquerque, CA on June 6, 2016



I have been on the phone with CL AT LEAST 6 times in the past 6 weeks. One phone call lasted almost one full hour. Been trying to get my account straightened out. Here in Albuquerque we have only Comcast as an alternative provider, and Comcast is just as bad. But CL is horrible. Horrible!!!

Helpful? [Yes](#) [No](#)



Jack of Dothan, AL on June 6, 2016



I tried to order service for a new address and they took a \$50 deposit. Then it happened that I was not getting the apartment so I wanted to cancel or transfer service just about five blocks away. It took more than two hours on the phone - getting transferred and no one has a supervisor. In fact there is no supervisor available when you call. One person said I'd get a refund in 7-10 days; one said 60 days; another said I would get a check in the mail although I paid over the phone with a debit card. And they are sending the check to the address I DO NOT LIVE AT. There is no physical office to speak to someone face to face. This is a scam because it's just too ridiculous to be anything but that.

Helpful? [Yes](#) [No](#)



Kimberly of Abingdon, VA on June 5, 2016



CenturyLink has to be the worst service provider in the market. Period. The Internet crashes HOURLY. Constantly. There have been numerous... dozens of calls for service begging to rectify the problem and there has been absolutely ZERO response from CenturyLink. Ridiculous that there are this many negative reviews all repeating similar frustrations but yet this company is allowed to continue.

Helpful? [Yes](#) [No](#)



Gail of Cape Coral, FL on June 4, 2016



Keeping it short... 4 different days over 1 1/2 months, 8 different people, 4 times either cut off or put back in the queue (15-20 min every time in queue or cut off), told 5 times problem was fixed with billing (never was), 1.5 hours on phone today to get supervisor (8th person) and hoping everything is correct on next bill. Have never dealt with a more incompetent company in my life. Pay the extra \$\$ and go with someone else - ANYONE ELSE!

Helpful? [Yes](#) [No](#)



Delila of Aurora, CO on June 3, 2016



I have no idea what is going on with this company. I just paid a bill of 117 two weeks ago, and I get another bill due for 111.00. I only signed up for internet for 19.99. When I looked at my bill it read 34.95 plus D/C charges which are not correct. My service has never been d/c. I am at awe. They have a low-income service for students, however, it was never mentioned. What a bunch of crock. I am looking to get out of this contract and look for other services at another. Customer service seems to be disconnected mentally. Unbelievable! This company seems to be a BIG SCAM. FCC needs to look into their practice of billing and pricing. Something isn't right here. I signed up last month. Nothing but major problems...

Helpful? [Yes](#) [No](#)



Ethika of Midvale, UT on June 2, 2016



frustrating. Worst company ever.

Helpful? [Yes](#) [No](#)



eileen of Pittsburgh, PA on June 2, 2016



My bill goes up every month for the same service. For 4 months, I have had to call each month and waste my time on hold for them to give some lame excuse about why the problem was not fixed the previous month. They fixed the bill again and once again told me that my rate was locked in for a year (the same thing that they told me in the 3 previous phone calls). So let's see what next month brings. I did inform them, this time, that if the next month's bill is not what they promised, then I will immediately file a complaint with the FCC, and the Better Business Bureau.

When calling CenturyLink, it's a good idea to always note the date and time you called and get the name of every representative that you speak with, writing down a summary of what each representative tells you. You need proof when dealing with this company. Get the confirmation numbers, when dealing with CenturyLink, (this is very important to have when dealing with them, as they will try to scam you any way that they can). Good luck folks if you have to deal with these guys. They are not an honest bunch!

Helpful? [Yes](#) [No](#)



Shaun of Aurora, CO on June 2, 2016



I have tried to log on to the app since my service started a month ago (experiencing technical difficulties) is all I get. Tried to log on to website to pay bill (can't process) is all I get. Internet goes down at least 3 to 6 times a day. I finally called tech support. All I get is someone who has no idea what they are doing, reading off a script telling me I need to do this, call this number. The problem is not on my end so why should I be doing anything extra. If they don't want my money (because I can't pay online) then I will be finding another provider.

Helpful? [Yes](#) [No](#)



Aric of Phx, AZ on June 2, 2016



I set up on automatic payments with this company. Somehow there was a missed payment about a year ago. Late fees started piling up without my knowledge. They state "your account has not been current since June 2015". Yet they never call, email or even text to let you know there is a problem. They'd prefer to keep the fees piling up over letting you know. I've never asked this company for any late fee forgiveness. I sent payments on time every single month with the exception of one.

The first rep I spoke with said "I only have the authority to grant \$100.00 in late fee forgiveness". I said I'd like more than \$100.00 forgiven so he created a billing ticket for someone else to complete. The person he sent me to said "The charges are fair". I did not agree. Then when I said I'd gladly accept the first offer of \$100.00, they said "no you can't have it" and even denied they ever made the offer. LIARS, LIARS, LIARS!!! Do you think it's because I switched to their competitors?

Helpful? [Yes](#) [No](#)



Terry of Green, AZ on June 2, 2016



CenturyLink Locator department claims to have come onto my property on 5/31/16 but because of the beware of the dog signs did not perform the work to locate the line and mark for gas company in order for them to dig. However, locator failed to call my phone line to advise they were on the property and I was home all day because I took the day off from work. In addition, CenturyLink locator failed to mark the line from alleyway up to fence line, which is a good 500 plus feet.

do not have to let homeowner know that they are on the property). Locator company finally showed up and phone line ran along back of home and not in front of home where new gas line needed to be installed. Again, CenturyLink locator still could have marked the lines from alleyway up to back property line on 5/31/16 and gas crew could have started the work on time today.

Helpful? [Yes](#) [No](#)



Bryan of Seattle, WA on June 2, 2016



I first signed up with CenturyLink thinking I would save some money. I got internet plus cable. Within a couple of weeks I decided to cancel the cable, which wasn't even through CenturyLink, and then they decided to raise my payment for internet by \$20 a month without telling me, so I was now paying double the amount for internet than I originally signed up for. I called to get that straightened out, and they lied to me and told me it was a promotional, but I went to their website and could clearly get the same speed for the original price without having cable added. I argued with their used car salesman of an operator and demanded to talk to a supervisor who then assured me that it was resolved for the most part, but I'd have to pay \$35 a month instead of \$30.

I thought that was reasonable, but then I got my bill and found out that they were charging me \$50 per month for the same service. I quit using the service for 2-3 months because I moved, and when I called to get the service completely cancelled they demanded that I pay the full amount in order to cancel my service. Again they put me on with a used car salesman who eventually transferred me to another person that put me on hold until I finally hung up. I will be contacting a lawyer...

Helpful? [Yes](#) [No](#)



Roger of Denver, CO on June 1, 2016



I needed to call and talk with someone at CenturyLink. Called (888) 544 4495 and waited for 1.35 hours for someone to answer the phone!!! It's incredible that a company this size can mistreat its customers that much! 95 MINUTES WAIT!!! PLEASE.

Helpful? [Yes](#) [No](#)



jennifer of Portland, OR on June 1, 2016



I have been a customer of CenturyLink for over 3 years. I only use internet (no TV services), and have always done a 12 month payment plan. My most recent plan expired, so I contacted them a few months ago to see if I could be put on another discount plan for 12 months. I have since been quoted 2-3 different plans, signed up for them, only to have the terms changed on me the following month when I get the bill. Each month I have to call about the higher price in my bill than I was quoted when I agreed to the 12 month plan on auto pay. Each time I end up staying on the phone for an hour or more before it is 'resolved' (until the next month when the bill is higher than I agreed to). Last month I had to call yet again due to the price change in my auto pay bill. The service rep said I could be on a lower plan, and put me on a 12 month plan.

He quoted me a total monthly price of \$29.95 for 12 months, but said I had to pay \$43.93 the following month before I could qualify for the \$29.95. He said the price drop would happen automatically after my next payment of the \$43.93, then the \$29 per month for 12 months would kick in. I paid the \$43.93. The following month I noticed on my pending bill that the price did not drop down to \$29 as promised, but remained at \$43.93. I just spent an hour on the phone with CenturyLink, was transferred to 4 different reps, and finally ended up at the 'escalation dept.' where I spoke with Joy, who told me... basically... too bad. I told her I had confirmation #s for the previous calls where I was promised the reduced monthly rate, and she said there was no record of these calls or me signing up for the plans.

I told her I kept confirmation #s for all my calls to CenturyLink because every month I have to call to straighten out a mistake on their part with billing (quoted a price, then charged almost double the following month, random hikes in charges). I said the \$43 per month on the 12 month contract was not what I agreed to, and would cancel my contract because I couldn't afford that. She told me I would still be responsible for the remainder of the contract if I canceled (11 months worth of payments). I asked if they kept recordings of customers' calls, because that would prove that I had been given the lower priced plan by the customer service representative (is that not what CONFIRMATION #s are for?!) She told me they only keep records of past calls for the previous 4 weeks.

I never agreed to. They are not honoring the original price I was quoted in order to get me to sign the new 12 month contract. I have confirmation #s for these calls where I was promised this price. I am so frustrated and angry, and it doesn't seem there's anything I can do except pay for an internet package I did not request. Also, if you call their customer service, be prepared to stay on the phone for at least an hour on hold until you can talk to somebody. It's so maddening to be treated this way by a business I've been a customer of for 3 years. CenturyLink does not care about the customer, just how many pennies (or 10's of dollars) they can squeeze out of you.

Helpful? [Yes](#) | [No](#)



Sonya of Holly Grove, AR on June 1, 2016



I called to order service. I had to pay a deposit. They never showed up. I've called and canceled. I waiting to see if I get my deposit back. Before I cancelled they kept giving me different excuses about a tech being in route. It turned out to be a no call no show.

Helpful? [Yes](#) | [No](#)



Tom of Punta Gorda, FL on June 1, 2016



Ordered CenturyLink December of 2015. Thought Comcast was bad but these people are the WORST! Was lied to by the sales agent about the price of the services. Was lied to about sales promotions available to new customers. (\$50.00 gift card and an additional \$25.00 gift card because it took 2 days for her to set up the order) It is now May 31st and I am still waiting for the \$50.00 gift card. (When I followed up in Feb 2016 about these gift cards I was told the sales agent did not have the authority to offer the \$25.00 gift card.)

I was told tonight when checking on the status of the famous gift card that "it was in the final stages of approval." Seriously!!! Spoke to 3 different people about this, and got 3 different answers. My first bill was \$433.24! They even charged me an activation fee. Time to get rid of cable and get Fire Stick and a digital antenna and save a bundle of money each month without any aggravation.

Helpful? [Yes](#) | [No](#)

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Consumer Complaints and Reviews



Kamile of Boise, ID on May 31, 2016



If you are thinking about ever using CenturyLink/DIRECTV...DON'T!!! I have had them for less than 3 months and have spent over 5 HOURS, no kidding, on the phone with them. I'm sure you've heard the promo, "get 3 free months of HBO, Starz, etc"! Well, they'll bill you then it is nearly impossible to get the credit back on your account (of course you have to call a separate number to get it done). Then, when I signed up for CenturyLink internet, was told I could use the modem I bought from them 2 years ago. WRONG!!! I highly recommend using other services. I am now going to write the BBB about their deceptive billing practices. Sorry for the rant, but if I can save one person the frustration trying to deal with these people, I will be happy!

Helpful? [Yes](#) | [No](#)



Jessenia of Cedar City, UT on May 31, 2016



Every time I call to fix a problem it seems like they DO NOT KNOW WHAT THEY ARE DOING!!! They are not friendly at all, I have 1 month with the service and I'm not satisfied at all!!! It took 1 hour to connect me to the right department and they just took me back to the first option I made. It's so annoying to have to pay for this kind of service!!! I'm not the type to write reviews on anything but CenturyLink is driving me insane!!!

Helpful? [Yes](#) | [No](#)



Jackie of West Jordan, UT on May 31, 2016



The actual device works great, but the thing that CenturyLink can't get right is their billing. Not once since having this service that we switched to (thinking we were going to save money using... we didn't), have they billed us correctly. Either they bill us just for the internet one month, and then double bill us the next month, or just give an amount that we owe that is so off the wall, there is absolutely no explanation. We are never late on paying our bill. Trying to call and get an explanation is a joke - transferred to several different agents who lack empathy in any way, they don't care, nor are they afraid of voicing that they don't care. They claim they are having billing issues, yet never have an explanation or breakdown showing what we owe. They think we are just supposed to take their word for it. Nope. not happening. If there is another cable service you can go with, go with them. Do not fall into the trap of "saving money" with this service. It's horrible.

Helpful? [Yes](#) | [No](#)



Angie of Spokane, WA on May 31, 2016



May 2016, we got Centurylink's internet. Just internet. It works fine for literally whole two days. Then stopped working. So we call and like usual the reps are of no help because they have no idea what they are doing ever. (Keep in mind they ** up the first time setting it up over the phone). By this time they send a tech out. Lo and behold it "couldn't be fixed" so the next day we get the bill of over 250\$ FOR TWO DAYS OF INTERNET. JUST INTERNET. Yet again we call and this time speak to a manager, get the fee waived. BUT we receive ANOTHER bill of 187\$ for installation and services fee. For two ** days of internet. Go with Comcast. At least they know how to do their job.

Helpful? [Yes](#) | [No](#)



I called and ordered service in September 2015. I again called and cancelled service May 2016. Never once was I told about a contract. Even when I called and cancelled service the girl told me about a refund I would be getting. Never once said I was breaking a contract or there would be a fee, because if she did I would have had the long conversation with her.

Instead I found out about the contract when I got the bill in the mail for a \$200.00 ETF. I called and talked to four different people. Asked each one to present to me either one of those phone calls where I was told about a contract and agreed to it (which doesn't exist) or show me something with my signature on it. Of course they weren't able to present either because it would make them look foolish. In-fact one rep even asked me "Why didn't I ask if there was a contract" lol... that's the same rep that stated they don't have to verbally tell you about a contract, instead they send a unsolicited email describing the contract. Some reason their employees think a binding contract can be entered into upon with a unsolicited email - lol lol.

I tried to explain a contract is only valid if both parties are in agreement, and for that to happen the company with the contract must present it properly so the customer can make a determination regarding entering it or not. I guess they don't teach business ethics at CenturyLink university. Do what I did, contact their corporate headquarters for an address to mail in court papers to. If they refuse to produce proof of contract to me, then they can show it to a NV judge!! Also every should check into a class action lawsuit against this company, they are quite bad!

Helpful? [Yes](#) | [No](#)

How do I know I can trust these reviews about CenturyLink?

- 784,695 reviews on ConsumerAffairs are verified.
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- We use intelligent software that helps us maintain the integrity of reviews.
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juno of Los Angeles, CA on May 27, 2016



We ordered Centurylink to save money over Comcast. They lied about the amount, it turned out to be the same price. They lied about the telephone number, said we could keep the old number, they changed our number. The installation was HORRIBLE, they left cables running over the grass. People could trip.

Helpful? [Yes](#) | [No](#)



K of Wray, CO on May 27, 2016



people who work for this company. Services are overpriced. They manipulated you into BS 'verbal' contracts, charge random fees, and don't tell you about any of it. If you do make one of the worst decisions of your consumer life and work with this company, make sure you look at your bill each month. Because they like adding charges to your account just to see what they can get away with. But good luck getting it removed... The employees clearly aren't taken care of as they certainly do not care about taking care of you.

Helpful? [Yes](#) | [No](#)



Chris of Greenwood Village, CO on May 27, 2016



My Internet service had been down for almost 24 hours already when this chat occurred and I had already spent about two hours on the phone trying to get it resolved. Clearly these two had no intention or desire of addressing my issue.

Helpful? [Yes](#) | [No](#)



Kazuyoshi of Bloomington, MN on May 27, 2016



CenturyLink salesman at my door offered me the promotional price for internet, TV and phone bundled service. I received the first bill 40 days later at three times of price. I called 6 different phone numbers, they disconnected me as soon as I asked for the deal made at my door, nearly 4 dozens of e-mails were exchanged but they kept repeating the same bill not the one made at my door. The customer support people have no idea what deal was made nor the billing department. Do not sign up, never trust their words.

Helpful? [Yes](#) | [No](#)



Vickie of Hillsborough, NC on May 27, 2016



Why do you charged so much for Internet and late fee. Y'all just taking people money to make you richer. I will be canceling your service and I will let the attorney general know to investigate the company.

Helpful? [Yes](#) | [No](#)



Hal of Fort Collins, CO on May 26, 2016



I requested purchasing modem in December, which their customer service never bother to make a note in my record. Meanwhile, I requested 3 payments for the modem. Finished payments in March, and in April and May they started charging me modem lease fee. I called and complained, requested the lease fee to be taken off. Then, they said "purchase" was not written in my record. They continued, "If you want to switch to purchase, I can send you a bill of 3 payments." Excuse me, I already finished paying for the modem. They said, "If you want us to take off the modem lease fee, you need to return us the modem." - what? I PAID OFF the modem!!!

I called the billing department and they failing to document my "purchase" request wasn't my fault, but it's their error, to which they continued to ignore. If they insist that my original intent was "lease", then they should show me the lease document I signed. What a nightmare. This is outrageous. Purely a ripoff. If you think about modem purchase, make sure everything is written in document, otherwise they change stories and keep charging you extra fee. What a ripoff. I will report it to BBB.

Helpful? [Yes](#) | [No](#)



N.I. of DeHeque, CO on May 26, 2016



I am currently an internet subscriber with CenturyLink. However, I built a home and during the process requested the underground line for phone service, should one want to connect in the future. The phone line has never been connected to the telephone pole or to the home. CenturyLink sent us three bills, with a phone #, for phone service. Mistaking this bill for the internet service bill, we paid two of them. After realizing it was for phone service, we called and requested a refund of the 2 bills already paid, explaining that the underground line is not even connected. They said that since we paid the bills, we were acknowledging phone service. They also said they do not issue refunds and would not credit our internet account. Reported this to the BBB with no success.

Helpful? [Yes](#) [No](#)



Danielle of Las Vegas, NV on May 26, 2016



This is a horrible company and I don't know how they manage to stay in business. While I was using their internet service I would lose connection almost on a weekly basis and when I did have service it was often painfully slow. I finally was able to cancel and returned my rented modem via mail with the box and label provided to me. A month later I received a bill for unreturned equipment. Needless to say this has been a nightmare and I've contacted the company on a weekly basis since in order to get this resolved.

Finally today I was told it will not be resolved without a tracking number and or receipt which I cannot find. (I wish they had told me this 7 calls ago. Come to find out this is a common issue with this company. All you have to do is do a Google search. Seems like a complete scam to me. I wish I would have kept the modem so I wasn't just out \$109 for nothing. I highly recommend that you do not do business with CenturyLink and if you are already using their service save all receipts upon returning the equipment whether it be by mail or in store.

Helpful? [Yes](#) [No](#)



Bryan of West St Paul, MN on May 26, 2016



This is my second complaint about how this company operates. They are still getting away with their fraudulent activity(s) since my first negative review about them that was published 04/15/2016. They are still trying to charge me for a modem I did not want & that I sent it back on its way the same day it was sent to me because I purchased my own modem prior to ordering internet service from this company. I have called many times & have talked to many different reps/staff giving them the proof of returning that modem that I asked them not to send me to began with. Date & time of return-receipt from UPS store, tracking number to include time & place of arrival & signature of recipient who received it at the location it came from. I regret agreeing to signing up for - paperless bill & auto pay- for they have overcharged my account several times now & most recently with a charge of \$125.00.

I have made every payment since signing up for just internet service in February of this year, that is after many calls & chat sessions to CenturyLink regarding overcharging amounts being billed to me. Despite talking to reps in Customer Service/Billing Department & having them make the necessary adjustments, submitting a request & giving me a reference number, "The amount you owe" keeps going up. Every time I have spoken to reps or used chat session, nobody seems to have any knowledge of any information about notes or comments that were apparently added to my account. So, who are these shift managers/supervisors reviewing accounts & request & what is really happening behind closed doors! Consumer beware!!

Helpful? [Yes](#) [No](#)



Miriam of Kissimmee, FL on May 25, 2016



To start off this company has the most incompetent people working for them. They started off wrong by making me wait a entire day for a tech, from 9 to 5, only to find out that I couldn't get their cable service. I found this out because I called at 5:05 and the rep said that the tech called me to tell me that I couldn't get service which wasn't true. First red flag. A month later I find out my credit score went down because of CenturyLink. Mind you they didn't know if I could get their service where I live. 2nd red flag.

The worst is yet to come. They are billing me for the past 3 months for service I never had and a cancellation fee of \$200. I NEVER HAD THEIR SERVICE!!! Every month I call and they say the same thing: "Sorry to hear. I will take care of the situation." Guess what? Nothing was fixed. Today, May 24, 2016. I called for the 4th time and spoke to a manager by the name of Jennifer. and she assured me that the next bill will be \$0. But of

Basically I had no choice!! CENTURYLINK SUCKS IN EVERY SENSE OF THE WORD!!!

Helpful? [Yes](#) | [No](#)



Matthew of Killeen, TX on May 25, 2016



I have upgraded my service. After going through several agents that told me I was not eligible for service in my area, while holding my bill, they finally put in for the upgrade. Techs never came out for the job and the one that finally showed up cut all my lines and left. It took a week to finally get it installed. Then I found out the tech didn't not give me the right modem. 3 days later I got the modem and a month later the company with no warning or notice cancelled my package bill and discount.

After chatting with very rude reps that told me that I shouldn't get that deal it doesn't exist and that I must think I am special or should just be grateful to have internet. I got a hold of customer care and she got it all back to good and ensured me my auto pay feature was in place and everything was good. Tonight my internet is out. Repairs has told me that it's billing, then told me it's my lines.

I said "Please do not send anyone out," and now I have 2 techs at different times coming out over the next few days listed on my account. I called back and was told "engineers of the highest order" have confirmed I have a line issue and that she spoke with them in regards to my lines and he/she (it changed a lot) has confirmed my bill is good but engineers at levels of the highest order have voted to have my line repaired. I again told her to not schedule it and she did anyway. This company is one of the worst experiences I have ever had.

Helpful? [Yes](#) | [No](#)



Roger of Colorado Springs, CO on May 24, 2016



This is the worst company in the history of the world. OK, so I am exaggerating a little, but it reflects my frustration level with this company. It IS the worst company that I have ever dealt with. Their product is OK, so-so, but the customer service is horrible. The 10 minute wait times were the least of my problems. Depending upon who I talked to, my bill was \$283 or \$36 or \$48. I had to ask for shipping boxes and return labels 4 times. There is no accountability with these people. One operator admitted that they were having trouble with their bills. I hope that she didn't get fired for telling the truth.

Helpful? [Yes](#) | [No](#)



Tina of Scottsdale, AZ on May 24, 2016



I have had an account with this company for 2 years, their billing practices are almost fraudulent. They do not show the payments you make on the billing as result just about every bill they charge a late fee and they jack up the prices. Calling them, the agents are as confused about their bills as the customer is. They overcharge, and if you forget to call you will have to pay whatever the bill shows. I have closed my TV account with them for 2 months, but they are still charging me for TV. They jacked up the price of my internet too! I am changing my internet service, but for those of you who are still paying your bills, make sure you are paying for what you are getting. I was supposed to get 12mpix, I was lucky to 3 most of the time. I wish some federal agency would look into their billing practices. I will try to find out how to do that!

Helpful? [Yes](#) | [No](#)



Carol of Parks, AZ on May 24, 2016



I signed up for CenturyLink when I saw them advertising for Prism and internet bundle. The commercial said \$70 per month plus \$9.99 for equipment. I signed up for it being guaranteed of the price. The woman who signed me up also gave first three months free for some movie channels. After 3 months, I could cancel. First bill arrives with a total amount of \$313.00. I couldn't believe it. They were charging me for the

said I would only have to pay \$82 a month which finally made sense to what I signed up for... Next bill was \$84. I didn't do anything.

I was told because of all the back and forth stuff I would be paying on a month to month basis instead of a contract. We recently moved... They don't provide internet so I had to cancel. Apparently, I currently owe \$357 because of breaking a contract... Ummm, excuse me? This lady was rude and supposedly a supervisor. I asked to talk to someone to dispute the charges, she said there is nobody she can send me to. Now they are trying to have me pay for the equipment by delaying the labels/boxes to my new address.

Bottom line. This company charges whatever they please and don't keep their promises. All they care about is your money and will go to any length to get it from you. I still want to find assistance in fighting this because it has been a horrible and stressful experience. I will NEVER EVER use them again or recommend them to anyone. They need to start taking care of their customers and taking less money from those struggling.

Helpful? [Yes](#) [No](#)



Cindy of Santa Rosa Beach, FL on May 24, 2016



I have never written a review of a company before, but CenturyLink's business practices are so bad, that the public needs to know, and beware. I have had service with CenturyLink for a year and a half. At the 12 month mark, my bill practically doubled (\$84 from \$45) when they automatically "bundled" a phone service with my internet (which was slower than death and taxes combined) without my consent (said phone service was never provided either). I contacted them several times, and was assured each time that the phone service would be removed and the bill would be credited for the phone service that had never been requested nor provided in the year and a half I had service.

During the last two months, I called at least five times and emailed through their service trying nicely to get them to fix this issue. Each time I called, I was assured that the phone charges would be removed (which never happened), and credits would be applied. Emails received automated replies to contact them by phone. Today, I called for the last time to discuss this with CenturyLink. The first time I called, the man hung up on me after checking my account number, which was very frustrating. I called back immediately and received a lady with a very heavy accent. When I asked her to turn up her line so I could discern what she was trying to say, she did.

After she checked my account number, I politely explained the issue to her. I could hear her in the background discussing my account with another employee and receiving instruction on what to say. When she came back on the line, she insisted I just pay the bill as is and keep my internet and no phone (for the price of the internet and phone), or I could get a higher costing bundle with a two year services contract. Each time I said I did not want the phone or additional services with a two year contract, she pretended she couldn't understand me, and insisted that the services I had, with the non-requested/non-existing phone, were correct. When I insisted that the \$84 was too much for just the internet service alone, she told me that was what I would need to pay if I wanted to keep my service.

Meanwhile, she had turned down her phone line again so that I could barely hear her. I was so frustrated that I finally told her that I wanted to discontinue my services, which I had to repeat three or four times before she transferred me to someone who could disconnect the services. The person who disconnected the services continued to give me the run around until I demanded that she cut off the services on 24 May. Finally, she complied. I feel sorry for CenturyLink employees who are forced by their management to lie to customers in order to defraud them, causing customers to become frustrated and angry with them. In the end, they did terminate the services - today in fact (when the requested severance date was set for tomorrow).

Helpful? [Yes](#) [No](#)



Michael of Lexington, MO on May 23, 2016



I have tried for 3 years to get this company to upgrade ONE building full of seniors to internet faster than 10 megs. They charge as much for 10 megs as most companies do for 25. They take advantage of smaller markets that don't have a choice and they don't care if they are seniors or cats. You get patronized, ignored or even laughed at. I have not seen this much total disdain for customers in my 61 years. Myself and my fiancé are trying to come up with the money to move 11 miles away where the internet provided by a local phone company is TRIPLE what Century(doesn't)Link has. This company needs to go belly up so their employees can find a real job.

Helpful? [Yes](#) [No](#)

We were talked into switching to cable and promised certain content at a certain fee. We were told there was no penalty for cancellation if done by a specific date. We didn't receive what was promised for channels, we were charged additional fees, and we were unable to cancel as promised. When we called to point out the lies, they told us that we had no recourse. We were charged penalties that we have been unable to remove or negotiate, and we have spent 3 hours on the phone arguing how we are being ripped off. Worst of all, this is done deliberately, and they don't care. Don't deal with CenturyLink if you can avoid it. It amazes me they can operate illegally without any recourse to the consumer.

Helpful? [Yes](#) | [No](#)



David of Winslow, AZ on May 23, 2016



I ordered services from CenturyLink in January, I was told I would have my modem by Feb 9. They sent the modems 4 total to the same wrong address, then told me to call back to fix any billing issue... I didn't get the modem or service till Feb 25. I called back and they gave me a 76\$ credit. I thought things were fine till I was shut off in April for owing almost 300\$... They had been charging me for the modems and services I did not receive,

and told me that they continue to charge even though services are off. I tried to talk to a supervisor and she was very rude (Sandra), and uncaring. I canceled service and do not recommend them to anyone. They do not provide what they say they do as well they charged me for 5 ms when 3 ms is what's available in my area. Hours and hours on the phone w/ these people and no good outcome other than I learned not to deal w/ them and as another poster said to appreciate other companies.

Helpful? [Yes](#) | [No](#)



chuphw of Stpaul, MN on May 22, 2016



It's slow as **. Lies. Makes you pay for useless drivers that don't do ** to boost your internet. It's bad over all. If I could meet the person who made CenturyLink I would ** slap the ** outa them and ** spit on their ** and then ** burn down their ** company or building or whatever they have cause holy ** I've had them for over 1 year with ok internet and then all of a sudden they cut me off from using it so I had to make a call to them and wait a ** week before they reconnected me. Thank you for reading this simple complaint and letting me express myself on how ** CenturyLink is!!! Sincerely, a customer who now uses Xfinity.

Helpful? [Yes](#) | [No](#)



Gaylene S of Spanish Fork, UT on May 22, 2016



BEWARE... Century Link internet is SLOW, SLOW, SLOW. I am definitely going to change. For what I am being charged for my landline and internet is certainly not worth it.

Helpful? [Yes](#) | [No](#)



Nelson of Fort Myers, FL on May 22, 2016



I been with CenturyLink for one year because I have DirecTV. On my thirteen month, my bill doubled. I contacted the company via chat to find out why my bill went up and the rep told me my promotion ended. I asked if there was anything they could do to keep my price down, they responded "No". So I called to canceled my service on the last day of my cycle, May 8, 2016, but the billing department for whatever reason doesn't work on Sundays (maybe they should with all the problems they have). So I spoke with someone on chat and they directed me to call their Loyalty Department during working hours (8am-6pm, Mon-Fri, and 8am-2pm on Sat). I told them to make a note in my account that I attempted to cancel my

I called on a Wednesday, May 11, the only day I had time to call because some of us do work and have other things to do in their life besides worrying about calling a company's customer service because they were closed. So when I spoke with the lady, I told them to cancel my account. She tried to tell me that she could keep me at the same price I was paying, but for me it was too late and I already ordered new internet service with Comcast. She told me that she could cancel my account as of today, I told her "No, I had previously called" and told them to make a note in my account. It wasn't my fault that the billing department is closed on Sundays. So she told me she could backtrack one day, May 10th. I told her "Whatever. Just cancel my account". She said I would receive a bill for one day.

On May 22, 2016, I logged into my CenturyLink account to pay the one day charge and to my surprise I see I'm being billed for the entire cycle (May 9- Jun 8). Again, it's a Sunday and I can't speak with no one in billing. I chatted with someone just to have them note the account. I don't understand why this company has so many issues and has incompetent people working that can't follow direction and cancel an account when the consumer says to. I will never use this company again as this is the second time in five years I have had an issues with them regarding billing. Seems to me they try to nickel and dime the consumer any time to break away from them. That's terrible customer service.

Helpful? [Yes](#) [No](#)



Joan of Port Charlotte, FL on May 21, 2016



After more than 2 years using CenturyLink for my internet service, phone service, and TV service, I have decided to try using someone else simply because CenturyLink has raised their price consistently every month from beginning price of \$113.00 per month to \$181.00. I have phoned them many months to ask why. Of course, they had one explanation after the other, basically because my promo discounts had run out or rates had increased. They made meager offers to discount \$5.00 here and there but nothing ever substantial.

When Comcast made house calls to sell their newest and supposedly improved service for discounted prices promised for 2 years, I decided to give them a try. The first step for them was to get my approved permission to have my phone number released so that they could turn it over to Comcast. When they did so with CenturyLink, my TV service was cut off on the 19th of May with no order to end my service, and no order from Comcast to end the TV service or any other service. They only needed the phone number port released. It is my understanding that this cancellation without permission is illegal.

I called CenturyLink and spent one and a half hours on the phone trying to have my TV box activated until told otherwise. They refused even though they jumped the date by 2 days. I also understand I am not the only complaint about such practices. Had they cared about their customer loyalty, they would have tried to keep pricing within limits but their attitude was they didn't care. Now, they are revengeful by canceling paid for service without notice, trying to get their competitors and their customers to seek legal counsel. I am just one of hundreds discontent with communication services and hope to see some legal rules made to protect the consumer in the future. I am sending a copy of this to the FCC which perhaps can look into this.

Helpful? [Yes](#) [No](#)



kaye of Shiloh, TN on May 21, 2016



I have been having trouble with my internet for weeks. Repeated calls to CenturyLink and hours on phone did not help. Most of the time the call would be transferred to several people and then would get disconnected. CenturyLink is the only provider in my area and I am stuck with this terrible service. I have a small business dependent on internet sales. I worked hard to develop website and increase traffic but I am in jeopardy of losing my business because I don't have reliable internet service. I feel trapped and helpless.

Helpful? [Yes](#) [No](#)



Bob of Tempe, AZ on May 20, 2016



I cannot believe the management at CenturyLink. I've been on the phone with them this whole week. One time I was put on hold 2 hours and 21 minutes. I took a screenshot of it if anyone is interested and the problem still not get resolved. They tell you what you want to hear and then it never happens. I have never dealt with a company that is so disorganized. So not caring. I do not believe that they're still in business. Somebody needs to look into this that has the power to shut them down. It is just ridiculous. They tell you one thing and it's totally different from what happens.

hours and still not resolved the problem and if you ask someone to call me back it's like you asking for something from outer space. They need a complete overhaul the way they treat customers. The way they lie to people. It's very serious situation.

Here the reason I left my phone number on here is I want to see somebody just call me from there and I guarantee you they won't. Do not waste your time. Do not use CenturyLink. They will lie to you. They have no respect for the customer. I am just amazed as to how this company is still around. It goes to show you that if you have plenty of money to advertise on TV as they do you can stay in business.

I try to do this review on my computer. But I had to use my phone and turn off the wireless because the 40 meg internet that I'm paying for only has a download speed of 3.4 m/s and an upload speed of 5.2 and I'm paying for 40 megabits per second. Now how does that work. Oh. I could call customer service and go through the same thing again what I should have said technical support. They are just as bad as customer service.

I do not blame the people that answer the phones. Please understand that because their hands are tied. I blame management for not giving them the correct training necessary to make the customer happy either in Billing or technical support. I am just as I said amazed that they are still in business. I cancelled one of my accounts and I do want to cancel the other one. But I don't want to pay termination fee and I should not have to pay a termination fee because they're not holding up to their part of the contract. Should have given me 40 megabits per second. I get a total of 5 megabits per second. That's a big difference. Don't you think. I would sure love someone that has power to do something to get a hold of me. Thank you.

Helpful? [Yes](#) [No](#)



Rosanna of Indianola, IA on May 20, 2016



Everything that has been posted previously is right on the mark. Centurylink has reps that supposedly represent their company, but Centurylink won't back what they say. I was with Qwest several years before it became Centurylink and several after. My mistake. I lost service so many times that actually I had service 10 months out of the 12 I paid for. I talked to so many customer service and techs and supervisors that I recognized their names. It got to the point that for the last three years I wrote down every contact with them. I wrote the date, time, who I talked to and what was said. 1 out of 3 never noted the conversation, as they were supposed to. I even asked them to review the supposedly recorded messages. Their "contract" with me was broke by them several times.

When I finally got fed up and quit torturing myself, I cancelled. I received a bill for the whole "contract" period. I paid what I figured I owed along with a note. I received another bill for the amount they said I still owed. I called and told them there would be no more money coming their way from me. Six months later I get a bill from a collection agency. I wrote the collection agency and told them the story and if I had to get a lawyer, I would be going after more than that bill amount. Centurylink also is not accredited by the BBB. My first mistake. Stay away from them! They will cheat you of service and money and not even apologize.

Helpful? [Yes](#) [No](#)

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Consumer Complaints and Reviews



Beth of Omaha, NE on May 20, 2016



I called CenturyLink in January to find out the difference in service between what we had (paying \$172+ month) and special (\$99.99 month). The customer service agent told me she could get me the same service for only \$74 month plus tax. Since I had paid my January bill already she told me that the new price would start on my February 2016 bill. The invoice I received in February showed a total due of \$163+. I called and talked to Elliot (customer service agent). He said he could see where I talked to a customer service agent and the price quoted was \$74 plus tax but could not figure out where she came up with that figure. So he checked and came back with \$89.99 plus tax month. He told me to pay \$110.00 this month and that next month my bill would be around \$62.00 plus tax.

The invoice I received in March showed a total due of \$188.25. I called and spoke to Annie (customer service agent). She said she could guarantee that she could get me everything that I have now for \$74.00 plus tax for an unlimited time. She told me to pay \$129.37 this month and this would give me a credit for \$58.90 next month. The invoice I received in April showed a total due of \$132.52. I called and spoke to Dynell (customer service agent) who connected me with his supervisor, Hilda. I explained the above process to her and she told me that she doesn't know where the agents were coming up with these figures but \$132.52 is the correct amount. I could not get the services I have now (cable, internet, phone) for any less. She told me that my future invoices would be \$132.52, guaranteed.

I just received my May invoice and the total due is \$159.36. Obviously, no matter what I'm told (even Hilda admitted they had all my conversations recorded and the records show that all the information I was given is on the recording) my invoices are never correct. It usually takes an hour on the phone (or more) to get connected with an agent and work through the invoices. I believe CenturyLink owes me a big credit and apology for the runaround they are giving me.

Helpful? [Yes](#) | [No](#)



Ana of Renton, WA on May 20, 2016



I first called because there was an issue with my bill. The first lady I spoke to was extremely rude and she hung up on me. I still didn't understand so I called back and asked to speak to a supervisor. He didn't understand what was going on with my bill so he said he would transfer me to accounting. So I waited, after 10 minutes it prompted me back to the beginning. After telling Marrissa the issue she agreed to transfer me to the supervisor again. I waited 20 minutes and no one ever picked up, so I hung up and called again. I waited 15 minutes before getting a hold of someone who just kept asking me weird question for account information to get transferred. Well after answering all questions, she said she was transferring me. Well 15 minutes more and I'm still waiting.

No one could explain my bill, I have been on the phone and waiting for almost 2 hours. This has been the worst customer service experience ever! I never got transferred. They just hung up on me. I tried to email them and after filling out everything it said that page was unavailable. It's impossible to speak to someone that can help. How am I suppose to figure out these crazy charges on my bill?

Helpful? [Yes](#) | [No](#)



Patricia of Double Springs, AL on May 19, 2016



The Winston County Correctional Facility (Alabama) has been out of internet since morning of 05-18-2016. The entire facility is dependent on this service, as well as the inmates phones. They are internet based as well as the machines that allow them to access the funds for calls to their families. Not to mention important paperwork that can't be processed. The irony is that in the parking lot of the facility, there is a CenturyLink satellite office. Not to mention, they take their time repairing urgent outages because they are the only provider for the area.

Helpful? [Yes](#) | [No](#)



Jessica of Phoenix, AZ on May 19, 2016



We called received a quote from CenturyLink to provide phone, internet and cable services for our home after our current provider Cox raised our rates. We were informed we would receive internet and phone service as well as cable service included over 100 HD channels including premium channel HBO and would receive two cable receivers and one internet modem for the price of approximately \$140 per month. We agreed and requested service to be installed at the end of February. When the technician arrived to install service, he only brought one cable receiver and told us we would have to pay more for the second.

After installation of the two cable receivers, he did not connect the phone or internet and left the modem in a box and told us we would have to install it ourselves then just left. Being appalled about the technician's service after he left, we turned on our television and had no service. We called customer support, were transferred to five different departments, were put on hold for over three hour and were then informed that our contract included no cable channels and we would again have to pay more to get them. We informed the customer support rep that of the original agreement we had before any installation and were told sorry, CenturyLink will not honor the service agreement we agreed to with the phone representative.

After being told that, the service received from the technician and attempted bait and switch, we told CenturyLink to cancel services immediately and come pick up their equipment. We were told all they could do is mail us a return shipping label and we would have to uninstall what they installed, but since service was canceled within hours of being installed. Already upset and disgusted with how CenturyLink had treated us, we went to uninstall

the cable receivers and discovered the technician had hacked up all the cable lines and they all had to be replaced. After sending the equipment back to CenturyLink, we received a bill in the mail for services that we had for less than 24 hours and were told we would not be billed for.

We called CenturyLink and we spoke to a billing representative and supervisor who told they could do nothing and transferred us to the resolution department. We were then apologized to and told that the bill would be taken care of and a new statement would be sent show no balance. A couple weeks later we received an even higher bill, called CenturyLink again and were apologized to again and told the bill would be taken care of. We never received a statement showing a zero balance. However we just recently received another higher bill and a delinquency notice with late fees.

Helpful? [Yes](#) | [No](#)

Daniela of Greeley, CO on May 18, 2016



I've been with Centurylink for 6-7 years now. Usually never had a problem other than the fact they'd shut my internet off every Thursday. It stopped happening once I told them I was going to cancel if it keeps happening. In march of 2016 I decided to cancel. I sent the modem back a week later. 2 months later I get a bill saying I owe \$104 because the modem wasn't returned... Beware!!! They will suck every penny out of you that they can!!! STAY AWAY!!!

Helpful? [Yes](#) | [No](#)

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aaron of Savannah, MO on May 18, 2016



I signed a contract for \$61 a month. After paying the ridiculous first month bill, my second bill came and it was \$80. After being on the phone for two hours all I got was that the county tax was \$20... Finally I gave up and paid it, then I got my third month bill and it was \$99... So now I'm paying \$99 a month for internet that isn't all that great and was supposed to be \$61 a month with a 5-year guarantee that they can't raise the price. Do not get CenturyLink! They are nothing but crooks with horrible service.

Helpful? [Yes](#) | [No](#)



Ajitha of Leesburg, FL on May 17, 2016



I was told that the package included phone, Internet and Directv. But the FREE DVR and HD which were promised at that first call and later on a confirmation call as I switched from dish network, became NOT FREE after signing up and installation. This was a two year contract also. Called and talked to many supervisors who cannot see the previous agent's writing about what I was offered. So this kind of trap was intentional. CENTURY LINK - A CHEATING company. So everybody please get it in writing to be sent in the mail if you want to go with CL.

Helpful? [Yes](#) | [No](#)



Y. L. of Renton, WA on May 17, 2016



CenturyLink has failed to process March and April payments to my bank account. I got a confirmation emails for both months from them. Now I have returned check charges and the bills for March and April that never hit my bank account. I called my bank and they never received any payment from CenturyLink. CenturyLink is willing to back out the returned check charges, but they will not listen to my pleas that they please take a look at their automated system. I have spent over 4 hours on the phone 5 different times, with no result, other than they would take my May payment over the phone, along with the March and April payment, and then back out 2 of the returned check charges (there were 3).

I left a message with a supervisor and got no return phone call. I hesitate to pay my bill online as there is no longer an option for paying by a bank account. You can only select the debit/credit option for \$3.50. I cannot believe that they don't have a validation process that would catch these things, and then notify customers. I may go back to Comcast.

Helpful? [Yes](#) | [No](#)



D of Johnstown, CO on May 17, 2016



Let's start with this: If I could rate them as a Negative I would. But they won't let me. They have messed up our bill for 5 month straight. We bundled our DIRECTV with them and that was the worst decision ever. They not only messed up our internet/phone bill but also our DIRECTV. If you ask to speak with a manager they send you to another employee and then they refuse to send you to a manager, because according to CenturyLink their managers don't handle disgruntled customers. REALLY?? How do I get a manager position like that?

They change our amounts due every single month. They just happen to lose notes on the account as well. They have no access to see who you were just speaking to previously. Oh and they hang up on you when they transfer calls. I am not just complaining about one experience. I am complaining about 6 different calls to them. This last call lasted 3 hours and I was transferred to 8 different people.

CenturyLink you have made it to the bottom of the barrel when it comes to customer service. I hope you are happy. Oh and I will be posting this on

Helpful? ☒ Yes ☐ No

rick of Boise , ID on May 17, 2016



I place a simple order to move a local number (same zip-3 blocks away) to a new location. This was way too technical for the CenturyLink technology to handle during the move process. I wanted my phone line transferred to my cell but it kept going to a "this number has been disconnected." After calling customer service and repair to see if they could forward my line during the move process they told me "oh we couldn't transfer the old business line of 15 years". The operator at CenturyLink said we "gave you a new number".

So I lost my old number and had a new number that I didn't want. So then after calling 6-8 times a day for about 10 days to get my old number back they cancelled orders/changed dates and in a 10 day period I called CenturyLink 6-8 times a day (got the retard on the recording every time). Had to explain to every idiot customer service rep what the first untrained customer service idiot did. Then they would put me on hold for hours. Always asked for a supervisor, got put on hold for my hours. Never really was able to get a simple first grade problem solved by this useless company. The phone and internet have always worked fine but they hire 3rd grade educated customer reps who don't know crap.

And finally got a rep to cancel the first order of the wrong number. Rep promised I won't be charge but guarantee I will see 2-3 bills of me ordering service and cancellation charges. Probably have to spent more of my own time waiting on hold, talking to stupid incompetent cust service reps to try and waive the bill. You are going to need a lot of drugs to calm you down after dealing with the misery these clowns will try to put you through. Plan on taking a couple days off of work to try and get through to anyone at cust service to resolve your issue and plan on calling 3-4 times. Managers you run a lousy company. I already figured out a way for CenturyLink to increase customer service answer phone and cut out hours of wait time for the paying consumer. Thanks ripoffs.

Helpful? ☒ Yes ☐ No

Kollin of Lakewood, CO on May 16, 2016



Centurylink has the most useless technology I have ever encountered. I have had to deal with shoddy equipment and useless routers and modems that are often rebuilt by the way. CenturyLink does not give you new equipment when you have internet modems but rather a rebuilt, old router or modem that never works. If you want the upgraded internet by the way, you have to be in an area where the line are able to handle the increased internet capacity. I have also had the unfortunate problem of dealing with their less than useless tech support who couldn't tell a hole in the ground from a mountain peak. They continue to send out tech, for which they charge you \$94 dollars a shot to try and fix the problem when they only make the problem worse.

In two years, I have had four modems replaced because they all failed the tests, the wiring in the house replaced and the junction box on the outside of my house repair or replaced on three different occasions and I have been each charged \$94 per visit which accounts to a \$500 charge to my bill in the past two years. I have neighbors who have an Apple modem that is considerably better than the junk that Centurylink continues to promote on their poorly informed commercials. If you have any gumption to check for internet service, don't go with Centurylink but if you do, get your own equipment to run off of because Centurylink will send you a rebuilt piece of garbage.

Helpful? ☒ Yes ☐ No

P. of Colorado Springs, CO on May 15, 2016



I went to make a payment on my bill with my paper bill stating I owed a little over \$56, but my online statement says I owe close to \$360. Customer Service explained the last time I called that they had switched over to a new billing system and some of the previous payments from I believe Feb 2016 and beyond were not being properly credited to customer's accounts. I would say so! What I find very frustrating in addition to the errors on my bill (I feel very sorry for the people who have auto pay setup!) is that they give you the option to pay with a checking or savings account to avoid the debit/credit card convenience fee, but give you no way to do this online. I went into my account and updated my payment preferences to pay with my checking account even though I had stored this information previously on their system and made previous payments this way.

I found out through bitter experience with another online bill pay fiasco when you move to a new address you MUST update your address and

company's system or else the payment will be declined/rejected. Depending on the bank you go through, it may take a while and your money may sit in internet limbo for a while. To be on the safe side with CenturyLink I deleted the saved checking account information in the payment method info and started fresh. BUT when I go to select the option to pay with my checking account to avoid the \$3.50 fee, there is nothing in the drop-down menu to allow me to select my checking account information that was just entered and saved anew in their system!!

I even logged out and logged back in to see if my payment preferences had been updated, but nada even though the system spit out a confirmation saying that I updated and stored the info AND their system shows my saved info for use next time. So I waited about 10 hours to see if these payment preference updates were in their system but still nothing. Unless I head to a payment center, I'm forced to pay the convenience fee of \$3.50. I know it's only \$3.50, but this adds up after a while. CenturyLink shouldn't offer this form of payment if they have no way of allowing a customer to make a payment this way. Keep complaining to the FTC, ESPECIALLY to the FTC and OCC and maybe they will see a trend and light a fire under these buzzards and make some sweeping changes.

Helpful? [Yes](#) [No](#)



Rayandra of Lincoln, AL on May 15, 2016



My father wears a medical necklace where he presses a button to get help; which means a landline is crucial. I informed Centurylink just then when a power line was damaged. They said they would prioritize the job because of that but they did not! I called many times when tech support didn't show at the allowed hours. They said that the account was not prioritize at all. WTF! I hate this company! Unfortunately we are stuck because it's the only available service at my dad's area.

Helpful? [Yes](#) [No](#)



Maya of Tempe, AZ on May 14, 2016



The only "good" thing I can say about Century Link is that after only 1 week of dealing with their awful company, I am now infinitely more satisfied with the customer service of every OTHER company I interact with. I honestly don't know how this company is still in business. When my boyfriend and I first set up an account with Century Link they told us that we could not have internet without having the phone line. My boyfriend bought the con - hook, line, and sinker. I called the next day to have the phone line removed from our account, but instead of changing our account, they created a second account for us without cancelling the first one.

Every time I called I was on the phone for way too long, with very long pauses while the representative (each one probably in a different country) tried to resolve the problem I was having. First, the internet wouldn't work because the first representative told me to buy the wrong kind of modem/router (it has to be VDSL compatible). Then I had to deal with the problem of having 2 accounts. My boyfriend called and authorized me to make changes to the account (which was in his name), and the next day, they told me I was not authorized. You cannot get technical support on the weekends, so the first 2 days that I was paying for internet, I could not actually set up my internet. Meanwhile, we were being charged on two different accounts for internet, and a phone line we didn't want.

After cancelling the second account, and removing the phone line from our other account, we decided the next day to cancel service with Century Link after receiving a bill in our email that was WAY higher than it should have been. Century Link scams its customers, lying about their "fiber optics" internet and attempts to charge you for modems you returned. They told us the internet was really good because they use fiber optic cables, but VDSL modems run through the phone line, which is most definitely not fiber optic. And even at 40 mbps their internet was horrible, constantly buffering.

Even though we decided to buy a modem and not rent it, they sent a rental modem anyways - being our responsibility to return if we did not want it (they do include a return label). When I dropped the modem off at UPS, the employee that processed it told me to keep the receipt for 6 months because "they will say they never received it". Pretty sad when the UPS man is warning you about a company scam. Even though I cancelled service with them, I am worried that I will still have problems with them in the upcoming weeks. Worst company I have EVER dealt with. Becoming a customer of Century Link was like making a deal with the devil.

Helpful? [Yes](#) [No](#)



Mike of Decatur, IN on May 14, 2016



If I could rate CL as a 0 I would. They have a yearly discount which you have to sign up for so when the year is up you get charged more until you call in to renew it. Usually this service is done by (if you're lucky) someone speaking broken English. This time I was told I would have to add a service to receive my discount. Oh yes and they tell you how much they value you, my Ass.

Helpful? [Yes](#) | [No](#)



Lois of Minneapolis, MN on May 14, 2016



In March, I flew to Florida because my father was dying. While there, I was helping my mom by checking bills and trying to save money. I'm over 60, and am internet able and experienced with managing accounts online. I purchased a CenturyLink modem and was offered high-speed internet, and both unlimited long distance and local phone calls for \$44 a month. Now my mom has been billed \$143.00 last month and \$125.00 for this month. She wrote the checks. I tried to reduce her bill... she doesn't use Wifi, but we need it for her daughters when they visit. I tried to correct this and was in a terrible automatic loop until I finally got a representative. They can't or won't do anything until my mom changes the name from my deceased father's name to hers.

I could set this all up as the daughter, but they are unwilling to fix this unless paperwork is faxed in. This is unconscionable. I consider this a form of scamming the elderly. They could at least refund and establish the offered \$44 monthly bill while sending the paperwork. These elderly are living on Social Security... I tried to reduce the price and consolidate services, and they get \$268.00 for an \$88.00 bill we agreed on. Shame on CenturyLink and the representative and supervisor with whom I spoke.

Helpful? [Yes](#) | [No](#)



Kimberly of Crystal River, FL on May 13, 2016



I pay my bill every month over the phone with my bank account. I never have to give them the information because they always just ask me if I'm paying with the account ending and they give me the last 4 digits of my bank account number. Today they withdrew \$477.00 out of my account without authorization. When I called to get the matter corrected they said I told them to set my account on autopay and asked how would they know what account to pay it with. So I asked "do I have a payment method on file." Their response, "yes you do." This after they told me I never paid my bill with this account. When I replied, "I pay with this account every month" they made me send them my bank statement showing the withdrawals from my account.

When I called the supervisor Darall's number ** back he did not respond until 4:57. I called about the matter at 9:30 am. I am so upset that they felt it was ok to just withdrawal money from my account. Also when I have a issue with my business phone they do not consider it important. They will make you an appointment for 24 to 48 hours before someone comes to fix it and it's a business! My home is with Brighthouse as well as my home business. If my phone has issues Brighthouse considers that an important matter and are here within the hour. I am switching to Brighthouse Networks. I never have an issue with them and I always get great customer service. I had to tell my story today to 7 people with no help at the end with CenturyLink. Please beware of CenturyLink.

Helpful? [Yes](#) | [No](#)



Pam of St Cloud, MN on May 12, 2016



Today our landline service and our neighbor's landline drive with Century Link was out. Calling CenturyLink and speaking with their service representatives is extremely frustrating. After speaking to 6 different people we finally got someone to understand a technician should be sent out. This was over a 30-minute call. They need to either hire qualified people or train them. This is the second such issue in a year. I understand any phone company can have problems but there is no excuse for poor service representatives.

Helpful? [Yes](#) | [No](#)

This is by far the worst internet company I have had to deal with. Purchased a bundle through DirecTV and had this service for three years. Over the years my bill continued to get higher and higher and the internet slower and slower. I returned the equipment per the reps recommend shipping requirements months before being contacted and the package did not arrive. Now I have a bill and there is nothing any rep can do. The worst customer service and the worst people. To top it all off when I went to cancel my service the rep said he could cut my bill in half and give me faster internet. What kind of customer loyalty is that? Ridiculous.

Helpful? ☒ Yes ☐ No



Kathy of Mesa, AZ on May 12, 2016



I have been reading the other reviews from CenturyLink customers and I am finding comfort in knowing I am not alone in my total frustration and disbelief with CenturyLink services. I'm not sure my heart can take repeating every horrible detail of my experience but I can share a few highlights. From the start, the cost of my service has never been the agreed upon amount. When I got my first bill and called customer service I told them there was a mistake. When I told them what I had been quoted for the service the lady responded, "That can't be right. No one would give you this service at that low rate". I asked them to look up the contract and they told me they have no way of knowing who signed me up and for what rate. Seriously? When I went to look up the amount in my paperwork I realized that that particular part of the paperwork was missing. Interesting?

When the company, hired by CenturyLink, came to dig up my lawn and lay the cable (?) they broke an irrigation pipe but didn't tell me. They only fixed one end of the pipe. When my irrigation came on at 9 PM I discovered I had a flood in my front yard when my neighbors started pounding on my door. When I called CenturyLink the next morning and told them what happened they told me they don't have any way to contact the people that put in the cable. Seriously?? It took me a whole day and numerous managers at CenturyLink to get someone out to fix it (They told me it would be at my expense but later changed their mind).

Every month I get my bill I am charged a different amount. In the first few months my bill increased by \$60. Every time it increases I call and complain and they decrease it again. The last time I called I was transferred three times to three different people and ended up with three different quotes for a new rate. I got the person's name and a reference number for the new monthly amount. The amount stayed the same for three months and then went up another \$30. I keep losing the sound on the TV and each time I call to have them reset it they tell me they know it's a problem and they are working on it (it's been a year). Sometimes, in the middle of a show, the telephone call list appears on the screen for no reason.

Just when I think the torment has stopped it starts anew. I called customer service today needing some information and was transferred to three different people (who each told me something different) and was on hold a total of 20 minutes. When I couldn't get my question answered I went to the online chat service. I was transferred twice... on the chat line!!! When they finally decided who could answer my question, they told me I would need to contact the customer service chat line, "but that service is not available right now". I know people may think I am making this stuff up but it is all the truth. I fear I may have to stop watching TV or suffer a nervous breakdown. I hope 911 doesn't use CenturyLink!!

Helpful? ☒ Yes ☐ No



Roger of Boise, ID on May 12, 2016



To start, I'm in a normal mood as I write this, and I'm normally slow to anger. But this company has given me the worst customer service I can ever recall from any company in living memory. No joke. And I've had two other ISP's in my life, so I understand what reasonable expectations should be. The industry just has a poor reputation. I'll start out with the good. The internet service I subscribed is good and fast. I have no problems or complaints with the product. It's runs smooth and is rarely dropped. It's the customer service and billing that I take issue with. I've been a customer for four months now. The promised \$30 introductory rate always ends up being between \$40 and \$60. I haven't made up on my mind if the company is truly incompetent or just very unethical.

I'll go with incompetent because that's nicer. To be fair, there are good and nice people that work with this company. I've talked with them on the phone. The thing is, they just don't have the power, or the ability, to solve basic problems. Or perhaps it's a training issue. On multiple occasions, I've been told one thing, and it's not either true or doesn't end up happening. It's like the arms of the company can't communicate with legs of the company.

I'll be promised a credit for a erroneous charge, by one agent, and it doesn't happen. Or, I'll email, and not get a response. Or, I'll get "transferred" to another department and get hung up on. That's happened a couple times now. My biggest complaint was that I was sent a rental modem by mistake

Four months later, I finally got the return ship (after two failed attempts by the company to send it). Meantime, I'm told it's on its way and a reminder is being charged to me every month. When I do send it back, I'm told they won't reverse the charges because I was in possession of it. Again, no joke. I would think the first agent's original charge would have been documented within the company, or that my multiple checkup calls or emails (all polite), would be proof of this error. They wore me down to the point of giving up disputing charges. You win, CenturyLink. You win. In summary, monopolies are bad.

Helpful? [Yes](#) | [No](#)



nicole of Plattsmouth, NE on May 11, 2016



5/11/16 - I'm so disgusted right now. I moved temporarily and needed to switch to a new internet provider in this area. I called CenturyLink without looking at reviews. Massive mistake!!! The internet constantly goes in and out. This is not something a small business wants to deal with at all. The online account screens are glitchy and 1st wouldn't take my security code and then my password. To top it off, my initial bill was waaay over what I was quoted. Talked to 3 agents and 2 chat representatives today. Two were very short, borderline rude, 1 was professional and 1 was nice. The first 2 couldn't seem to find my account info then the price of the incorrect amount bill was confirmed. WHAT! I asked twice before it was turned on, "What is the total amount I be billed?" Told about fifty dollars less than I was ACTUALLY billed! How is this even legal?

Tried to pay a partial payment since the amount is over my budget and was put on hold before getting a confirmation number. Told they were experiencing tech issues. I told the next rep, I wanted to cancel and was transferred yet again. Gave my account info for about the 6ish time today. No record of my payment. Hmm. Did not want my credit card charged twice, so told them I call back tomorrow to check online for my payment. Do not use this company for internet, it is not fast and not reliable at all. I had Charter.net for years, who by the way has professional reps. I also had Cox eons ago without any billing or customer service issues like this company. Signed, Disgusted.

Helpful? [Yes](#) | [No](#)



Toni of Junction City, KS on May 11, 2016



I have not been able to block annoying phone calls with the "CALL BLOCK" option. After 2 separate calls to CenturyLink and 3 "Not my department. I have to transfer you" conversations today, the agent told me the call block does not work for numbers I tried and would have to transfer me to Call Tracing. I need to block 10 numbers ranging from Thoroughbred RE(?) to fake IRS agents. Each number I tried to block has a recording that says call blocking is not an option for that number, and the CenturyLink agents never could give me an answer as to why.

Helpful? [Yes](#) | [No](#)



Anna of Phoenix, AZ on May 11, 2016



We have been CenturyLink customers for years. There have always been billing issues and customer service issues, but it has been out of control lately! We are setup on autopay because we were told that was the only way to avoid a fee to pay our bill. This has been a living nightmare. They take different amounts out without explanation. When we try to call for answers we are switched between departments, usually hung up on in this process and spend up to even hours trying to get the "right" department on the phone.

When we have been able to battle through this process, and get a representative on the phone, they always make us repeat what we have just explained to the 3-5 other reps that transferred us (in hopes that they do not transfer us AGAIN). Once finally at the correct department, we are never given the same information we were given from a prior representative. It's literally the twilight zone! All we want is to know why our bill is always changing (usually being doubled) without notice, and being on autopay, this has really hurt our finances at times.

We are usually told by one rep, "oh I see you were overcharged but you have to call back at another time to have a different department correct the charge" then we call that department, of course after the hour runaround and are told "no the charge is correct because you were on a promotion that ended". This is infuriating at this point because we have heard this line way too many times and had to fight to get the over billing corrected. So after explaining for the numerous time that NO, that is not the case, they say "oh it's because we didn't bill you correctly last month". What the?!

At this point I'm just ready to call it quits! We agreed to pay around \$150 a month for Internet and tv, which is a lot but did our research and that's the going rate these days. However, we absolutely did NOT agree to \$190-\$300 a month. This is straight robbery! PLEASE PEOPLE BE AWARE

Helpful? [Yes](#) | [No](#)

maureen of Fort Myers, FL on May 10, 2016



Worst experience with a cable company yet... if even possible! After promotional term end I called customer service. I was told the 1st of many lies that they extended my promo for another year with 12 month contract. I agreed. After reviewing my bill 6 weeks later they billed me \$360 at reg rates! I called and they informed me they had NO record of my conversation as it has been over 30 days - no longer have the recording. People!! Record these conversations!!!

After hours of transferring the call to several departments I was over billed \$171.09. Was told they would overnight a check for this. Another blatant lie! "This is never done" was the response from customer care today. Also NEVER EVER get the internet AND Prism! This combination caused my internet to fail daily. Everyday ritual was to unplug and reboot my system. Wait 60-90 minutes and pray. BOGUS. I will never promote this company. I thought nothing could be worse than Comcast. Boy was I WRONG! There should be some kind of class-action lawsuit against stealing people's money and having to wait 90 days to get it back. If possible never sign up for autopay. You are screwed if you do! Lesson learnt!

Helpful? [Yes](#) | [No](#)

Amanda of Edina, MN on May 10, 2016



I was told that they had a special where you could bundle internet and prism for \$65 a month for 6 months. I asked the woman on the phone to confirm that it would be \$65 per month and she said yes. I even got a confirmation number. After that, I received a bill for \$107 and called them. The customer service person said she would add discounts to get it down to 65. I said ok but don't understand why they need to add discounts when my bill should have 65 from the start. The woman got it down so I asked her if it would be that for the rest of the term and she said yes. The next month it was still high. I contacted them again and the lady told me that you can't get prism TV and internet for \$65. So basically I was lied to. This company is awful. I had a coworker who had the same problem. I will get rid of them. I would rather have XFINITY. At least they don't lie.

Helpful? [Yes](#) | [No](#)

shan of Cassleberry, FL on May 10, 2016



Worst internet company there is! Honestly, save yourself the trouble. They give us all the discount and low price to get your service, tell you it's guaranteed for five years then take it back after a few months, stating "they audit your account" and saw unqualified discounts so they took it off! Not only that, they rude as ** and lie! My service was out for two weeks and their representative told me I'M lying. It was only three days so they will only give me back \$3.00! Every issue you have with them and their services ends with an aggravating conversation with them. Worst decision I have ever made to try this company! They don't even deserve one star.

Helpful? [Yes](#) | [No](#)

Rebecca of Waco, TX on May 10, 2016



Wow! How bad can a business get and still stay open??? All the way around, a bad experience. Terrible customer service. Unfortunately, they are the only internet provider in our area. With all the bad reviews, you would think they would try and change a few things... Hasn't happened yet!!!

Helpful? [Yes](#) | [No](#)

When I bought a house in Centerton, Arkansas, CenturyLink was the only provided for telephone service. I called them in August 2006, and had a landline telephone service and DSL internet access installed. Neither the phone or internet worked well. Several times they came out to my house to make repairs to either the phone or internet. They were charging me \$90 to \$100 per month for both phone and internet. In February I asked them to shut off the phone and keep the internet. The internet did not work most of the time, but in November of 2015, it stopped working at all. Numerous calls were made to them and they would tell me to do some troubleshooting which would get it working again.

In December, 2015, it did not work at all. I called them sometime after December 19 to get it fixed and they told me I needed a new modem. They came out a couple of times and the last time brought a new modem and installed it but it did not fix the problem and the technician said the new modem did not work out of the box. He took the modem and said he would be back the next day with a new modem. He never showed up and did not call, so the next day I called in and cancelled my internet service. This was on December 30th, 2015. The girl who took my call told me I had a \$44.00 credit balance because they had just deducted the monthly charge from my account. In January, they went into my bank account and deducted \$10.98. I called them and the person answering the phone said they had no record of deducting the money. When my bank statement came, it showed they had deducted the money.

In February, I received a bill from them for \$196.00 for an early termination fee. I had had their "service" for 10 years and had never signed a contract with them anyway. They told me it was a verbal contract. I asked them to not present a withdrawal to my bank account and went in to my online account to block the withdrawal but somehow they were able to do it anyway. My bank is currently trying to get the money disputed. I cancelled my debit card so they can't do it in the future. I am reporting them to Consumer Fraud of Arkansas and Louisiana but wanted to warn anyone to stay

away from them. They are total crooks and prey on the elderly. Several of my friends have had similar problems with them. If you are currently dealing with them, do not give them access to your bank account!!

Helpful? [Yes](#) [No](#)



Rochelle of Henderson, NV on May 10, 2016



Enough is enough. A company is allowed to quote a monthly fee over the phone and then just charge you whatever they want? After calling Centurylink on 4/27 to complain about the excessive amount that I am being charged monthly, \$226.00, I was quoted a "new" reduced monthly charge of \$153.00. Get my bill, \$209.00. I have already sent written correspondence to the Nevada State Attorney General, and Las Vegas Better Business Bureau. I REFUSE to speak with another agent from Centurylink unless this phone call is recorded for my security. Come to find out, that while this agent was quoting me the \$153.00 monthly fee, she was inputting in her computer quoted \$192.00 monthly fee. She DID NOT, but however I have no way of knowing this until I receive my monthly invoice.

Helpful? [Yes](#) [No](#)

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Consumer Complaints and Reviews



Sarah of Chandler, AZ on May 10, 2016



When I signed up for the service on Jan 12, 2016 - the lovely sales rep Malory said the service would be less than \$50 p/m. She offered 2 free set top boxes. When I got the first bill it was for \$95. Called c/s - on the phone over 1.5 hours dealing w/ stupid reps. I got a credit for 2 boxes for 1 mo. Now 4 months later still calling each month to find out why my 2 free boxes are still on my bill. If you call you are on hold forever. People don't waste your time switching to this ** co. Save yourself the aggravation. Each month my bill is \$65, not the 50 as promised. Hate to say it, but sorry I left Cox.

UPDATED ON 07/05/2016: On Tuesday January 12, 2016 I called CenturyLink (877-720-3428), Spoke with your sales rep Malory. I was looking to switch carriers upon moving into my new house on January 16, 2016. Malory said there was no install fee and she would give 2 set top boxes free for 1 year, the total monthly fee she quoted me was \$50.00 per month.

On 2/12/16 received my first bill for .97 cents. On 3/1/16 went on line for Century Link, the bill was for \$196.96. I called the billing department at 888-726-7345 and spoke with some rude jerk named Blue who basically called me a liar saying there is no way I was told I would get the service for \$50 per month. This guy was the most arrogant ass I have ever spoke with. He told me to pay the bill; I refused and told him I would pay what I was promised when he made the adjustments on my bill. He refused so I called numerous departments and was passed around from one ass to another. I was on hold for more than an hour trying to get this resolved. I was so frustrated, I spoke with someone named Johida and then she hung up on me. I have never seen such a cluster "F" trying to get this resolved.

I called back to the retention department 844-899-3016, spoke with a Veronica who apologized and said she would take care of it. I stayed on the phone and she told me to pay \$96.92 which I did on 3/8/16. Assuming this issue was resolved, on April 4th, I received a bill for \$68.18, not the original \$50.00 I was told on January 12th. I called back to the same number 844-899-3016 - spoke with Miranda. She said she would make the adjustment of \$19.98 and told me to pay \$48.20, which I did on 4/4/16.

On May 9th I received another bill for \$65.41 I called and spoke with John. I told him I needed to cancel this service; this is absolutely ridiculous that month after month I have to go through this frustration with this flipping company. He informed me that I was under a 12 month contract and there would be penalties for cancellation. I told him then, "Why can't I get the freaking deal that Malory quoted me in January."

I signed up for a year promotion of \$25. I have struggled getting that price the entire time. I settled for a \$35 charge that jumped up to \$40. And then my bill was \$65. Every time I call they transfer me in a big circle where no one will help me. I did finally get through to someone on Friday who said my promotion was only for 6 months. When I said it was 12, and \$60 was too much for Internet, he tried to sell me home phone. I said he must be joking, and he asked if he could transfer me. No one else picked up. My bill is never right. Although I have asked for my bill to be mailed to me 6 times, I haven't received any of them. I have spent hours on the phone with no resolution. I think they figure if they leave you on hold long enough, you will give up.

Helpful? [Yes](#) | [No](#)



sammy of Denver, CO on May 7, 2016



I was CenturyLink customer. Dishonest company. After having so many problems canceled service. Send equipment back. After a year they report me to collection. My credit score falls from 780 to 640. Please do not take a chance. Stay away from CenturyLink.

Helpful? [Yes](#) | [No](#)



Virginia of Gilbert, AZ on May 7, 2016



I pay around \$120-\$130 a month for this service, and nine times out of ten, I find myself wishing I could just throw the equipment out the window and smash it to bits. Fifty percent of the time, my television cable box doesn't work correctly. I have shows I'd like to record that just...decide not to for some reason. The internet is constantly going out or kicking me off.

I'm a gamer, so internet comes first to me. I was told by the representative that I could play as many online games as I needed, that my download speeds would be excellent and that I should have no problems. All lies. All of it. I'm constantly getting kicked offline in the middle of the games I play, I'm constantly losing connection in the middle of streaming movies, and I'm constantly having to restart my internet modem and each of the television boxes I'm paying for.

If I'd known I would have this many problems with the service, I would never ever consider CenturyLink again. Unfortunately they, and Cox, are the only two that seem to provide internet to my area, and both are subpar for what I need it to do, so I'm screwed. Bottom line, though, is that CenturyLink lied to me when I went in to speak to a representative. They lied. And they haven't fixed anything since. Oh, and my bill is erratic. Shot up to over \$200 once, for no reason I could find. Just stay far, far away.

Helpful? [Yes](#) | [No](#)

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John of Bigfork, MT on May 7, 2016



It took an hour and 15 minutes for the customer service representative I was communicating with by text to disconnect my service. Also they were not aware that they would refer calls to my cell number. Even after I told him several times I wanted an immediate disconnect they still tried to upsell me at discounts which were not offered to me as a regular customer. Only when you leave do they tell you about these great deals. I am now with charter getting 60 meg Internet. The charter people I spoke with were excellent. I even complimented them at the end of the phone call. The technician who came to my house knew what he was doing. That was a pleasant experience as well. The only complaint I have is that the cable modem did not have a wireless router within it. Fortunately I got one for nothing. Nothing would compel me to go back to Centurylink.

Helpful? [Yes](#) | [No](#)

Joe of Vancouver, WA on May 6, 2016



Ok, let me start off with saying I have never taken the time to create an account on a site like this just to rant about the bad customer service that you get when dealing with just about every company of any kind in this day and age. CenturyLink is a new level of horrible that has caused my blood pressure and heart rate to be through the roof for the last 2 days. I took the time in this case simply out of hope in getting some small relief from informing anyone who is considering doing business with them about the absolute disaster they are in for. So that being said, here goes....

I fell hook line and sinker for the promotional advertisement I got in the mail. Out of frustration with Comcast I thought I would finally make the switch. My initial call to activate the service seemed promising. It was relatively easy, quick, and the price sounded fair. 6 days after their "guaranteed" arrival date, my package finally showed up. They said installation was free and my service should be up and running in no time. (At this point I was ecstatic to bring my Comcast equipment back, drop it on their counter and wave goodbye forever so I did so)

I went through the self installation guide only to find out that my house did not have a phone line to the street. I called back to have a technician come out. One did come out and informed me by leaving a note on my door that it will cost me \$250 to do my installation. This is where things get horribly frustrating. I came home and found the note that looked like it was written by a third grader. There wasn't a single bit of punctuation, and most words were spelt wrong. It was written as one long sentence.

I called the number left on the note and spent the next hour and a half in the first sitting getting transferred from person to person. Every new person

normed by my experience so far. She was very apologetic. Unfortunately she was powerless. She did try to steer me in the right direction. She guaranteed me a callback.

A couple hours later I did get a callback. This started another chain of transfers from person to person. Each had no idea who I was or why I was calling. I had to start over with my story with every transfer. This sequence consumed another 2 hours of my life between the 20 to 30 minute hold times and the incompetent fumbling through my account which should have next to nothing in it seeing as how I am still not even up and running. Eventually while waiting on yet another hold I was cut off. This concluded the waste of my life between 2:00 and 4:00 on my first day off in a week.

By this point I was basically enraged. My heart was pounding and I could feel my pulse in my neck without even touching it. I felt a burning sting of determination and made the horrible mistake of calling back. After another 5 or 6 transfers all with a minimum of 15 minute wait times and some upwards of 25 minutes while enduring horrific classical music which only served to enrage me even further I finally got a rep named Anthony **.

Anthony ** was fantastic. I started out with asking him to forgive me if I am rude and went on to explain my situation. He basically gave me permission to unleash my fury on him and him alone as if he were responsible for it all. He took it like a champ and I started to feel some relief because he even permitted me to use 4 letter words which was a great way to vent. He spent quite a bit of time on the phone with me. He documented my entire horrific experience and pulled whatever strings he could to get me up and running.

He ensured me that he was going to escalate my situation and really try to make sure that ai am treated better from here on out. I begged him for a direct number to him in hopes of dealing with him and him alone. He was unable to provide me with a number but did give me an email. At this point we were out of time for the day. A total of just over 4 hours of my day was wasted on extremely frustrating phone calls and still I am no closer to having internet service than I was when I started my day with a smile.

Anthony guaranteed me a call back the next day to resume my battle of becoming a "valued customer" of CenturyLink. He followed through and to my surprise called me back the next day. Sadly he had to transfer me to "the customer loyalty" department. I waited on hold for 20 or so minutes before being connected with a woman who didn't really seem to care that I was so frustrated. She cut me off several times and took an arrogant stance before finally transferring me to the technical department. I waited on hold for about 20 minutes when finally the horrific classical music abruptly stopped!

I was so happy they made it stop! Then suddenly a beautiful female computerized voice asked me for my zip code in a monotone voice. I promptly entered it. She then said "that is an invalid entry". So of course I double checked what I wrote only to discover it was perfectly fine. So, I entered it again. The beautiful monotone voice then said and I quote... "I'm sorry you're having trouble, goodbye!!" My call was cut off and I was left once again with a pounding heart, enraged like I haven't been in years besides the day before.

In closing, I have never experienced quite anything like what I have gone through over the last 2 days as far as poor customer service. I truly believe that if I was a senior citizen or had a bad heart in general I would have been pushed to the brink of death yesterday and today because my heart was pounding so hard and I was so angry. I am simply dumbfounded. I have no idea how in the hell this company still exists. I am not a religious man, but I literally prayed to God last night and wished that all of the people at CenturyLink will be stricken with the itch of a thousand crabs. They consumed hours and hours of my days off only to have a computer voice say goodbye in the end and hang up on me. I am still no closer to achieving the golden status of a CenturyLink customer. I still sit here with only my phone as solace. I am going to happily go back to Comcast where I can be treated like dirt with a little bit of respect.

I left so many of the fine details out of my story. I'm doing this all on a phone screen. The fine details of the conversations I had make it even worse. I just tried to convey the overall incompetence and blatant disregard they have for their customers and their time. Unless you were hoping to get a heart attack from your internet provider or at the very least a stroke then I suggest you all stay away from this company. Just read some of the other reviews. I am not exaggerating at all. CenturyLink wants to kill us all by heart attack over the phone. I'm too young to die! Screw that! I'm going back to Comcast where I will live to see my golden years. You've all been warned! If you choose to proceed then you have no business complaining later. You asked for it. Now go get some!

Helpful? ☒ Yes ☐ No



John of Mesa, AZ on May 6, 2016



I am in CenturyLink for years, and close my account due to going out of the country for 2 months, but came back after a month and re open my account... with new account been using it (internet) for 4 months. In 4 months I been calling them for like 4-5 times due to my Internet is being very slow, and at my 7th month I receive a collection notice that I owe 100 something dollar (for the router). So I called them right away and ask what's up with that, and told them why sending me in collection my account still active. At least send me a letter first or give me a call concerning my account why they will put me in collection or confirm the account holder first or give a warning letter before send the account in collection... But no. I received a letter that my account is already in collection.

So I called them and representative told me the collection is for the router... router??? Router that I'm using from day one when I open my first account to them until today. First when I re open my account I told them I still have the router from my old account and ask if I can still it for my new account (day 1 before I activate my new account). So the representative told me "yes absolutely," so I did... But still they sent me new (refurbished)

So in short, I sent router back, called them and spoke to different representative (like 8 person) and give the tracking number and confirm my situation. And told me "ok, nothing to worry no more." But still I called them the next day after I sent the router and gave the tracking number to make sure everything is clear and no collection going to my credit report. (I'm very concern to my credit score) Working my ass off to build my credit. Representative told me again "ok we all got the info. Nothing to worry. This will be fix." That was my last call to them (called them multiple times). So I feel relief after my last call.

But after 4 weeks, I checked. (I keep monitoring my credit score weekly thru Credit Karma) My credit and my score get lowered 26 points. (I'm expecting to get more points). I was shocked and check why, how come and see the changes. I was so like wtf I see the CenturyLink is in collection tab. WTF that collection lowered my points for 26 points (expecting plus points). That was 3am (yesterday) so can't call CenturyLink. Early morning 9-10am something (as soon as I get up) I called CenturyLink, and discussed my situation, and yes they received the router 3 weeks ago, and can't answer why that ** collection is in my credit report. All she told me is all she can do is take that collection out after 30 days. WTF is that???

First I called and fix that to prevent go thru my credit score and then what happened to all those representatives that I spoke to and said "it's ok nothing to worry, WE WILL FIX IT???" And this happened. I don't think this is right. What's the use of my call before (negotiations and stuff, whatever that called) (sorry I'm not really good in English (speaking/writing) but I 100% understand). This is **, speaking/calling/talking to multiple representatives do nothing. I have a lot of thing to say about them but never mind. I just write this review so other will get an idea about them. I'm hoping I'll be the last victim of this kind of situation. People be aware. CenturyLink is full of **.

Helpful? [Yes](#) | [No](#)



Tom of Littleton, CO on May 6, 2016



I've been paying \$51/mo for years for just internet. They send out a salesman to go door to door. The salesman promises that a new bill will only be \$15 more a month and I'll get their basic Prism service too (with higher speed internet). Several months after signing up, they still are billing 30% more than what the salesman quoted. You can call customer service and talk until you are blue in face about the problem - next month your bill increases even more! Their billing department and sales departments are two COMPLETELY different companies and their support staff is in a 3rd company.

No one speaks to the other companies after you talk to them. Their billing department bills WHATEVER they WANT, and you have ABSOLUTELY no control over it. They charge several hundred dollars for cancelling before the contract is up (of course), even though they have LIED from day 1. This is the MOST unreputable company I've ever dealt with. Hope they go out of business and bankrupt as soon as possible.

Helpful? [Yes](#) | [No](#)



Larry of Pingree Grove, IL on May 4, 2016



I have had the same negative experience with CenturyLink that other have reported. I signed a one year contract for internet service, and then had to cancel the service after 15 months. We were planning to buy a new house soon. We were charged a \$200 cancellation fee. CenturyLink could not provide me with a copy of the contract so that I could review the fine print. They claimed it was a verbal contract. Be careful, they can charge anything they want and claim it was a verbal contract. I would not do business with CenturyLink again.

Helpful? [Yes](#) | [No](#)



Theola of Phoenix, AZ on May 4, 2016



I have had CenturyLink TV for about 1 1/2 years and it has been an absolute nightmare. First of all they used deceptive means to switch me from DirecTV to CenturyLink Prism TV. I had reason to call DirecTV about my bill and since the number to call for DirecTV and CenturyLink are the same number, and the first person I talked to apparently worked for CenturyLink, she said the way to lower my bill was to switch to CenturyLink. Next thing I knew they came out and removed all my DirecTV equipment, switched me to CenturyLink.

The first month my bill was over \$275 from \$150 with DirecTV. The nightmare has never ended. And every month when I would call about the bill the next month the bill would be more. I am now switching back to DirecTV. I can relate to every negative review that I read. They are the absolute

Helpful? Yes No



Buddy of Albuquerque, NM on May 3, 2016



I transferred my companies 1 800 number to CenturyLink in 2015 from MCI. My first bill was unusually high so I inquired as to why. In the conversation, I asked if I were to move my 800 number away from CENTURYLINK would it effect my "package" with them and was told no. (It has a \$600 termination penalty.) I did not change anything nor did I tell anyone to cancel my number.

In April of 2016 I became aware that my 800 number was not working so I called CENTURYLINK and asked them to check the number. They then informed me that they had disconnected the number in October of 2015 upon my request. I explained to them that at no time had anyone told them to disconnect a number that I had owned for TWENTY YEARS and that was printed on all of my company's material. I have sent over 30 days trying to rectify this problem and have talked with numerous "supervisors" (MONICA, CHRIS) in particular of CENTURYLINK'S and have been told that I ordered the disconnect. I have asked to hear the recording of the conversation and was told that CENTURYLINK has no recording but has documented the conversation as "Proof".

Today, for the last time, called CENTURY LINK and spoke with CRIS the supervisor. Upon being transferred to me he immediately started to tell me how it "was" and that this problem was my fault. After I got tired of being lectured too, I asked to talk to his supervisor J ** and was told NO. After telling him what a credit he was to his company for not transferring me he said and I quote: "You never asked me to transfer you. So I politely asked again to be transferred to ** the supervisor and Chris said now I will tell you no.

I cannot describe to anyone how aggravating it is to do business with CENTURYLINK but by reading this Blog I know that several thousand people understand. Most of the front line employees are very helpful but they either lack the training or the authority to accomplish good customer satisfaction. They then transfer customers to the "Escalation Supervisor" and it is all downhill from there. (Attitude). So now it's off to the New Mexico State Attorney General Office and the NM Public Service Commission and I will try to accomplish something that might benefit my case and other citizens that are frustrated with CENTURYLINK.

Helpful? Yes No



Iorna of Marlette, MI on May 3, 2016



Have had CenturyLink for a solid year. From day one have had problems getting correct service, constantly losing internet connection. Being charged \$72.00/mo for just wireless internet. Hold forever any time I have to call, which is often. Live in a small town and it is only service we can get therefore we get treated as such (people with no choice). Reps talk over me all the time. Service is lost on an average of couple times a day.

Helpful? Yes No



Russell of Green River, WY on May 2, 2016



I have been dealing with CenturyLink for over six months on the same issue. They started adding a landline and a service package to my account. I call and they remove the landline and service package, then guess what, I get my next bill with the landline and service packaged billed out again. This has gone on, like I say, for the last six months. If I had another internet provider available here in Wyoming I would surely go with them. Oh sure, there are a few other options, but they are all receiving their ISP from CenturyLink Wholesale. Avoid them if you can. I am personally looking into putting a wireless internet system into our town and then hopefully expanding it to a nearby neighboring town.

When dealing with CenturyLink: 1 - Get the name and ID number of the person you are speaking with. Write it down and retain it in your records. 2 - Get any confirmation numbers, and/or reference numbers. Confirmation numbers will be alphanumeric i.e. C12345678. Reference numbers will be all numerical i.e. 12345678. Write these down and retain these as well. 3 - After you have completed your business with them, to your satisfaction, and before they hang up confirm that they have documented the reason for your call in the note section for your account. Also, confirm with them that they have done everything you called for, i.e. I called to have the landline and service package removed from my account. I also asked what was left on my account for services from them? They responded "internet only". I also confirmed what my bill would be.

you're dealing with them, GOOD LUCK.

Helpful? [Yes](#) | [No](#)



israel of Skokie, IL on May 2, 2016



Couldn't agree more with other readers regarding the their pricing. A 2 year commitment does not guarantee a static price. It will leave a customer vulnerable and open to any price CenturyLink see fit to charge. Mine went up from \$69.00 to \$84.00 within 3 months. And good luck attempting to reach someone in "customer support". In my opinion it was designed to make a customer give up by waiting and getting the runaround.

Helpful? [Yes](#) | [No](#)



Robin of Mesa, AZ on May 2, 2016



My experience was really zero stars! CenturyLink is absolutely the worst company I have ever worked with. I am still on hold after 1 hour and 33 minutes, trying to have someone explain my bill to me after Prism TV was added... I knew I shouldn't have added this service and now I know why! They also extended a \$50.00 credit to me, when the service tech failed to show up. Now they conveniently cannot find the confirmation number... but I have it. I have been transferred 3 times now, and it always seems to be another department I need to speak to. Truly, the most disorganized company I have ever worked with!

Helpful? [Yes](#) | [No](#)



Noelle of Gunnison, CO on May 2, 2016



I've been a CenturyLink (and Qwest) customer for many, many years. During the last few months we've experienced extreme problems with our internet service. During my many calls to technical service, CenturyLink discovered that I was getting only 3 mbps instead of the 7 mbps that I was paying for. One of the reps offered me a \$30 refund on my bill in light of the fact that I hadn't been receiving what I'd paid for. I accepted, but when I saw my bill I noticed there was no refund.

I called Customer Service and spoke with a young man who clearly couldn't be of any help as he couldn't seem to understand what I was asking for. I asked to speak to a supervisor who eventually came on the line. To make a long story short, this supervisor was absolutely the RUDEST person I've ever spoken with. He told me that I didn't deserve any refund and even though he was authorized to give me a \$1,000 refund, there was no way he was going to give me anything. I could go on and on re: the other rude things he said. To make a long story short, my husband and I are in the process of finding another internet service provider. We will also cancel our landline with the goal of doing absolutely no business with this company who seems to care so little for its customers.

Helpful? [Yes](#) | [No](#)



Kaarin of Spokane, WA on May 2, 2016



I've had a 1 year contract with CenturyLink for 12mbps of service for \$38/mo. EVERY bill has been over \$50/mo, and we only get about 5mbps of service on a good day (still 12 is horrible as is). I called to cancel because this is ridiculous, and the first person said I could be charged "up to \$200 to cancel, but can't tell you how much because I don't know". That's ridiculous that they can't tell me how much. So I called back again, and this time I was told it would be \$120 to cancel my remaining 6 months. Still, ridiculous. Comcast has a straightforward \$10/mo for the remaining months of a contract, and CenturyLink can't even tell you how much nor has any math or logic behind their cancellation fee?

I asked for a supervisor because I refuse to pay \$120 for terrible service, and one could not be found, so they offered to send me to the escalations department. Right away the lady was extremely rude, told me it wasn't a pro-rated thing and that I was going to pay the maximum amount of \$200 to

She wouldn't cancel the service until I agreed to the \$200, which I refused to pay that much, so she put a note on the account to charge me the max amount of \$200 if I called back. I told her I understood contracts and cancellation fees, but I would not pay under their unclear and undefined "a cancellation fee may be charged" (this is what their emails say) rules, and that if she could work with me I would pay a fee, but not \$200. She flat out refused to work with me and told me I would be charged \$200 to cancel no matter what. I told her to cancel my service and I would dispute the \$200. Can't believe I'm saying it, but go with Comcast before CenturyLink, any day of the week.

Helpful? [Yes](#) [No](#)



Mike of Boise, ID on April 30, 2016



We tried their fiber optic service for a little less than a month, it was the worst service ever. The WiFi hotspot on my phone is so much faster and more reliable. After several complaints, appointments where no one bothered to show up, endless promises about fixing the problem, and lie after lie about credits, etc. We cancelled our service. They claim we owe them over \$400 for a modem that never worked, service that we never had, and an early cancellation fee. Plus they keep billing us, every month they charge us for service we cancelled. What a joke.

I am filing complaints everywhere I can think of and giving them the worst rating possible on any site I can find. We even joined Angie's List just to rate them. I am a real estate broker and I tell every one of my clients moving to this area "CenturyLink is a huge rip off" and I offer them incentives to use any other provider. Suck on your \$400, it will cost you tens of thousands by the time I'm done.

Helpful? [Yes](#) [No](#)



Bridget of Seattle, WA on April 30, 2016



CenturyLink quoted my husband and I a lower rate than we were paying for internet with Comcast so we switched. Every month our bill has been twice what we were quoted. I just got off a chat with CenturyLink and was told that I'm on a term commitment, but not a price lock and they have the freedom to change the price, which they did. Isn't this illegal?! Do not use CenturyLink; they will lock you in a contract, change the terms, and not let you get out of it without charging exorbitant prices.

Helpful? [Yes](#) [No](#)



Joni of Chandler, AZ on April 30, 2016



There was no option to leave all 5 stars empty. So I had to put 1 star. Not even worth 1 star. Absolutely the WORST customer service I have ever dealt with. Ever. Anywhere. I closed my account within the 30 day trial period. They kept sending me incorrect final bills. 4 months later they sent my last bill to collections because apparently they did not get the modem back (or have no record of it). I kept my UPS tracking number and it showed it was signed for in January. I am currently on hold trying to clear this up. 1 hour, 35 minutes... Still waiting. RIDICULOUS.

Helpful? [Yes](#) [No](#)



Eric of Maplewood, MN on April 29, 2016



OK so they began charging \$3.50 to pay with my credit card. So in March I began paying with my checking account. In April I made another payment and it did not show any previous balance so I assume it's good. So today the 29 of April I get a nasty letter stating that I am late. Not just 1 month but 2 months. I call customer service and they tell me one story about how their system has glitches and that it took more than 45 days to let me know.

So they send me a letter and it took 9 days to get here. Must have come by pack mule. So I told them it was BS that they are charging me late fees

and I may consider changing to another service. I have been a faithful customer for many years since the 90's best days and now I may sever that relationship because they treat me like this. This is not good customer service.

Helpful? ☒ Yes ☐ No



Jodi of Carlton, MN on April 29, 2016



Be very careful and get everything documented. I signed up for new internet service online. Was supposed to be \$29.99 a month. Got the modem and equipment and got it all hooked up - no service. Activation letter that came with everything said service would be active Dec 10. This was Dec 15th. Called customer service and kept getting transferred from person to person. Nobody had a clue and were very hard to understand (very poor English). Spoke to online rep the next day. Had to return the modem and equipment and they had to open a new account. She was going to discount my first month for all the trouble I had. Told it would be \$15.99. Needless to say got my first bill and it was 85.00. There was supposed to be no activation etc. Again called customer service and there was "no record of this". Also no record of the \$29.99 promo that I had signed up for. Bills are almost 85 a month!!! Would never recommend to anyone!

Helpful? ☒ Yes ☐ No



Joy of Lillington, NC on April 29, 2016



I have never had such a horrible experience with any other company as I've had with CenturyLink. Although there are a few great techs I talked to, most are foreign and really don't care about whether you are helped or not. I had problems with them since I moved into my house last year. After 6 mos, the internet went out. I do tech support and after 1.5 hrs on the phone, they tell me I need a new modem. Fine, sent one 3 days later and it does the same thing. Contact support AGAIN!!! They tell me it will be fixed within 4 hrs. This morning it's still the same.

I contacted them again by chat. They told me they can't troubleshoot anymore unless I'm there and refused to set up an appointment with tech to fix the line. I told them to forget it. That was the last straw!!! Told them I didn't want their service anymore and they told me that would be another call to customer support. When I called to cancel, they didn't seem to care or try to make it right. NEVER AGAIN!!!! I'd rather have no internet than deal with their terrible service!

Helpful? ☒ Yes ☐ No



Mark of Ankeny, IA on April 29, 2016



Rented a townhome, and CenturyLink was the only internet service provider available to the townhomes in the neighborhood due to a contract with the HOA. Our internet plan was supposed to be 8 MB/s down, but the majority of the time we only got about 1 MB/s, and oftentimes even worse than that. Downloads of moderate file size could take an hour or longer, and streaming more than one of any service was impossible without severe drops in quality, if they played at all. Through all this, the technician we would call was rather polite and helpful. After four years, the HOA got fed up with how many complaints the neighborhood had about the terrible internet, so the HOA terminated their contract with CenturyLink (leaving homeowners to find their own ISPs and pay for installation fees).

I moved into my own home, across the city, the same month the contract was terminated. Needing to find an ISP, CenturyLink came up as one of the cheaper options, off-contract, with the first month free. Called a service representative to ask specifics about speed, because the neighborhood I had moved into was apparently limited to 3 MB/s for individual homes. The rep heard my complaints about the previous service I had gotten, and they assured me this would be different because it was on a private connection (individual house) instead of a shared one (community of townhomes). Even though 3 MB/s is a smaller number than 8 MB/s, it would feel faster because it's a private connection, not sharing that download speed across multiple homes.

This immediately sounded like BS, but not being as familiar with different types of internet connections, I decided to give it a shot. (The first month is free, off-contract, so I can cancel whenever I want!) It was a self-install, so I received a package in the mail, followed the instructions, and... nothing. No internet. Made calls, and got an appointment for technicians to come out four days later to help fix whatever problem it was.

They showed up and got everything working. The end result? An abysmal connection, incapable of loading even a simple website with text and a few graphics in under a minute. Streaming anything like music or video was impossible. I knew the claim was too good to be true, and against my

anymore. Thanks!

Helpful? [Yes](#) | [No](#)



Kristen of Hastings, MN on April 28, 2016



I would like to bring CenturyLink's disorganization and faulty record-keeping to light. The reason I also say CenturyLink has unethical business practices is because they violate the consumer agreement by overriding consumers' decisions to stop receiving a service. In my case, I cancelled my services, and the cancellation specialist I spoke to when I called in erroneously entered the information into the computer. The following month, after I realized my services had not been cut off when I received a new bill, I called CenturyLink and explained what happened. The customer service representatives were rude and dishonest. They admitted to needing to improve their record-keeping and said it's been a huge problem within the organization.

At times throughout this process, I've been told I will get my money back because CenturyLink made an error. At other times, I've been told CenturyLink doesn't deal with cases like mine and/or they can't help me because of a lack of records for my case. There is a major lack of

consistency within the very same department but also across departments; the lack of organization and communication within CenturyLink is overwhelming.

The reason I'm writing is because there needs to be some accountability for huge businesses like CenturyLink who are taking advantage of their loyal customers. There is absolutely no one to turn to when things like this happen. Every CenturyLink representative says a different thing and records things in the way they feel fit; there seems to be no standardized way of handling these very common, everyday situations. Instead, CenturyLink does whatever they feel is in the best interest of their company, rather than their clients. In the end, clients suffer; it's very disappointing.

Helpful? [Yes](#) | [No](#)



Nadine of Minneapolis, MN on April 28, 2016



I have talked to several representatives over some time and they have been so rude. One supervisor Margarita told me she would not charge me disconnection but now they want to charge me \$470!!! Ridiculous! I had a contract and every month my bill has gotten higher. Last rep Dustin won't take off my disconnect fee after they stated they would. I will never recommend these robbers. Margarita was a terrible person and would lower my rate but said she would pay for disconnect. Now they deny this. I am so ticked. Single mom with three kids one being Autistic and property destruction. Last thing I need is this.

Helpful? [Yes](#) | [No](#)



David of North Logan, UT on April 28, 2016



CenturyLink is the worst company I have ever to deal with and probably the worst company in the US. Service is horrible, signal is weak, and customer service is difficult to reach and difficult to deal with. On top of that, they change one's monthly rates almost randomly.

Helpful? [Yes](#) | [No](#)



eric of Litchfield Park, AZ on April 27, 2016



I moved away from the area that was covered by CenturyLink, so I stopped my service and ask about returning the modem. I was told that I would receive a return address label in about 3 days. It took over 3 weeks to get the label. By this time I returned it to a CenturyLink office in another area and they sent the modem back via UPS. The modem arrived 4/15/2016. I have made 4 calls about taking this off my bill and so far it has not

place a call every week until this is rectified. If you don't have to don't use CenturyLink. They are not a good business.

Helpful? [Yes](#) | [No](#)



Veronica of Apache Junction, AZ on April 27, 2016



They tell me my speed is fine, yet I can't even watch Netflix!! I run a business off the Internet and this company has cost me more money losing customers than anything! They were supposed to transfer my business lines, but instead gave me new numbers and shut me off for a whole day, losing business, and had the audacity to offer me 3 dollars as a refund.

Helpful? [Yes](#) | [No](#)

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Consumer Complaints and Reviews



Howard of Tampa, FL on April 27, 2016



I was told "40 mbps guaranteed". The most I got was 20. I signed up, attached my bill to my Amex Card, then CL quit taking Amex. Went to pay my bill, CL wanted to charge me \$3 to pay with my credit card. Called to cancel for the above reasons, they agreed. Got my last bill, charged \$120 for early termination fee. Never told that I would be charged the fee, told I would have a credit. Went online to "chat" and requested the fee be removed. Was "chatting" for 65 minutes, customer rep only made two comments during that time, they would not return fee. Returned to Comcast, MUCH faster. Got account with Consumer Affairs just to post this review.

Helpful? [Yes](#) | [No](#)



N of Casper, WY on April 27, 2016



These people are criminals. They allowed someone to open an account in my name there by committing ID fraud. I found this on my credit report after the deadbeat that opened the account did not pay their bill. We need a class action lawsuit against this criminal organization.

Helpful? [Yes](#) | [No](#)



ann of Forest Home, AL on April 26, 2016



We had CenturyLink phone service. The phone company's equipment was struck by lightning and damaged. We could not use the service due to heavy static. Then the phone went dead. We called and finally got a service ticket in and got a tech out to our house. The tech told us the CenturyLink box by the road was hit by lightning and was damaged. We were told they could fix it temporary but it would go back out. We had several service tickets then the phone went completely dead in February. We never heard back after calls to CenturyLink. It was like they didn't care. They then closed our account in March and sent us a demand for payment.

Today after 4 months later the CenturyLink trucks are here repairing their equipment but say they will not help us unless we pay for January thru March phone service. We were also told by the customer service agent we are billed for service whether we use it or not. She said she has no record of damage to phone equipment at our address. I asked her why are there CenturyLink trucks with a backhoe in our yard and she hung up on me.

Helpful? [Yes](#) | [No](#)



Jim of Terrebonne, OR on April 26, 2016



First have to say I have been a CenturyLink customer for awhile now and all was good with the world. Then about six months ago it all went to pot/downhill turned to you know what. Was happy with my low-cost internet service, then my new smart TV came into play. Call CenturyLink to find out why my streaming was slow (bad picture). They then told me because of the low 12mbps I had, but if I upgrade, go paperless I can get UP TO 40mbps. That is when the bad stuff started. They upgraded my plan and my bill but Did Not upgrade my service (still less than 12mbps). So now I have been trying to get that resolved for the last month or so with no luck.

They (CenturyLink) like to use a play on words, how you ask. They tell me that I am paying for UP TO 40mbps. Only problem I don't get that speed. Never had. Then they tell me that is the ONLY plan they can offer me. So in truth they have been overcharging me for over six months now. They (CenturyLink) will not admit their error. What really makes this hard is that they are the only DSL internet provider in my area so I am stuck with them. So please do your research before you commit or you will be in the same sinking boat as I am.



Denice of Anthem, AZ on April 26, 2016



Have had CenturyLink for a couple years. Put our internet on vacation suspend every year while we are on the east coast. Called on Wednesday to take off suspend for Thursday as we have done for last 3 years now. Arrive Thursday to no internet. Called their amazing customer service to find the rep we spoke to made an error and canceled our service! In every other reasonable business, this would not be an issue but we are dealing with CenturyLink, where everything is an issue.

One hour on phone - tons of hold time - they apologize and say that it will be turned on before end of day. An inconvenience, as we were scheduled to work in home office for the rest of afternoon but we trust they will fix their mistake and all will be right again. But alas, we are dealing with CenturyLink. How silly of us to believe.

Wake up Friday morning ... No internet. Call right away and are NOW told that the department that handles the reinstatement has us slated to go on for Monday. What?? We spend another 50 minutes on phone - switched from one "supervisor" to another - and get the same answer. There is NO WAY to change the turn on date once it's been scheduled. Why in the world was this scheduled for Monday? Answer... "We don't know." Another brilliant CenturyLink customer service error. And really, with today's technology how could this could possibly be true?

So, now working ALL day Friday is not possible. First thing Monday morning and guess what? No internet. Call again. Another 40 minutes down the drain. We are told that a technician doesn't have to come out and they just gave to get us in cue to "flip the switch!!!" Where was this idea on Thursday or Friday?? This place has more flip-flops than politics. Noon. You guessed it. Nothing. This time we tried a customer service chat via iPhone. Lovely. Still 30 minutes time. It's still slated to happen today. Sometime. Hopefully by 5 pm. Can this get any worse?

5:15 pm. No need to tell you. Nothing. Another iPhone chat. 15 minutes. They show it pending. We are 34 in the cue. ARE YOU KIDDING ME? What do we have to do to cancel? She suggested waiting to see IF the service comes back on then call back to cancel. Omg. This is the answer you're trained to give people?

8 pm. No service. We call, on hold. Finally get someone who tells us we've been active since 10:30 this morning. Really? So the person we spoke to at noon and at 5:15 pm didn't know that? What kind of Mickey Mouse business are you running? Need to reset everything as our service was initially canceled so add another 20 minutes to this call now and finally up and running.

So let's recap: Customer of over 3 yrs gets service canceled by CenturyLink dingbat when trying to actually reinstate full service. Spend more than 4 hours in phone calls and chats over 3 days. Additionally LOSE 2-1/2 days work due to their error. Learn that a communications company like CenturyLink needs 4-1/2 days to figure how to flip a switch.

So, we would to bill them for 2-1/2 days lost billable working time, 4 hours of pure idiotic frustration, and announce to anyone who will listen that they have the WORST customer service ever, NO ONE know what they're doing, you CANNOT trust a thing they say and they DON'T care about the customer or your business. Needless to say, there are certainly other internet providers out that we will gladly pay for what we have to imagine will provide even a tenth better service than this fiasco has been.

Helpful? [Yes](#) [No](#)

How do I know I can trust these reviews about CenturyLink?

- 784,695 reviews on ConsumerAffairs are verified.
- We require contact information to ensure our reviewers are real.
- We use intelligent software that helps us maintain the integrity of reviews.
- Our moderators read all reviews to verify quality and helpfulness.



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★☆☆☆☆

Helpful? [Yes](#) [No](#)



★☆☆☆☆

Helpful? [Yes](#) | [No](#)



★☆☆☆☆

Helpful? [Yes](#) | [No](#)



★☆☆☆☆

Helpful? [Yes](#) | [No](#)



★☆☆☆☆

I have spoken with CL reps until I am blue in the face about my bills. 16 reps to be exact. Nothing changes unless I keep calling and calling. Why would a customer who pays bills ahead of due date be subject to this type of harassment? It's all about the money that's why. My newest bill is \$171.51. Should be \$124.38. How they get away with this fraud is no surprise when you look at the thieves in the US Congress who write the laws and suck up to the big corporate CEOs. CenturyLink is a fraud and should be shut down.

Updated on 4/25/2016: Just got off of the phone with CenturyLink customer service after a 2 hour mess of being disconnected and transferred. In total since January... I have had to call CL, 19 times only to be cut off. I was told to pay my bill as is or face a late fee for their double billing on my account. I am so angry at the people who run this company. It's the way they treat their customers. Very poor customer service. Worst than Comcast. It's my fault they charged me double for their Prism TV. Unreal!!!

Helpful? ☒ Yes ☐ No



C.V. of Seattle, WA on April 26, 2016

★★★★★₃

I called the CenturyLink billing dispute office directly at 1-800-423-8994 and talked directly to a customer service representative. He acknowledged this problem as a CenturyLink error and corrected my bill appropriately and correctly. He was very courteous and efficient.



C.V. of Seattle, WA on April 24, 2016

Original Review

My complaint against CenturyLink is essentially the same as that of Jeffery of Pleasant Grove, UT on April 23, 2016. Because of the same, I thought that I should confirm the fact and alert other customers that CenturyLink does not respond appropriately to this particular billing problem which is not the fault of customers, who pay their bills on time using ACH payments. Again, I always used a credit card in the past to pay my CenturyLink bill. However, as was the case in Jeffery's complaint, CenturyLink began charging to use a credit card. So, I used a direct check ACH payment to pay my last bill on 4/3/2016. My current bill has a returned check fee of \$ 74.61 and a late fee of \$ 7.

My statement shows two returned check charges of \$25 on 4/18/16 along with an additional returned check charges totaling \$24.61 for a total of \$81.61 charges. My current banking statement shows that no charge was made on this billing. I contacted CenturyLink chat about this matter. The first representative simply stop responding to my chat. I was switched to another customer service representative. The second representative, although very polite, continued to assert that the payment was returned for NSF which was not the case given the aforementioned and the fact that there was never NSF. She refused to correct this problem asserting that it was my fault such that I had to make the additional payments. I will continue to take steps to correct this unfair billing which is not my fault. Again, this is a recurring problem at CenturyLink which it has not fairly addressed causing customers emotional and financial distress.

Helpful? ☒ Yes ☐ No



Kanchan of Colorado Springs, CO on April 24, 2016

★☆☆☆☆

My internet goes out for most of the day time. Even when there is a internet, it is on and off. I am not able to do my college work. I am very frustrated as I am paying full amount and am not getting decent service. I have called customer service several times and the technician still can't fix the issue. I am about to call and discontinue service. I don't recommend anyone to have CenturyLink based on the bad experience I have. I will update how it goes with customer service to discontinue service.

Helpful? ☒ Yes ☐ No



Jeffrey of Pleasant Grove, UT on April 23, 2016

★☆☆☆☆

Let me tell you why you should not use CenturyLink for your internet needs. When we moved to Pleasant Grove, CenturyLink was available and offered me a amazing deal. I signed up. They also said that if I combined my Verizon bill with their fee for one monthly payment I could save

promised and I had frequent outages. I canceled their service to move my service to Comcast (which I had terrible experiences with in Sandy) and agreed to hang on to their box just in case I was switching back.

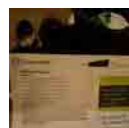
Well Comcast delivered as promised. I found the bill through phone arrangement to be a pain in the neck because when there were problems I had to call two companies. Recently, CenturyLink started charging to take debit card payments at their internet payment site. The free option - ACH payments (direct bank account withdrawal for payment). It turns out that something happened at the bank (probably the fraud prevention boys at it again) and my February payment was returned about the middle of April. No one told me about it or I would have paid it again.

On April 20th (my birthday) late afternoon or evening without advance warning, CenturyLink suspended my account. I discovered late that evening that I could no longer send text messages. Verizon has tech support 24-7 but CenturyLink shuts down every night. I tried their chat line and waited for over an hour then being really tired, I gave up and went to bed. This morning after talking to five different people at CenturyLink, I found out my account was suspended. I was told they would reconnect me for \$25 within 2 to 24 hours. I told them I ran my businesses through my phone but they didn't care. It's been about 15 hours already and still no services. Don't believe the lies and false promises of high speed and the caring about their customers. Don't fall for the low priced start up charges. CenturyLink is not a dependable company. You have my permission to forward this.

Helpful? [Yes](#) | [No](#)



Dave of Omaha, NE on April 23, 2016



I recently moved to a house in July 2015 and decided to have Cox Internet and cable hooked up (very satisfied). In late October 2015 around 8pm on a snowy night I was visited by a few CenturyLink gentleman wanting me to switch. I informed them that I was very happy with Cox. They shot me the spiel about the savings I could get if I switched. Again no thank you. After about ten or so minutes of them standing out in a snowstorm and me with the door slightly cracked I started to feel sorry for them in the snow working on commission. So informing them that I might be locked in with Cox they said "we'll sign you up for a service agent to come out a month from now and if you find out if you're locked in with Cox just call this number before the service date and cancel."

I thought I helped a couple of guys trying to reach a quotation in a snowstorm. Maybe I did but little did I know the months and still ongoing grief I had just caused myself. To begin, a week after the encounter, a Friday around 8pm I attempted to cancel calling the number on the service order and guess what? Disconnected! So after 3 1/2 hours on the phone getting transferred countless times, given this number and that number and trying to go thru their so called 24-7 online chat with an agent (evidently service not available in omaha) I was informed that I would have to call back on Monday between 8 and 6. I said I would and informed them of the ridiculous hoops that I have jumped thru just to get this far (talking to real person) and the time I have spent and the fact that I'm only trying to save them the time and the trip to my house to try to connect a service that I do not want.

So fast forward to Monday... the call... the agent... "can I get your service order number? I'm sorry we don't have anything under that number, can I get your name and address? OK here it is. Can I ask why are you canceling?" I explained about being locked in and all that had transpired on the previous Friday. He apologized and asked to keep them in mind for the future. Phew. Little did I know the fiasco was just beginning.

Fast Forward >>> January 2016 get the mail after returning home from work around 7pm and lo and behold a love letter from CenturyLink enclosed a bill for 80 some odd dollars. So picking up the phone somewhat peeved I start calling the numbers on the bill, the automated number asked for the phone number associated with the account, "we're sorry the number you entered could not be found."

So what now? After 7pm and can't speak with anyone I think? Without having the correct phone number associated with the account (fyi.. gave the fellas back in October my number for the service order for courtesy call before tech arrives). So thinking a bit... I'll call tech support. Well that got me nowhere. Gave them the account number on my bill, well that turns out to be a nonexistent Qwest number due to the configuration of the numbers. OK, Humm. They ask my address... "well... we don't show any type of service to that address." I've got a bill from you addressed to me with this account number I KNOW I DON'T HAVE NOR DO I WANT YOUR SERVICE!!! FIX THIS!!! "Sir you'll have to speak to an account agent and unfortunately weekdays 8-6pm."

ERRGH!!!! So returning to work and ruining and running past my 30 min lunch break I once again recite to the agent what I have written above. Apologies were spat in my face, whatever. Situation Resolved? NOPE. Let us now take another leap to late February and you guessed it, yes another love letter from the lovely folks at CenturyLink, Welcoming me, stating that they appreciate my choice, and want to make sure that our relationship starts off right... Oh and did I mention that my bill is now only \$7.70? That's \$1.65 for Entertainment, and \$6.05 for Taxes, Fees, and Surcharges. Whose entertainment? This is a sick joke!

Once again angrily call my newly acquired nemesis... blah, blah, blah. "OK sir what we're gonna have to do is I'm gonna credit the account such and such charges in order for it to show \$0 Balance blah blah. So you'll receive a last bill showing the credits to that account and amount owed will show

It's Friday April 22nd 2016 and Yes, Yes the day has come Mr. Postman has the letter for me. Ok... Adjustment Summary. Remove local broadband surcharge, YES .Remove primary set top box, YES. Remove sports network surcharge, YES. Reversal of billing correction credit primary? YES (oh! oh! there's that \$7.70) Total adjustments - \$24.78. DRUM ROLL... HA!!!! NOW DUE BY MAY 6TH \$30.73!!! WTF IS GOING ON??? The account, the account number, the service, these amounts. They have my name and address right and the rest of the of the paperwork reads like a MadLibs filled in with numbers. To be continued... FRIENDS DON'T LET FRIENDS USE CENTURYLINK!!!

Helpful? [Yes](#) | [No](#)



Josh of Spokane Valley, WA on April 23, 2016



I signed up for this account just so I could write a review on CenturyLink. Believe me when I tell you they are the worst company ever. Their customer service is horrible and their internet isn't much better. The bill just keeps going up - over double what we started out paying. CenturyLink tried to dip our checking account. We pay our bill early every month. And we've NEVER authorized auto payments... CL changed their online payment system. We entered everything and had our confirmation #. Didn't go through apparently... just so happened to coincide with now having to

pay a fee to use your debit via their awesome website. Only way to pay your bill for free is auto withdrawal. No thanks. Guess I have to eat another few bucks.

The thing about it is, NO ONE ever tried to contact either of us in regards to our non-payment for that month. No email, no letter, no call, nothing. Until the proper amount of time passes so that they can tack more money on your bill for an auto withdrawal you never authorized. Then you get an email... When you call to clear things up you're shocked at the fact that none of the 20 or so people you talk to in the next few hours can't seem to articulate exactly what happened. Their customer service is on par with government psy-op ** meant to induce a mental breakdown. No joke... I have to admit some of it was kind of funny. My wife was on speaker phone so I could hear her getting upset at being passed on over and over and over regurgitating the same info for each clueless rep, who never fails to try to sell you a bunch of stuff before he throws her to the next guy.

I heard every accent in the book: Indian, British, Spanish, and a guy who sounded a lot like the Swedish chef from the Muppets. The last guy she was talking to was downright rude and condescending: "Alex". I'm not a hot head at all and I pride myself on having a long fuse. But if that guy would have talked to her like that in front of me, I'm not sure that I wouldn't have torn off his face and worn it like a hat. Also we've been paying for 12 mbps and it's never been better than 4. Their own computers said we were paid up but somehow we still owed them money. After going through our records I found that they never withdrew the money a month prior despite their records telling them that they had - if that makes any sense. Canceled our service and will tell anyone who will listen to stay away. Unless you like being mocked after being on the phone for 3 hrs.

Helpful? [Yes](#) | [No](#)



GLORIA of Saratoga Springs, UT on April 22, 2016



When I closed the service with CenturyLink on March 14th, they told me the service would stop the same day. Today, April 22, I received a bill for \$99.15. I chatted online with them and they said the service had been stopped on 3/30. Since I had paid in advanced until 3/12, I still need to pay the \$99.15. I already paid my first 30 day bill with Xfinity on April 14th. The people you talked to online tell you one thing and the company does another and the only thing they say is "I am sorry." No wonder people are leaving this service. I had been a customer for 32 years but after years of raising and raising up my bill, I decided to quit. Don't be deceived by these people; they are not interested in service but in taking your hard gained money. Never again.

Helpful? [Yes](#) | [No](#)



AJ of Albuquerque, NM on April 22, 2016



CenturyLink is hands down the worst company I've ever done business with. The ABSOLUTE worst. I have spent countless HOURS on the phone with them to try and resolve even the simplest billing errors. They never got my address right and therefore I never received but 1 bill and 1 disconnect notice. I was supposed to be getting a bundle discount with my DIRECTV package. That never happened either.

see just what customers will take and put up with. Like market research. It's like it's purposefully frustrating. The service tech that did the initial install was a complete jerk. Very rude and then he left my gate open and my dog ran out and was killed by a passing car. For this they offered me \$50 dollars which was such an insult. I told them to shove it.

After that they claimed that through my DIRECTV bundle they had paid to DIRECTV over 600 in a 4 month span which DIRECTV denies ever having billed. So they shut off my DIRECTV and Internet. Thankfully DIRECTV reconnected their portion of my services and now I'm getting calls from the Philippines asking for payment on my final bill of nearly 800! For 4 months of service. \$800. RUN RUN RUN from these people.

Helpful? [Yes](#) | [No](#)



John of Lino Lakes, MN on April 22, 2016



I was told by the CenturyLink agent by phone I was eligible to receive six month of internet service for \$14.99. This was confirm several times during the call. I dropped my other internet service thinking I had a done deal for at least the next six months. When the CenturyLink bill came internet service alone was billed at \$75.99. I call CenturyLink and was told they would correct the billing. I learned later this promise by a different CenturyLink agent to honor what was presented when I agreed to switch to CenturyLink was not going to be honored.

I asked to talk to a manager. After being on hold for 28 minutes, one came online and said they would not honored the \$14.99 rate. The best they could do is give a \$10 credit off the \$74.99 rate. Or I could cancel the service. The manager said both of the prior CenturyLink agents made mistakes and stated by law they could not honor what was promised, causing they would be fined. I asked that an email be sent to confirm what I was being told and was told they would not do this.

Helpful? [Yes](#) | [No](#)



Jean of Highlands Ranch, CO on April 21, 2016



I have been a customer first with Qwest then CenturyLink for over 27 years. In the first 26 years, I had no issues with this company. Now, twice this year, I have had to wait 5 days for them to rectify their mistakes. The first time, a worker accidentally disconnected my internet when working on another home. I called and was told the fastest someone could come to my home was in 5 days.

Recently, I decided to sign up for Prism TV thinking 1 issue in 27 years is very good. Today, a service person was scheduled to come and set this up. I waited the entire time frame with no call. When I called to see what happened, I found that they mistakenly had a phone number which I disconnected 6 years ago in their system instead of checking the work order the sales rep turned in (I have a copy of it). Their resolution? They will /can come in 5 days. Why would I purchase more services with a company that cannot correct their errors in a timely manner? If my service goes down again, I will be out internet and TV for 5 days. This is unacceptable.

Helpful? [Yes](#) | [No](#)



Jason of Phoenix, AZ on April 21, 2016



I briefly switched to CenturyLink last year. When I was unsatisfied with the service, I could not get them to cancel my service. I would cancel, and they would start a new service with a different telephone number. I left the company disputing how much I owed them, but paid it after asking, "IF I pay this amount, I will never, ever have to deal with you again, right?" They said "yes". Then they sent me checks on two occasions for overpayment. And then today, months afterward, I got a letter from a collection agency for 130 some odd dollars. I have been with the same bank over 20 years, have good credit, own a home and have a very stable work history but I can't seem to pay and be done with this awful company. RUN AWAY FROM THEM!!!

Helpful? [Yes](#) | [No](#)



Elaine of Albuquerque, NM on April 21, 2016



I had an account for phone and internet with Century. When they set up my phone they destroyed the phone jack and I was forced to go wireless. I saw that my bill was much higher than quoted and I cancelled the phone and kept the internet. My bills were nearly \$90 a month for their fastest service which is frankly very slow. In fact the service was incredibly slow. I looked around for alternatives and found that Comcast only charged \$44 including all the fees. In addition they are faster. They were my only other choice so I switched Oct 12, 2014.

I cancelled my service with CenturyLink 2 days prior on Oct 10, 2012. I was given a confirmation number by the representative and was extremely happy that I no longer had to deal with CenturyLink. They are a nightmare. From day one customer service had horrific wait times. They asked for special unique passcodes to enter your account. Every time I have dealt with them I felt like I was going to have a stroke or lose my mind.

So I cancelled and I was happy. Then this evil predatory company has continued to bill me since my cancellation. I returned their modem immediately with a CenturyLink return slip. I am now being harassed by their collection department. I was told by the last agent that he would give me a full credit if I gave him the UPS tracking number for my returned modem. I used their slip and didn't keep a copy of it. I am so angry with CenturyLink. I think they should be shut down. I don't say this lightly. I am sure they are fraudulently charging other people because my entire experience with CenturyLink has been one of extreme incompetence.

I want a complete refund. My credit to be cleared. An apology and hope that ATT also enters the arena. I have all my phone records of the incredible long wait times and the extreme number of calls I have had to make with absolutely no help. I was transferred so many time and most times the call was dropped. This company should be shut down. I am sending a copy of this letter to the district attorney and the president of ATT and CenturyLink. If necessary I am filing a copy with the district attorney's office and filing a small claims.

Who should have to go to these lengths? This company should not have the public trust and based on the amount of extremely angry complaints here at Consumer Affairs I am not the only one who has been cheated by evil CenturyLink. I want a refund immediately and I want my credit cleared and compensation for any damages.

Helpful? [Yes](#) [No](#)



Deborah of Colorado Springs, CO on April 20, 2016



Terrible customer service. They played with the pricing so much it felt like I was buying a used car. Online services promised a \$10.00 a month credit was not running. I requested for them to discontinue my service and to come pick up their boxes. I was disconnected 3 times while trying to confirm my price and pay bill. I cancelled my services using the 30 day satisfaction. I was also disconnected when I cancelled my services. Now CenturyLink says I have to mail back their modem and box.

Helpful? [Yes](#) [No](#)



steve of Eastsound, WA on April 20, 2016



I have lived all over the world and would rate CenturyLink service a bit lower than the Uganda bush phone. Their chat link for phone is down, the chat for repair is off, their service line is over a 30 minute wait. Have called 4 times in town on the pay phone. Assured that phone was on. Returned home to find non operational. Please God offer us a alternative.

Helpful? [Yes](#) [No](#)



Marcus of Sandy, UT on April 20, 2016



This company is a joke. The fact that they exist in space and time is what amazes me. Either ALL US customers are suckers and don't really give two cents about being kicked and tossed or we are all just a bunch of neanderthal ignorants! For MONTHS I tried to get me authorized as a "contact" person. I would call CenturyLink and they would deny talking to me until my wife (the account owner) would grant me access. Until then, no problem, I understand the need. The issue is she had to do this over 5 times, in about 2 months. I would call, they would deny talking to me, they would call her, she would "add me" to the account and next time I called, guess what? All over again. After months of this back and forth I managed to be added and was able to speak to them about my issues.

contact with the CenturyLink and as I threatened to leave for another service they transferred me to a loyalty specialist who said he was lowering my bill significantly, to which I agreed. 2 Months later and I never saw the decrease, so I called this horrible company yet again (bear in mind, you're NEVER able to talk to someone in the first attempt. They either drop the call on you after transferring you to someone else, or just flat out hang up on your face) to complain about my current bill, since it was promised to be less than half of that. No surprise when no one had ANY records of such promise or arrangement and nothing was done.

I'm currently on the phone with them after 20 minutes of waiting time while the message says "A representative will be with you shortly, please continue to hold" (Oh great, the call just dropped! And this was my third attempt to speak to them!) and my plan is to pay my dues with them and drop them on the spot. I beg, beg that consumers stay away from this company. Google their services and you will see NOTHING but negative reviews. They are horrible, their prices are unfair, their customer services is probably one of the worst in the entire United States (notice you never hear about their customer service on any of their advertisements) and they do no care about you, your services or anything else. All they want is your money for a mediocre service. STAY AWAY FROM CENTURYLINK. Pay more somewhere else, it's worthy!

Helpful? [Yes](#) [No](#)



Susan of Ville Platte, LA on April 19, 2016



CenturyLink refused to send anyone out to repair internet issues. Instead they kept me on the phone with a foreign man I could barely understand who made me get on my hands and knees to look for connections that were NOT broken and typing in numbers he could not pronounce. I am 69 years old with bad knees and back and poor vision, and I do not get paid to do repairs for CenturyLink. If we had any options I would not use their service anymore and hope to get free asap. I finally fixed the problem and was left feeling sick and tense. Run from these idiots! Don't get their service!!!

Helpful? [Yes](#) [No](#)



Yogesh of Bellevue, WA on April 18, 2016



I have been using CenturyLink high speed internet one year contract promo plan and towards the end of the year I contacted to know how could I continue of this promotional discount. I was told that to avoid paying high per month charges for internet alone, I could use a bundle offer with home phone which will cost lower than internet alone once my discount gets expired. I was not informed of any plan charges and installation charges and I never asked since I am an existing customer so didn't hope for any installation or plan charges. I was sent a bill of more than double for what was advised. I decided to cancel the plan and requested to cancel the one time charges. They claim some installation was done but I am not sure what they did and I still see the huge bill. The response from customer support was very discouraging. I am hoping they will charge me only for prorated basis but the response from them is very demotivating so far.

Helpful? [Yes](#) [No](#)



Gerry of Pocatello, ID on April 18, 2016



I am writing about CenturyLink, the absolute horrible service you get from them is beyond comprehension. I am a senior citizen and am supposed to be getting a cheaper rate on my phone and internet service. But every month I have multiple charges from 3rd party companies and late fees and fees for services I haven't authorized. I call and have to talk to 5 or 6 different people who know nothing and are rude and keep putting me on hold once for 25 minutes until I finally had to hang up. But I had to keep calling to try and resolve my issues because I am on disability and can't afford to pay for charges I don't owe. You can not get a person who knows anything so they just keep sending you to a different dept. and each time you wait for at least 15 minutes or more.

I started out with Qwest and stayed with them after being bought out by CenturyLink. That was the biggest mistake I ever made. This company is the biggest rip off I have ever encountered. If you're smart you'll have nothing to do with them. I finally got a person who I told her the charges I was disputing and told her I was sending a check for the amount I owed and to turn off my services. I'm now going to contact the Attorney Generals office and the FCC and file complaints with them.

Helpful? [Yes](#) [No](#)



Cinda of Henderson, NV on April 18, 2016



I am shocked and dismayed that CenturyLink would blame my local post office because I did not receive my bill. I am disgusted that CenturyLink would want to charge me \$4 to send me a new bill. This is only the second month I have had their service and so far, I am NOT a happy customer. First, I was lied to by a third party who scammed me into signing with CenturyLink; second, CenturyLink customer service then admitted their third party contractors lie on a continuous basis to prospective customers; now, I don't get a bill and CenturyLink wants to charge me \$4 to send another bill, so they can get paid??? What in the world are they thinking? Customer Service - Customer retention have they grown so big that customers are nothing more than a number?

Helpful? [Yes](#) | [No](#)

J. M. of Newport, NC on April 18, 2016



I am beyond frustrated with CenturyLink and I'm not. I had CenturyLink back in June 26, 2015 (I work from home and need the internet). I got out of my apartment lease (after 4 months of extremely spotty and almost nonexistent internet connectivity) & because the internet service was so bad and the landlord knew that I worked from home and that was ESSENTIAL. I never received a FINAL bill at my previous address or my new address. (I had given them the new one as requested by the agent on the phone - in addition to that I had all my mail forwarded by USPS and received the final utilities and water bills.)

And now, 5 months later (at my new address) I receive a bill from collections from CenturyLink requesting \$200. The Collections Agent said I was the 6th person TODAY to mention they never received a FINAL bill sent to their home. ILLEGAL much? Also, even if I didn't receive the FINAL bill, you'd think they'd attempt to send it AGAIN, and or call before sending to collections. VERY SNEAKY!

But I have a question, why should I be penalized for ended my contract early because I wasn't getting services that were promised in the contract I signed? I wouldn't have ended my contract early or had to move IF I had the internet services they promised! So why should I pay more money, for services I didn't receive and ended early as a result?

When I sign a work contract, and I don't provide the services, then I don't get paid. This is the same provision here. I ended our contract early because I was NOT getting the services the contract said I was. I signed a contract for 'Internet Services' if they check the logs, there were countless times I called in to report outages or bad service. I think it illegal to charge for a service and not receive it and then to charge me for canceling and then never sending me a FINAL bill, but yet collections can send it...DODGY!!!

Helpful? [Yes](#) | [No](#)

Stevi of Fullerton, NE on April 17, 2016



This company is a joke. It has the worst customer service I have ever had to deal with. You can't get a consistent answer from anyone and they will transfer you from department to department. The staff is very rude.

Helpful? [Yes](#) | [No](#)[< Previous page](#) [Next page >](#)

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Consumer Complaints and Reviews



Shani of Nashville, NC on April 16, 2016



This review of my CenturyLink debacle is about six months late but after annoyingly receiving advertisements from them to sign up AGAIN nearly every month, I felt compelled to add my review as a tale of caution. I had CenturyLink for about two years at my old home. It was the fastest (hideously slow) service in the country region I used to live in. When I got a job just outside a bigger city I had to move for work. I found a place in a nice apartment complex right away and set up all utilities. I called CenturyLink to have my service transferred to the new address, thinking surely there will be no problem.

I have not EVER missed a payment with them. I used auto-pay and had no problems except for power outages and really slow service. Then I find out that the renter who lived in my apartment before me had CenturyLink and was delinquent on her bill. Eh, I was moving my service and it shouldn't be a problem. Surely if I had stolen my own identity I would alert myself by canceling service at my old home and taking my modem to the new apartment. Not so.

I spent a good six hours on the phone being ping-ponged to different reps until a manager finally told me I had to fax a copy of my lease to their offices as proof that I was the new tenant in my apartment. YOU HAVE GOT TO BE KIDDING. With much frustration I had my landlord fax it, called CenturyLink back and waited half an hour on hold and then another forty-five minutes of being bounced around from reps that had no earthly idea how to tie a shoe until I could speak to another manager(?) who told me they had received my fax but not the page where I had signed my name so it was unacceptable. My lease is a ten page document. I wasn't about to have my landlord fax anything again.

My blood-pressure went through the roof. I told them to cancel everything. NOW. They sent me to their retention dept where I almost cussed the man out. He said he understood as he frantically closed out my account. I told him I wasn't paying a dime for service from the day I moved until the fourteen days I was waiting to get my service changed over. I also canceled my autopay. When I hung up I called Bank of America and put a stop on any further transactions from them. (I've been to this rodeo with companies before).

Months later they mailed me a check for six dollars. I still get their ads but there is a dumpster right behind my mailbox and I make sure I never bring that trash into the house. Also, I hand delivered the modem to their company store. If it had been a three hour drive I would have driven it. I like to look people in the face, read their name tag when I'm leaving on poor terms. I don't trust mail returns unless I absolutely have to. If you have any

Helpful? [Yes](#) | [No](#)



Rob of Bellevue, Other on April 16, 2016



I was solicited by a door to door rep from CenturyLink in December. I agreed to a bundled package of CenturyLink Internet and DIRECTV. The first year was supposed to cost less than \$74 a month. The second year just over \$120 a month. The first three months, the bill came in at that amount. This month the bill was 50 bucks higher. I called CenturyLink customer service. They directed me to DIRECTV. I called DIRECTV. They sent me back to CenturyLink without an option to explain.

My second call with CenturyLink involved me waiting for customer service to answer and being on hold for 15 minutes. Then, the line went dead. The third time, I got to talk to an agent, who told me I should contact DIRECTV. I explained that I had been sent to CenturyLink by DIRECTV. Then the agent said she would look at my account. Wait. Wait. Wait. The agent comes back on line and asks me to be patient. I agree. Wait. Wait.

Finally, the agent asks me to call again later as the computer system is down. So, I called again today, two days later. The agent tells me that she can't help me, that I should contact DIRECTV about their portion of the bill. In my mind, if a company offers a bundled deal with another company, you shouldn't have to bounce from one to the other to ask why the price suddenly increased. Also, CenturyLink could probably benefit from hiring a few more agents. I had Comcast before. It was expensive, but the customer service was oh so much better.

Helpful? [Yes](#) | [No](#)



Jay of Phoenix, AZ on April 16, 2016



I was so so disappointed and sad I did not listen to my colleague. I should have stuck with COX internet. When COX is raising their price to \$77.00 (total taxes & fees), for 40 Mbps, I wanted to shop around and since I have been with them for 10 years. The only other service provider in Phoenix was CenturyLink so I decided to check them out. I had called them and told them the situation that I don't use crazy internet and need to lower my "Total" price from 77 to somewhere between \$50 or \$60. Making things short, They told me, 1 year contract, they can get me \$54.99 bundle with phone total. So no being firm enough to have them re-iterate "Total means everything" that "Final Billing" price is less than \$60.00.

I paid upfront for all the new hardware (DSL + Installation) and first month bill of \$250.00. I did not pay much attention thinking I will have to take a bite on it. But when the second bill came it was \$74.00 and I was limited. How did a discussion of making my "Final Bill" \$54.00 turn into a \$74.00??? When I looked at the bill more detail, I was charged almost 20+ for taxes and fee which I cannot even begin to define what they are, where they go

CenturyLink is a disgusting and deceitful company tricking customer thinking they getting a competitive price but when they show in unaccountable taxes and fee, my internet was the same as COX. As matter of fact my COX bill looked better. One line for Internet, and taxes and fee were extremely reasonable. I asked the customer service why the hell would I have switched with I had know my "Final Bill" would be the same. I spent almost \$300 extra on hardware I did not need to make a switch.

Government should look into their criminal and deceitful practices. I am shaking my head everyday until next March when my contract is over until I can get out. I feel really ripped off and lied to by a national company. They aren't anything like Apple, Intel, or IBM. Their practices and sales are just plain criminal. I hope with all these complaint the government will open a criminal investigation on them and put them all behind bars. DECEITFUL and DISGUSTING!!!

Helpful? [Yes](#) | [No](#)



Karl of Mission Viejo, CA on April 15, 2016



TODAY, WE NEEDED TO FILE A BBB COMPLAINT AGAINST CENTURYLINK. CenturyLink trusted this statement way too much irrationally: "CENTURY LINK MAY CHANGE, CANCEL OR SUBSTITUTE OFFERS AND SERVICES, OR VARY THEM, AT ITS SOLE DISCRETION WITHOUT NOTICE." However, CenturyLink went far beyond of this statement by breaking law: 1) humiliation and discrimination; 2) risking someone's life intentionally: all managers spoken know that there is a heart issue and due to lack of cell phone reception in the area because of rocks in Sedona, AZ, even a WIFI 911 emergency call CAN NOT BE DONE due to CenturyLink stubborn decision not to activate the internet signal to house.

They activated internet signal 4 days later than their due date, claiming the lady who abandoned the house couldn't get a new address to transfer her service. This is not our problem at all. All parties know, this was not a modem configuration issue nor an infrastructural wiring issue if we consider simply 12 days ago there was a solid CenturyLink internet signal on the modem for the previous account. A technician came to check the signal, she said everything was okay but our modem internet light was red instead of green, which shows everything is okay except they don't activate signal on their remote site.

We printed this letter and handed to next technician who brought to his manager. After a short time manager came to house, they talked to their headquarters, after 1 minute our modems light turned green from red. As of today 4.16.16 they reduced their speed from 12 Mbit to 30 Kbit constantly. Simply, we read the numbers on Firefox browser this huge speed change in downloads. Moreover they charged \$59.55 home service fee that was not at all our fault! Plus as a precaution, we had purchased a package that covers the house technical services, before they activated the signal.

We filed a BBB and will file a Consumers Affair claim. We claim \$459.55 including the work hours we lost, being risked because of heart issue, and the huge stress we have lived and still living. We may file a court case against CenturyLink of which we may collect 100 or 1000 times more compensation than above-mentioned number. Go public in any possible means about this matter: online feedback, etc. as all parties should see rationally that the monetary aspect was even beyond 2 times service transfer fees or early termination fees. It will be far beyond than all those amounts. There are 12 CenturyLink inappraised employees and 4 managers involved in this case. All necessary data already collected and stored.

Started to follow up our order from 2.29.16 up to 3.12.16. Spoken to Dianne (Rep), Chris (her manager), Jessica (Rep), Peter (Tech Support pretending not to understand any words, however other reps had understood everything), Benita (Rep), Andrew (Rep), Louis (Rep), Rick (Customer Appointment Cancellation List Department Rep), Hilda (Financial Department Manager) - she promised we would DEFINITELY get internet connection on 3.8.16 as it was due. We told her if we couldn't get the connection on 3.8.16, we will take legal action. She told me there would be no need to take legal action since we would have DEFINITELY gotten connection on 3.8.16.

Tommy (Service Appointment Setup Department) on 3.8.16 Tuesday, Banish (Tech Support), Danny (Rep), Lina (Escalation Department Manager) - she promised at 3.8.16 I would DEFINITELY get internet connection, which didn't happen), Alex (Rep), Evelyn (Rep), Peter again (Tech Support - he played same scenario again, NO hearing), James (Billing - told me if somebody abandons the house and doesn't act in timely manner to transfer the account to new address, the new customer who stays in the abandoned house has right to ask cancellation of the old account).

Siir (West Coast cancellation and retention department) who put us around an hour on hold to connect to Escalation Department manager CHRISTAL, who told us that we didn't have any right to destroy someone else's account when we asked cancellation of old account, and told us our internet signal would be activated by 8 pm on 3.9.16. We had NO signal until 3.12.16.

Updated on 4/20/2016: The ordinary guy Glen F. Post, III who can NOT obviously manage his firm as clearly seen simply by thousands of 1 star of Consumer Affairs and BBB reviews, didn't care to give us a call to learn what's really going on in his company outside his bubble. Instead he sent another illegally calculated bill with an earlier due date, opposing to his rules he has put on his site, it is a detailed explanation of the previous bill.

Shortly, he charged 2 times \$24.95 for the period 3.8.16 to 4.7.16. He also charged \$9.99 for CenturyLink "Ease" which he advertise for \$4.99 first 2 months and cancellable anytime. We cancelled it on 4.10.16 by Adriana (Cancellation# **) More over he charged twice this "Ease" service on the same bill. The total charge of "Ease" should be only \$4.99. He also calculated the bill illegally starting from 8th of March-7th of April although we had Internet signal on 11th of March 2016. He reduced our Internet download speed from 12Mbit to 130Kbit. We believe he did intentionally in order to charge more for tech service home visits. We called Century Link at least 20 Times for JUST NO solutions.

NOW! We are awaiting a direct phone call from the ordinary guy Glen F. Post, III for the explanation of all that happened. Also send an urgent correction of the bill before due date. DON'T be scared, just pick the phone up. Learn how you are managing your company and apologise, that's it! Please just simply search CenturyLink on Consumer Affairs and BBB reviews and see thousands of 1 star reviews before purchasing anything from them.

Helpful? ☒ Yes ☐ No



Catherine of West Deptford, NJ on April 15, 2016



I called to disconnect my mother-in-law's phone, tv and internet services due to her death. It is impossible to understand their billing and the information given was not clear and consistent. I recommend the conversations a consumer has with this company be recorded to protect the consumer. On March 21, 2016 I called to inform that my mother in law passed and her direct pay needed to be cancelled due to the bank closing her account. I was told that she was prepaid till April 11, 2016 and to send a copy of the death certificate. I sent a copy on March 23, 2016 and followed up with a phone call on March 30, 2016. I am now getting bills in the amount of 145.00 for her usage... No one could tell me the dates of her service. They kept changing it and insisting her account was prorated. If so why is the bill 145 instead of her usual 109... Then they said "oh no, the March bill is for the previous month."

So in the end, I said they do not communicate clearly. They do not write your concerns down and then deny you told them what you know you told them. They pass you from person to person and each person has a different spin on the bill. All I know, in the end the final bill is higher than the regular bill. They were not consistent in explaining the billing period, and they only want to know when you are paying and have no interest in solving the problem or discrepancy. The fact I know is I was told on March 21, 2016 that the bill was prepaid till April 11. The service was disconnected after my second call (during which they said they did not ever receive the death certificate) on March 31, 2016 and I still have a bill to pay for 135 and do not know what the bill is for...

Helpful? ☒ Yes ☐ No

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Rachel of West Plains, MO on April 15, 2016



I have CenturyLink because there is no one else I can get internet from where I live. But I highly recommend that you DO NOT use CenturyLink if there are other providers out there. I am set up for autopay through them. Today I looked at my bill and found out that they charged me for 2 months of service. My bill was scheduled to be paid on April 11, 2016. Without warning they charged me a late fee plus next month's bill all because their automated service failed to pull out of my account. I received no notification that it was not able to pull out of my account. Funny thing is the money to pay for my bill was in my account. So when I called in to settle the issue they accused me of not making sure I had the money to pay the bill and that I was lying about not being notified of the payment failing to come out.

And now they told me I will have to pay a \$16.00 late fee because they did not notify me of the payment not going through. Plus on top of that they moved the date when they were supposed to pull money out of my account from the 9th of every month to the 11th without notifying me. Not to mention when I signed up with them they did not hook me up on the day they told me they would. And I lost a day of work over it. And not to mention when I called into them to find out where they were they bounced me around all day from one operator to another before I got someone to respond to my issue. During that time I was hung up on several times. Got rude responses.

I can go on forever on how horrible their customer service is and the fact that they have slowed down our internet speed several times. Claiming I had too many devices hooked up to the internet, which wasn't true. Like I said before DO NOT get CenturyLink. You're better off paying a little more for internet than to have CenturyLink as your provider. Because in the end CenturyLink is the worst in customer service, in internet speed, and usually don't get your money's worth.

Helpful? [Yes](#) | [No](#)



Marlene of Denver, CO on April 15, 2016



Choosing Centurylink as a "high-speed" internet service was the worst choice I have ever made. I thought I was saving a few dollars and getting a better deal than Comcast but I was mistaken. First of all, I was never notified that I had a 12 month contract with them and my lease is only 9 months. Second, my internet service was always slow! Even after I called and spent 2 hours on the phone with an unhelpful technician. They told me that it was because too many device were connected even when my laptop was the only device connected - no your service just sucks! Every time I tried speaking with someone, they were never friendly and I only hung up in the worst mood of my life because they never solved any of my problems. Last but not least, my bill increased a dollar every month with any consent on my behalf. In short, do not get Centurylink. Spend the extra \$5 on Comcast.

Helpful? [Yes](#) | [No](#)



Nicole of Nope, OH on April 14, 2016



with customer service is a joke. I would never, never give a bad review to any company. I never have, but CenturyLink has earned this review. Customer Service thinks it's funny to keep switching you to other departments, I was once forwarded to other operators 5 times and not one, not one, was able to help. I switched to the online operators, thought I'd try them - exact same thing. By the fifth operator, I was fed up.

Now, once again, there's a \$20.00 difference in what my phone bill should be. I was paid up on my current bill, and I paid a month in advance to prevent any late fees from happening. Late fees of almost \$9.00 is what they usually charge. So, I paid up, because they keep slowly moving my due date, and now the bill's not showing a surplus, but instead once again saying I owe? You know who doesn't treat their customers so poorly? Cellphone companies. CenturyLink is digging their own grave, and if this is all you have to offer considering your competition, you're finished. With dread in my gut, I once again have to fight a battle with these people just to get charged properly.

Helpful? [Yes](#) | [No](#)



Tracey of Bothell, WA on April 14, 2016



I cancelled my account after 12 years because I moved and CenturyLink was not available in the new location. I received a bill after cancellation for a full month so I called and (politely) discussed it and got the actual balance confirmed and paid that amount. I also confirmed that AutoPay had been discontinued since I couldn't change that online because the account was marked closed. Now three weeks later I find a debit from my checking account for a full month of service. And when I called about it I was transferred to three different departments and then hung up on by a very rude young man in Boise...unfortunately I didn't write down his name. Now I'm on hold again waiting to get to the financial department. What a crock of **.

Helpful? [Yes](#) | [No](#)



erik of Portland, OR on April 14, 2016



Here is the scam. They quote you a good rate over the phone - but they lie. That's not the real rate. That is the price with a one-time discount. They don't actually give you anything to read or sign to agree to. The first bill and says if you don't cancel within 30 days you agree to their terms for a 1-year contract. You see that "low rate" they quoted and pay the bill (Sorta. First you see all the add-ons like a "recovery fee", sports and local network fees, equipment rentals, etc, but you accept it because what else are you going to do).

Second bill comes, and the one time discount is over. By then it is too late. You are stuck paying \$50+ more than you thought you agreed to for the next year. Get out before you can - or read the first bill very carefully. They make it as confusing as possible so there's no transparency. Good luck. I've had bad experiences with Comcast, but I will be going back to them. At least the rates were somewhat honest. Waiting for Google Fiber...

Helpful? [Yes](#) | [No](#)



Charles of Auburn, WA on April 14, 2016



Moved to Seattle area and found flyer for 40Mb/s for \$29 so gave CenturyLink a call. Told them we also needed a landline for work at home office and the package was going to be about \$60/month with NO-service contract. I own my own router and planned on buying a modem when the "installation kit" arrived via mail. It was a DSL modem. Having moved from the East Coast and never seen DSL, I was a little taken back but hooked it up and proceeded. I speed tested the service at 0200 and at 1400 for several days and never got more than 27Mb/s but they sell it as "UP to 40" so technically they were not lying.

Then the bill came and it was over \$100 dollars! Part of the cost was for the installation (which I did) and a fee for access to the internet. I called, talked to a woman in the Philippines and got the bill down to \$75/month and started shopping for options. Comcast offered 50Mb/s and landline for \$50/month so called CenturyLink to cancel and was told it was \$200 to cancel my NO-SERVICE CONTRACT. It's real tiresome to deal with these crooks. I strongly advise that you heed the reams of information on the web about their numerous lawsuits for false advertising and stay away from CenturyLink. Awful business practices and in my opinion, criminal.

Helpful? [Yes](#) | [No](#)



Bryan of West St Paul, MN on April 14, 2016



The experience with CenturyLink has been just short of a nightmare. Just received 3rd billing and the amount is way over what it is supposed to be just like the two previous billing amounts. When I placed order I told the guy that "I have & will supply my own modem so don't send me a bill for that." What do they do, they send a modem. I called CenturyLink & they said they have no knowledge or record of my request to supply my own Modem. This is their first attempt at trying to screw me over. That same day, I took modem over to UPS store & put return label on box & sent it on its way making sure I received a receipt of return. Two days of tracking it, it arrives at its destination with confirmation. Called CenturyLink & gave them the necessary information. They assured me that I would not be billed for it.

Well guess what, I got a bill for it & I know that there was plenty of time to make the adjustment because the 1st bill is always delayed. I called CenturyLink & the person I talked to said that there was no info on my account about me supplying my own modem. I got put on hold & then transferred & put on hold again for quite a while & then hung up on. Having to call back two more times because this kind of service was repeated again. After giving them confirmation no# two separate times they credited my account but by this time I was almost ready to throw in the towel. These last two billing cycles have been anything but what they advertise. This latest add-on was for \$9.99 for a suite of backup, security & support in which I did not order. My experience with CenturyLink is not unique to those I've been reading here on ConsumerAffairs. This business is stealing from their customers & they need to be stopped!!!

Helpful? [Yes](#) [No](#)

Joseph of Herriman, UT on April 13, 2016



We have high speed internet with CenturyLink. When it is working it is great. But if you ever have the misfortune to have to call them for any reason. You will spend most of your day attempting to navigate their phone system. You would think a telecom company would have a great phone system. But every time I call I get sent to the wrong department, and half the time I get dropped when they try to transfer. Which means I have to call back and start all over again. If you have any of their products, pray that you never have to talk to them.

Helpful? [Yes](#) [No](#)

Grady of Albuquerque, NM on April 13, 2016



I never wanted to use CenturyLink because I have had friends and relatives who have told me how horrible their product and services are. However, I was in a position last fall that forced me to use them even though I did not want to. I had seen their ads for \$40 internet with no commitments or disconnect fees so I went for it. Well, I recently moved and was able to go back to a more reliable provider and when I called I was told there was a \$200.00 cancellation fee!

When I said I had signed up for the \$40 a month service that was listed with NO cancellation fee, this was a month to month deal. I was told, in NO uncertain terms that it would be \$200.00 and there was NO way around it unless I wanted to keep the service or have someone else use it for the next 7 months! They LIED and CHEATED and they do not care!!! I just wish there was more I could do than complain, but of course there is none, I just hope that someone reads these reviews and decides to NOT use CenturyLink for ANYTHING!!!

Helpful? [Yes](#) [No](#)

Alan of Lake Oswego, OR on April 13, 2016



In May 2015, I investigated the option of using CenturyLink to replace Comcast. CenturyLink sent 2 reps to my apartment. They were both very young, and one was brand new. They were very persistent on getting me to write an application. When I asked them about which direction of the sky had to be seen, they told me south. I told them that my apartment faces north and it wouldn't work. They insisted that a CenturyLink installation technician would make the determination. CenturyLink sent me the installation kit.

A week later, the technician showed up, went out on my patio and checked the view of the sky. He immediately said that I was facing the wrong direction and it could not work. He said he would inform the company. I called CenturyLink and explained the situation, and they instructed me to

explained the situation and that I had returned the equipment. This appeared to satisfy them.

Now, in April 2016, one year later, I was shocked to receive a notice from a collection agency that CenturyLink had filed a claim for \$100 unpaid balance. I immediately called the collection agency and they recorded my statement and put the collection on hold pending a response from CenturyLink. I am so totally disgusted by the actions of CenturyLink. I have advised everyone I know to never use their service. Never have I seen such outrageous and contemptible business practices. They should be forced out of business. I will update this review once I hear back from the collection agency.

Helpful? [Yes](#) | [No](#)



Kristine of Decatur, GA on April 13, 2016



I have had a horrible experience with CenturyLink. They never got my bill correct, it always had an added expense that wasn't correct and I could never get satisfaction. Finally, I cancelled the service. Then I got a bill charging me \$200 for canceling early, which I did not, and \$19.95 cancellation fee. When I called the service person was horrible!! He told me that I had had the service for 11 years, this is a vacation home that I have not even

had this long. Then he told me they had me on tape renewing my account each year which is impossible. After I asked to hear the tape he said he couldn't do that because they were for training purposes. Horrible experience!

Helpful? [Yes](#) | [No](#)



Robyn of Longview, WA on April 12, 2016



I have been a CenturyLink customer for around ten years. CenturyLink is great if you do not have an issue - but if you have an issue with billing or customer support you will regret ever knowing the name CenturyLink. Things to know: You will have to call more than once over several days to resolve an issue. You will be on hold, transferred, and disconnected. You will repeat your story multiple times. You will be lectured, talked down to, and basically told that there is "nothing that can be done to resolve the issue." These are facts, read the other reviews on this site.

In my opinion CenturyLink has ZERO regard for their customers and their only interest is in profit. They operate knowing that most people will not experience issues so they can deliver crap service to those who do. CenturyLink's customer support phone number/s and there are many send you into a blind box where you come out hours later angry with nothing resolved. It is set up to make you fail and it is set up to exhaust you so you just pay whatever amount that is being asked fair or not to resolve the issue. They operate from a perspective of the customer is always wrong and to fight them tooth and nail for every nickle even if is just better business to refund money or drop the charge.

I will put this to you - from a business perspective is it worth losing business over a disputed charge of say 100.00 or to reverse that charge and collect the 70/80 bucks a month for years to come? If you think that it is worth the fight for the disputed charge then CenturyLink is for you and I wish you good luck when you have an issue. If you feel that the long term customer relationship is worth more then look to a different provider.

Helpful? [Yes](#) | [No](#)



Leslie of Tucson, AZ on April 12, 2016



Customer service disconnects customers if they complain about not receiving the services at the cost they were assigned. Customer service agent give false phone numbers to "correct the service." When speaking to customer service very loud background noise. Very difficult to hear agent. I hear other people speaking in background. I was given a phone number to correct my service that was just advertisement for other products.

Helpful? [Yes](#) | [No](#)



Mary Ann of Gilbert, AZ on April 12, 2016



After receiving many flyers in the mail, we thought we would change from DirecTV which we liked, but the price was always going up. Trying to save some money we opted to try Prism for a really low intro price. I was quoted 24 months at 105.94 a month. The woman explains first bill would be higher as it would cover a month and a half. Second bill comes and is HIGHER than DirecTV. I was billed 165.00 while DirecTV was 163.00 when I cancelled. I then went on my journey to get the price corrected.

Well the first day I spent 2 hours on the phone transferred 4 times before getting disconnected. It was obvious no one was going to help. Waited a few days and started again, transferred 6 times and had to repeat my entire story, account number etc., each time. After Number 6 I was going to be transferred to No 7, I had wasted 2 hours and 16 minutes online. I asked No 6 to please pass all the info to No. 7 and he said he couldn't, I had to start again. I asked No 6 to have a supervisor call me. He told me he was unable to and somehow I ended up on a loop that never got picked up. I finally hung up.

Now a service rep from Century Link comes to my friends house the next day and he tries to get her to change from Directv to Prism. She tells him about my experience and what I was going through and he said yes, it happens all the time. They basically lie about the cost. He suggested I call a local office to see if they could help. Tried 3 times never get through no return call. Frustrating. During one of my many conversations I said I wanted to just cancel since it was not cheaper and service was worse. They told me \$200 cancellation for PRISM. How do they get away with this fraudulent activity?

Helpful? [Yes](#) [No](#)



nanette of Aurora, CO on April 9, 2016



Lost connection for cable because in an apartment must go through CenturyLink to get DirecTV. Spent 3 hrs on phone going back and forth between CenturyLink and DirecTV because no one knew who was responsible for a work order. Got work order for two days later. 4/9/2016 took off work but no one came. Spent another 4 hours on phone between both CenturyLink and DirecTV and finally someone found a work order for Monday 2-6 pm. I work so they expect me to take another day off work to get cable and maybe someone might show up. Brian and Lee and Mr. ** which we know isn't a real name because if he gave his real name he could be held responsible for being so rude and he was the supervisor for complaints makes you feel hopeless.

Now I'll be out 2 days pay because of incompetent employees at both companies who are right there to take our payment but not to fix anything but I rather have no cable than to pay the price each month to be treated like dirt. BYE BYE CenturyLink. My 150.00 a month is GONE!!! All my friends have gone to Netflix and antenna on their TV and it's great and it's cheaper not to be treated like dirt and paying CenturyLink for nothing.

Helpful? [Yes](#) [No](#)



Karen of Boise, ID on April 9, 2016



I am in the process of moving. The place I'm moving to already has CenturyLink. Therefore I had to cancel my service before I moved. Unbeknownst to me apparently I entered into a contract in December. What? How can you enter into a contract without your knowledge? They're charging me a \$200 termination fee terminate this alleged contract. Outrageous! What a scam! This must violate consumer protection laws. Any insight would be appreciated.

Helpful? [Yes](#) [No](#)



Ramon of Chandler, AZ on April 9, 2016



Unfortunately my apartment complex has a contract with CenturyLink and therefore, I can not select any other authorized dealer of DIRECTV to install my TV service. On March 16, I ordered to get service installation for my apartment. It was scheduled for the 18th yet because of my job I was unable to be there. I spoke with the installer and he rescheduled that Saturday the 19th from 2-6. At 1:53pm I arrive at my apartment to find a "Sorry we missed you" card on my door. I call the number on the card and everything is closed except for repairs. I tell her my situation and further states that the installer put on his report that he waited from 2-2:15 at my house and at this point I had at least 30 min talking to the representative, who said that she would write a report and a supervisor would call me...still waiting for his call.

need it I agree to wait from 2-6. At 5:55 pm I called again and spoke with Maurice who claimed there was no supervisor because he was in charge, and tells me that my appointment was from 4-8pm.

Very unprofessional staff, liars for installers, and liars for customer service representatives who say they are going to send it to a supervisor and don't, and installers that come to the appointment early with giving you notice only to charge the \$25 rescheduling fee and when you call them out, they just plainly don't provide you service or make you wait nine hours to get service. Despicable company and they should be ashamed of the type of employees they have. I strongly urge anyone who has business with them to caution themselves. They are liars and cheaters. I am appalled!!!

Helpful? [Yes](#) | [No](#)



Diane of Bountiful, UT on April 8, 2016



For 8 months I have been trying to resolve a billing issue with CenturyLink. They tell me that if I will sent them information as to why I do not owe the bill they will look it over and get back to me. I sent over the information and then months down the road I just get another notice that I owe the money. When I call to talk to someone to resolve the issue they hang up on me. DO NOT USE CENTURYLINK.

Helpful? [Yes](#) | [No](#)



Bonnie of Phoenix, AZ on April 8, 2016



I too signed up for CenturyLink with 2 young people knocking on my door. Being at my wit's end with my Cox Cable service at the time, I eagerly switched. Too bad I didn't know better. I signed up May 2014 and can't wait for May 2016 to get here so I can cancel my account. I have kept an accounting of the issues I have with CL. The 27 servicemen that have traipsed thru my home in nearly 2 years blamed the "last guy" who was here for doing it wrong or didn't update something. I am 54 years old and I have never heard any company have so many excuses in my life. For the first time I told the c/s rep that I was not going to pay my bill until my service was working properly. So CL turned off my service. I was not even one month past due. More like 20 days. So I paid the bill.

Now 3 days later my phone is still not working. And definitely do not link your Verizon with them because they also turned off my cellphone. I'm an invalid who doesn't get out much and this is apparently proper customer service for CenturyLink. They sucker you in, provide substandard services, and disconnect your services when you fight back. Please do yourself a favor and save yourself the headache. Do not trust this company and do not get their services.

Helpful? [Yes](#) | [No](#)



Rachael of Worthington, WV on April 8, 2016



I am a Colorado resident and have had the same issues with CenturyLink since I signed up in 2014 and am just plain tired of dealing with them. They are dishonest and promise prices if you agree to a contract, never make good on the promised cost but hold you to the contract. They also practice deceptive billing. They will apply a payment after the payment is late keeping you in a perpetual string of late fees. LISTEN PEOPLE: if we do not start filing legitimate complaints with our FCC, FTC... we will continue to allow this dishonest company to rip people off!!!

As of today I am taking any action I can. I will provide a link to some places to file complaints with government entities. I will also be phoning my state's Attorney General. I suggest you all do the same!! FCC is responsible for regulating ISP services: For internet and cable issues, contact the Federal Communications Commission at 1-888-CALL-FCC (1-888-225-5322) or email: fccinfo@fcc.gov. FTC is also a consumer protection entity.

Helpful? [Yes](#) | [No](#)



Darrell of Hutto, TX on April 7, 2016



speed internet and cable television at a special rate if I enrolled into Auto pay, so I did that. Due to business, Auto pay was the perfect option for me... Currently April 2016 I learned that the rep didn't set me up for Auto Pay and the bill is \$1000. When I called and spoke to the manager in Collections about my situation, I was given a 5-minute lecture about "customer responsibility". This is Bull Crap!!!

And I am outraged as a consumer that I was mislead by a representative of your company - but somehow you find fault in me... If I am wrong about anything, I trusted you and should have slowed life down a little to check my bill. I have been with Sprint for over 12 years now, my payment comes directly out of my checking account and have never had an with them. If you value your customers, then make this right.

Helpful? [Yes](#) | [No](#)



Kevin of Springfield, AL on April 7, 2016



In the last few months I have spent 8-10 hours on the phone with these people. First they didn't show up after scheduling installation, then the installation was not fully activated (1.5 hours on phone to figure this one out), then the bill comes around and it's 3 times what they originally said it would cost. If they offer you a discount on your bill, I would recommend recording the conversation as proof. I had other issues that resulted in long

phone calls too but I can't even remember all the specific issues at this point. If there was a favorability contest between syphilis and CenturyLink, syphilis would win. 1 star is too many stars.

Helpful? [Yes](#) | [No](#)



Holly of Meridian, ID on April 6, 2016



I was told that I would pay \$25 a month for 12 months. Then I received my bill and it was \$71.98. I was on hold for hours and went through multiple transfers. The company refused to do anything. They refused to listen to the calls to prove that I was quoted \$25 by three CSR's with no extra contracts or agreements. This company has horrible customer service and they will lie to you about what you are getting so that they can get a bigger commission. STAY AWAY FROM THIS COMPANY!

Helpful? [Yes](#) | [No](#)



A. of Tallahassee, FL on April 8, 2016



I had planned to just cancel home phone and internet but after speaking with a rep named TASHEMA, I decided to stay. I've been with CL for over two years and for the most part have had good treatment whenever had to call. My previous review mentioned rude reps but TASHEMA handled my matter with respect, kindness, and apologized for any unfriendliness encountered. This rep. kept me as a customer all because she took it upon herself to empathize with the dealings earlier this morn. She also explained auto pay expires in one year and even helped me get it re-established.

TASHEMA, you handled my issue as though you owned CL. You were kind to me which softened my aggravated heart. "Wow" is all I can say. CenturyLink does have many lovely reps who are able to keep a customer happy. I give a five for making right what other reps made wrong.



A. of Tallahassee, FL on April 6, 2016

Original Review

Dismissive, rude, unfriendly, condescending, patronizing reps. Was making payment arrangements for a bill I just learned was over FOUR months behind. I had received NO notice I had past due until a computer message today. I am current on all bills owed, and thought this was being paid for. If I don't see it, it is out of mind. I questioned why a company would wait so long to notify customer. They certainly know how to blow up your phone or door to SELL you a product. The rep got smarty pants with me asking if I don't get a mortgage bill do I just not pay it? That statement was unnecessary for most people have autopay set on bills to not forget. She challenged me with her sarcasm. The rep who took my payment spoke to me as a robot would, impersonal, dismissive, as she could care less I wanted to do the right thing and come current and I explained my disapproval to wait nearly five months to notify a customer.

supervisor of hers nice. Amber in collections, rude, smarty pants comments of which I ended the call with her to then speak with Shavantra, who started out cocky, but once I told her if she takes it down a notch and meets the customer with kindness and understanding, she can diffuse even the most tyrant of a customer. Mirror. Meet the customer. Not all of us are jackbutts. A soft answer turns away wrath, a harsh answer stirs it up. The bottom line. 50/50 reps will be kind. Internet service is AWESOME and landline keeps connection. STATIC on the landline but stays connected. I give a rating of a 2 1/2.

Helpful? [Yes](#) [No](#)



kate of Fremont, NE on April 6, 2016



We had CenturyLink for our internet provider in July 2015. We fell on hard times and our bank account paid for it. Well we would make payments to CenturyLink and some were kicked back as NSF. We tried to do cash payments thru Walmart and they gave us a hard time. Well eventually they cancelled our service saying there was "fraudulent activity". Well with that being said they charged us \$200 for a early termination fee. Seriously? We never signed any contract or agreed to one. They said when we set up service that was all they needed to consider it a contract.

When you read thru their agreement papers it says that if they cancel your service you "may" receive a cancellation charge. Nowhere does it state an amount for this charge nor does it say how long you are in contract with them. The service was below subpar and constantly buffered and reset the router. They will lie to you about everything even when they send you the return label for your equipment. I called 3 times to request it and finally a month later I received it. Avoid business with this shady company at all costs!

Helpful? [Yes](#) [No](#)

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against them. They never mentioned any of these, nor did they allude to any previous interactions when I called them. I recently canceled my account with them only after the previously mentioned attempts to fix my services. The best, or should I say the worst, was that after they deleted my entire DVR and claimed that it was a "computer error" I asked if there was anything they could do to try to fix the issue. They said, "No, we can't fix it, this kind of stuff happens, nothing we can do." I will continue to comment on CenturyLink in any forum I can to hopefully inform people that CenturyLink is the worst Customer service provider to anyone able to afford their hidden fees.

Helpful? [Yes](#) [No](#)



Susan of Port Charlotte, FL on April 5, 2016



On Jan. 11/16 smooth talking Dean from CenturyLink arrived at our door and sold us the most amazing service and package we would ever have for our phone, Internet and TV. From the very first visit from the installer to the multiple calls to CenturyLink I can say that I have never in my life dealt with so many incompetent people. NO ONE knows what is going on. Nothing was set up as it should have been. There is too much to say to write it down. I have countless notes and added a few more today. I have only had two invoices to date, both grossly incorrect.

Today when I called about my most recent bill \$462.87, it ended up being \$139.73. My first bill was \$367.91 ended up being \$271.90. The agent had no explanation for the errors. I also wanted to place my account on vacation/seasonal, but was told I could only complete "One" service change per day, so to call back on April 8th! We were told the transition from Comcast to CenturyLink would be easy and as smooth. It has been neither of those. I would NEVER, EVER! EVER recommend CenturyLink to anyone. I somehow do not think this nightmare is over!

Helpful? [Yes](#) [No](#)



Cheryl of Boise, ID on April 5, 2016



CenturyLink has THE WORST customer service I have ever had the displeasure of dealing with in my life. I originally signed up for service because I moved to a city where CenturyLink was the only option for highspeed internet and DirecTV satellite tv bundles. I had an appointment set 3 weeks in advance to have service installed on the date I was moving into town. I drove through the night to get there by the 12:00-4:00 pm time frame they said I had to be there from. I called around 3:30 that day to see where they were and was told that I was scheduled to have it set up over 10 DAYS later than my appointment was for. Customer service then told me there was nothing they could do for another 5 days and that I would not be able to have my service set up. DirecTV managed to come in a timely manner and installed my TV services.

Fast forward to my first bill and I am automatically deducted money for my DirecTV bill and my CenturyLink bill is charging me 2x what I was quoted when I signed up for service. I was originally told that my bundle deal became void because my tv was hooked up before my internet, even though

representative. It's almost like they decide if your problem is too much work they hang up on you.

After my 15th attempt to get my service fixed, I requested to speak to a supervisor. I was put on hold for 30 minutes and hung up on around 6pm after waiting patiently for help the entire time. I eventually went through the chat feature on their website hoping for more success. I was met by more rude customer service reps. Every time I tried to send a message back to explain to him what was going on he would tell me to let him talk and when I tried to let him know he had the wrong dates recorded he rudely told me that if I was going to get nowhere if I kept telling him he was wrong.

Two hours on the chat feature and 4 customer service representatives later, I still have not gotten my bill or services fixed. It's been 5 weeks since I first started calling to get my account fixed to what I signed up for and have still not had one bit of progress made after spending 10+ hours on the phone with customer service and over 2 hours using the chat feature. I would not even recommend this company to my worst enemy.

Helpful? [Yes](#) | [No](#)



Brad of Pendleton, OR on April 5, 2016



One of the worst, if not, THE worst, company I and my wife have ever the displeasure of dealing with. Their customer service agents are rude and very unfriendly. Trying to get a good deal with them is like trying to pull teeth with pliers and no anesthetic. We're paying far more for Internet than we've ever paid in our 20 years of marriage. Don't get sucked into their short-term so-called "bundle deals" with DirecTV. You'll pay for it (dearly) in the long run. Thankfully we will be dumping them tomorrow. Good riddance, CenturyLink, you bunch of total losers!!!

Helpful? [Yes](#) | [No](#)

How do I know I can trust these reviews about CenturyLink?

- 784,695 reviews on ConsumerAffairs are verified.
- We require contact information to ensure our reviewers are real.
- We use intelligent software that helps us maintain the integrity of reviews.
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Jill of Decatur, IN on April 5, 2016



I've been a CenturyLink customer for 3 months now and every month I get billed something different. I signed up for their "amazing" low rate of \$34.95 and I've been invoiced anywhere from \$47.78 to this month \$62.78. They mysteriously billed me \$9.99 this month for some service I didn't order and have never heard of. Horrible Customer Service!!!



Brenda of Myton, UT on April 5, 2016



My father in Dolores Colorado has a landline only. He was billed about \$900.00 by CenturyLink. He is 87 years old thought he would get in trouble if he did not pay it. I called. Told them I thought that was too much for one month on a landline. Told them his age ask to please check into this. They were very rude and refused to help at all. I was told they really did not care. They were going to do nothing. I think there are laws to protect the elderly. They laughed. Something has to be done now. They cannot just take people's money like that.

Helpful? [Yes](#) [No](#)



Deez of Polson, MT on April 5, 2016



This company is a bunch of tyrants. They charge too much for services that suck. All they can do is send a tech out that doesn't fix the problem or tell you to power cycle the modem. Absolutely the worst ISP in America. Don't do business with them.

Helpful? [Yes](#) [No](#)



Anna of The Villages, FL on April 5, 2016



CenturyLink Customer service would only provide their first name. Advised they could not give last name or employee ID, consequently they are ambiguous and cannot be identified. For each bill that is identified below, I receive a bill with \$14.00 late charges: 12/30/2015 Cancelled CenturyLink phone service with MJ (?) who transferred me to Pam (?) due to inconsistencies in billing. Kept the internet service offered at \$34.95 plus fees and taxes for one year with e-billing and auto pay. I was advised by Pam (?) to keep paying the bill myself until I was advised by CenturyLink that the auto pay had kicked in. 1/5/2016 Paid bill from checking account. Sandra (?) set up auto pay again; have dated screen print as proof.

1/11/2016 Subsequently received a bill for \$81.07 with phone charges still being billed along with late charges even though I had the phone access cancelled in December 2015. Ashely adjusted billing and advised that I should pay current bill from personal account but that auto pay was in effect and that I should not pay through checking account in future.

02/03/2016 Received a bill for \$112.51 with phone charges still being billed along with late charges even though I had the phone access cancelled in December 2015. Jason (?) adjusted bill to \$39.22 and advised that all future bills would be \$34.95 plus fees and taxes. At the same time Rashana (?) update the "exp date" of the credit card on record as the card was compromised and bank just changed the exp. date not card number. She advised that auto pay was still in effect. March 2016 I did not check the account to make sure the auto pay was in effect. My mistake, I trusted CenturyLink. The auto pay did not pull the payment.

04/04/2016 Received a bill for \$95.62 for two months of internet service and \$14.00 in late fees. Called Derick (?) he could not help me; told me to hold on he would be right back, instead he did a "cold transfer" according to Britney in Financials. She was very understanding of my plight; I kept apologizing to her at my frustration. Nevertheless, when she told me that I needed to remove the auto pay and put it back on the account I told her that was ridiculous as a company who is supposed to be the customer oriented and a stellar electronic provider I should not have to delete and reenter the information which would erase the auto pay set up history and cause the whole auto pay process to start over. I told her that although I understood it was not her fault, CenturyLink should be able to refresh the site rather than have me delete and reenter.

Britney subsequently put Manager Charles (?) on the phone. She insisted I should either delete the information and reenter it or give it to her and she would do it. I conceded and had her set up the auto pay again. She then told me she was in "collections" and I could make the payment with her for a \$3.00 fee or I could go online and make the payment myself. At that point, I was obviously more than a little frustrated and told Charles (?) I believed it was time to call the FAA or whatever powers that be and report CenturyLink for their total disregard of the Customer Service they so encouragingly proclaim. She told me if I were going to "make threats" she was going to hang up. I told her that was not a threat and that she need not hang up until she was sure she had the auto pay set up. She assured me it was set up. I thanked her. We wished one another a good day and hung up.

I would surely imagine that she took the time to make a comment that I was totally uncooperative, which would be a misnomer; after 5 plus months I was and am just totally frustrated. I can only hope that when next month rolls around that the auto pay works correctly. At present CenturyLink is the

Helpful? [Yes](#) [No](#)



E. of Center Point, IA on April 5, 2016



CenturyLink charged me for the cost of a leased modem that they claimed was not returned six months after it was returned and the "final" bill was paid. They notified me via a collection agency of their claim that the modem was not returned. This is their routine business practice that they wait until the consumer has discarded the proof of shipping. Doing an internet search of this will show many other people they have done this to. The CenturyLink Board of Directors deserve to have long-term residence at the Guantanamo Bay detention camp with the customers they have hosed as their prison guards. However, since that is not going to happen, please register the problems you have with CenturyLink with your state attorney general and state utilities board. These are the people that have the ability force CenturyLink to either change how they conduct business or be out-of-business.

Helpful? [Yes](#) [No](#)



Kuldeep of Scottsbluff, NE on April 4, 2016



Our company bought this business in Jan 09, 2015. Ever since we have been trying to set up a service. We have spent countless hours on the phone. 1 year and 3 months later what we have been trying to do has still not completed. We have called the FCC and they lied to the FCC. WE have a letter from **, 930 15th St 11th Flr, Denver, CO and we have placed a call to ** 4 times and she never returned the call.

Helpful? [Yes](#) [No](#)



Adrienne of Gilbert, AZ on April 3, 2016



If you are thinking of switching to Prism STOP! DO NOT DO IT. Thinking this was a great deal I switched to Prism with internet. Can't beat the price. Unfortunately you don't get service. Don't try to watch a show. It will die in the middle of it. Don't try to buy a movie on demand. It will die in the middle of it. I started to keep a log. I have had to reboot my DVR box 3/15, 3/17, 3/20. 3/22, 3/24, 3/26, 3/27 & 3/39 4/2 died in middle of movie I purchased on demand. I called and apparently this is normal. That was the response I got, "This is normal." ON WHAT PLANET IS THIS NORMAL. I don't even get the service I am paying for. I am going back to DirecTV. I may be being overcharged with them but at least I know I will get good service.

Helpful? [Yes](#) [No](#)



heidi of Salt Lake City, UT on April 2, 2016



I have been unfairly, and unknowingly sent to a Collections department seeking \$108 by CenturyLink for a modem that I returned and have proof of receipt. CenturyLink NEVER sent me a letter indicating that they didn't receive the equipment, instead, I received a bill from a Collections Agency. I called and was bounced from one incompetent person to another. They bullied and accused me of being a common thief. They wouldn't transfer me to a Manager, nor did they demonstrate basic customer treatment skills. I am escalating this to the Utah Attorney General's Office immediately.

I have UPS proof that the modem was received over 3 months ago. Some inept person within CenturyLink failed to link the returned modem with my account and so now they want me to pay for this modem. Completely absurd. CenturyLink has awful internal policies and horrible customer service training. I would NEVER EVER do business with that company again and would never recommend them to a friend or my worst enemy.

Helpful? [Yes](#) [No](#)

Menu



LORRAINE OF SALT LAKE, UT on April 2, 2016



Sept 2015 I canceled my CenturyLink internet service due to poor customer service. I returned the modem via UPS using the RMA label they provided. I paid an additional \$25.00 to get a signed verification once the modem was received by CenturyLink. In Sept 2015 when I canceled my service the representative tried to bundle my DirecTV account with CenturyLink's internet service. I told the representative in no uncertain terms not to bundle my DirecTV with CenturyLink internet service as I had just canceled my service with CenturyLink. Surprise, surprise the representative set up a bundle with DirecTV and my now closed CenturyLink internet.

In Oct 2015 when I received a bill from CenturyLink I called and spoke with a Manager on their AZ escalations team. She assured me everything was closed and there would be no further issues. Today I received a collections notice from Central Credit Services LLC (they never answer their phone and you receive a recorded message they will have a representative call you. They then transfer you to a voice message that states the message box is full and no message can be left). I called CenturyLink and spoke to a VERY RUDE representative that stated I would have to pay the \$171.09 due to the bundling that had been set up in Sept. I ask to speak to escalation team and the representative hung up on me.

I called back. Had to go through the whole thing again with another representative who refused to connect me to the escalations team. She connected me to DirecTV who could do nothing as this was a CenturyLink billing. I still have no resolution to the issue and continue to receive the run around. My advice to possible consumers when you hear the word CenturyLink, RUN as quickly as you can in the other direction. DO NOT believe anything their representatives say.

Helpful? [Yes](#) [No](#)



Lorraine of Salt Lake, UT on April 2, 2016



We have not had satisfactory phone or internet service in 8 years. We have to call and have them repair? If that is what you would like to call it at least 2 to 3 times per week. I have an elderly mother that has insisted on having a landline. Grief, CenturyLink is taking advantage of senior citizens. They have lied, ask me to climb the pole in our yard. I explained we don't do that in the USA. I would love to get a class action lawsuit and challenge them in court. I live in an area where they are a monopoly and have seriously unscrupulous business practices. I am more than angry. Please try to find any other service but CenturyLink

Helpful? [Yes](#) [No](#)



brian of Boise, ID on April 1, 2016



I moved and I tried to carry my service over to the new place. When I did so I was told that it would be 37 days before they could hook it up. So I told them to disconnect service and I was changing providers. The new provider got my service going in two days. CenturyLink decided they were going to continue my service anyways even after giving me my termination verification code.

I called again the next month to tell them to stop sending me billing notices. Took them 4 months to stop it and they charged me for those months and a hookup cost. There was no reason for this. I bought the modem so I didn't need to turn it in. But they said the reason for reconnect after I shut off service was that someone named candy called and wanted to continue service. Who is candy? I'm not a drag queen and no one in my family is a stripper. Even if it was some kind of prank call from someone how did they get any say so on my account. Sounds like they just wanted to get some more money.

Helpful? [Yes](#) [No](#)



Sharon of Portland, OR on March 31, 2016



I too had two giggly young women come to my door on 11/19/15. It was dark and they weren't wearing anything to indicate their company that was immediately visible. My dog barked and I said I wasn't feeling well. They were so pushy, had spoken to my next door neighbor and knew my first name ahead of time because of the interaction. Before I could get up from the couch (I was feeling very ill), they tried to open the door, jiggled the door handle, were laughing loudly on the porch. And when I said I was ill they just pushed ahead with their spiel.

would be \$120.71. They said to call at month 13 and cancel or 'renew' and ask for pricing promotions. And to ask for a "loyalty account review". After asking over and over if they just had a wi-fi account because I don't own a landline phone or a TV, they said no. They finally left. The next day I called CenturyLink and asked if it was true that they didn't offer a simple wi-fi package. The answer: YES!

So, Emily and Emma lied to me. I don't like liars. It took months to get my wi-fi set up with CenturyLink. January 2016, I got a call to schedule an appt. with a tech. Tech turned out to be a nice guy, but I got my bill and it was \$195.11 for setup. Breakdown was \$44.05 mo. for high-speed internet with autopay for 12 months. I was told on the phone it would only be \$29.95 per month, but really it's \$44.05. I'm stuck for 12 months at this rate. I hate this company, CenturyLink. Liars. Just be straight, honest and tell me what I will pay in the beginning. Don't just tack on charges we didn't discuss.

Helpful? [Yes](#) | [No](#)



Mike of Tucson, AZ on March 31, 2016



I hope these vile people burn. I haven't have service this bad in a decade. CenturyLink will LIE to you to get you off the line. They'll tell you what you wanna hear to shut you up and make promises to end the call. But WON'T commit to what they say. I had a \$8+ tax fee on my account for 2 years for a "modem" lease I never asked for. When I finally noticed the charge they simply said "Your fault. Should have checked the bill." When I complained you talked to an immature rep who was arguing with me saying they WILL NOT refund my \$200+ overcharge and used words like "duh!" when speaking to me. To make things worse they wanted MY modem that I PAID FOR sent back to them. No, no this wasn't a LEASED modem but one I OWNED in order for my lease charge couldn't be refunded. ** NO.

After 8 hours in the phone and arguments and talking to 10 reps one person finally said "This isn't right" and talked to the highest manager who gave me a \$120 credit and a special pricing of \$40 a month Internet. Exhausted I took the deal. She then said I would receive an additional \$60 credit in February. February came and NO additional credit. I look up my account and there's a \$50+ phone service charge. I DID NOT ask for a "new account change" fee of \$12 I was unaware of. Even though I never set up a new account just switched to "discounted Internet" service. I call them yet again. They cannot find anything about a \$60 credit and I close the phone service. After yet another hour on the phone I got a rep to close the phone account and I would receive a \$50+ check in the mail which again I found strange. It would take 10-15 days to receive.

20 days pass and NO CHECK. I call them up once AGAIN and ask why I haven't received my check and explained that I paid the \$50+ for a phone service I never asked for or used and they "couldn't find anything" and that the information has been DELETED!!! So basically they were just telling me ** I wanted to eat and comforting me but didn't take ACTION on anything they promised. There is NO WAY to prove a rep told you something or adjusted something, they will not send you account note information made on their part and they will LIE to shut you up.

Helpful? [Yes](#) | [No](#)



Mike of Denison, TX on March 31, 2016



I had a CenturyLink account at my vacation cabin in Colorado. The bank my monthly bill came out of sold and apparently CenturyLink could not put that on my statement that came to the house. So I get up there for Christmas and after a few days try to call CenturyLink to see what is up with my service. My wife is on the phone for three days with idiots that can not even find our account. So we gave up and forget about it. Now in April I get a call from collections saying I owe \$240, Now my wife is on the phone with her third person trying to get information. I will not pay those crooks a penny.

Helpful? [Yes](#) | [No](#)



Barry of Maricopa, AZ on March 30, 2016



I am pleased to say that my contract with these unscrupulous people is up in August. There is absolutely NOTHING in their promised service that works as it was promised. There was an agreed upon price for monthly service. After SIX MONTHS at the agreed upon price, I received a huge bill. Upon calling them, I was told the agreed upon price was an error ON MY PART and they were "adjusting" my billing. After refusing to pay it, and being transferred 3 times, I finally (and FOOLISHLY) agreed to a new deal and a minor increase.

house in one year than I have had with cable service in the last 30 years TOTAL. All the while acting like my issues are SO unusual. After networking on Facebook and in my neighborhood, I have discovered there are MANY (thousands) of people with the identical issues and complaints. These people are scammers and should be investigated for fraud.

Helpful? [Yes](#) | [No](#)



martha of Naples, FL on March 30, 2016



All I have to say is I wish I would have read all these reviews before making business with them. They're far from the worst customer service I ever deal with in my life. I can't believe how this company is still running. And trust me I'm not writing this because of any balance I have with them. It's just how they treat people. It's beyond awful. Save your money go elsewhere!!!

Helpful? [Yes](#) | [No](#)



Wen of Scottsdale, AZ on March 30, 2016



I was a CenturyLink internet customer for 1 year. I sold the home a year ago, canceled service and paid an early cancellation fee. They sent me a shipping label (after several months of requesting it) for UPS to ship back their modem and I did so. A year later (today) I get a collection notice for \$108.97 in the mail for the modem. I called them up, explained I had sent it back and they passed me to 8 different people over a 2 hr phone call. I was almost in tears in frustration.

I finally got someone who reversed the charge and gave me a credit reference number to give to the collection agency if they call again. She said it will take a month for the collection agency to remove the account from collection. I have never had such poor customer service. They could care less about treating you fair and keep a customer. I will never give them business again and will do all I can to help see that they go out of business. BTW, My credit went down 58 points because of this. Thank you CenturyLink for making my life miserable!!!

Helpful? [Yes](#) | [No](#)



Sy of Las Vegas, NV on March 29, 2016



So with the fluctuating bill price you have to constantly call about to fix and the slow Internet speed/reliability I decided to leave CenturyLink and change my Internet provider. And they charged me 200 for termination of contract. I would not be upset if I agreed to a contract but I specifically remember choosing CenturyLink because the salesperson on the phone told me there is no contract and I can cancel at any time. I was never quoted an X amount for a certain number of months at a certain rate etc. Because there was no agreed contract. So when I ask to show me proof that I agreed to a contract they told me they have it there that it shows I agreed to a contract, and I asked to see the proof and they could no longer help me. They apologized that I was misinformed and that would need to pay the 200.

Seriously I'm very good at keeping track for what I'm paying for. They told me there was no contract. Because if there was a contract I would have already known what's my rate for x amount of months with an expected increase in price at x month written down and ready. When I called to sign up he said no contract and told me the rate and that was all he said about that. I specifically remember choosing CenturyLink because the salesman told me no contract because I didn't know anyone who had CenturyLink but I figured I would try it out and see how it goes and cancel if I didn't like it.

Long story short, I do not recommend CenturyLink because their salespeople are either misinformed on what they are selling and mistakenly selling items incorrectly or they are just lying so you can get trapped into a contract. Also besides that the connection varies depending on your location, their network isn't so big they have excellent coverage. Even though you are paying for x speed Internet, they don't tell you till after you installed your Internet with them that your location can't receive the amount of speed you signed up for. Also the bill price almost every single month I had to call them for them to fix my bill because there was added charges. I would constantly have to call and have them removed because it was incorrectly charged to me. There is just a lot of issues with the billing honestly.

Even though they offer Internet for a lower price than their competitors, don't get CenturyLink. Pay the extra bucks and go with a bigger company. At least you will have reliable Internet and a consistent honest bill you know what you're paying for and getting. And not be sold on information they will no longer take account for down the road.



Angela of Bristol, TN on March 29, 2016



We have a small business and was with CenturyLink. While with this company our bill increased every month. Also our server was always going down. So we were paying high prices for internet that we could never use. We decided to go with Charter Spectrum, we now have great internet speed and the server does not go down. We are also paying half of what we used to. When I canceled CenturyLink I was not aware that I had to tell them in detail to cancel everything separate because it was a bundle package. I just received a bill from them today for 379.33 for internet only. This company is the worst company ever. I called them and they said they could not do anything about the bill and I would have to pay it. I have never paid 379.33 for internet ever in my life. DO NOT USE CENTURYLINK!

Helpful? [Yes](#) [No](#)



Pasha of Portland, OR on March 28, 2016



In early January CenturyLink installed my Prism TV. I had signed a 12 month contract at a reasonable rate that included bundled service for Internet, Prism and phone. In February I received my first bill which was over three times the contracted quote. I called customer service and spoke with a representative who reviewed my case and agreed that I had been over billed. He made some adjustments and told me that I would see the changes on my next bill.

Today I received my bill and, as before, I was overcharged for services. I called customer service with the name of the previous representative, a confirmation number of our agreement on the previous call. Fortunately I take copious notes when speaking with business representatives. I read the notes and quotes from my Feb conversation and asked why my bill had not been corrected.

This represented told me my service would cost two times what I was quoted in Feb. I asked to speak to his representative because I wasn't getting any clear information about the charges. This representative told me there were no notes from the Feb call even though I gave him the confirmation number from that call. He suggested I speak with "Escalation Services" and transferred me to another rep. I explained again the problem of being overcharged and this time I was met with rude and bullying comments. We spoke for at least 45 minutes (this is after the two hours it took me to just get to this new person.) I am shocked at the lack of help in explaining my bill and the numerous different prices I was quoted from the contract I signed in good faith. I don't know how to proceed to get this settled. Any ideas?

Helpful? [Yes](#) [No](#)



Michelle of Las Vegas, NV on March 28, 2016



CenturyLink has the WORST customer service and internal communications I have EVER experienced. I switched my internet 2 months ago and just got off the phone for the 7th time trying to get my bill correct. I was told all 7 times a different price for my monthly bill. The discounts that were promised to be applied are now not able to be applied and the top level management that I just spoke with had the WORST customer service skills I have ever encountered. HORRIBLE.

Helpful? [Yes](#) [No](#)



Tabatha of Camden, NC on March 26, 2016



My family and I have been with CenturyLink for about 9 months now and every time we turn around there's a "past due" notice, even though I know we will have just paid it. To make matters worse, today (3/26/2016) they called my home from an unlisted number and proceeded to give account information to my MINOR (13 yrs old) son but when I called them back the jerk refused to help me, saying my husband is the only one they will talk to (but they told my minor child.). I finally got the guy to at least tell me we are past due (just paid it two weeks ago?) but he wouldn't tell me what I needed to pay to make it current. Do yourself a favor and DO NOT use CenturyLink if you can help it. Terrible service and it's not worth what you

Helpful? ☒ Yes ☐ No

S. T. of Omaha, NE on March 25, 2016



I was overbilled substantially. When I called to figure this out I was bullied and transferred up to 15 times! They continued to bully me and I ended up in tears after 2 hours on the phone and one hour on the chat forum for customer service. Still no straight answers or proof that they have corrected the problem. Just a whole lot of extremely rude unwilling to help customer service bullies.

Helpful? ☒ Yes ☐ No

Melinda of Warsaw, IN on March 25, 2016



So, I have been a customer for a couple years now. Where I moved to did not give me a choice on who my provider could be, so I was stuck going through them. Went to their local office (which has since been closed down so there is no longer a local office in my area), got things set up, was explained everything clearly, and absolutely no issues came about. I certainly was not impressed with their internet. I had Comcast before them with the same "speeds" and CenturyLink was surely lacking. I figured that's what happens with DSL.

Two years go by with pretty much no issues except for my internet lagging as always. One day my internet and phone went out completely. I called and they said everything was ok on their end so they would send out a technician, but they couldn't get here for five days. I couldn't believe it especially since I had just seen one of their service trucks in my complex earlier that day (which is a daily occurrence).

I have three kids and knew I could not go without a phone for five days so I went out and got myself a cellphone instead. I called them up and told them to cancel my phone line and to just keep the internet. They told me no changes would show on that bill, but for the next for \$45. I also received a visit from the technician that next day and found the issue was outside at their box, so I knew I would not be charged.

Everything runs smoothly until I get my next bill. When I had internet and phone before I paid \$82. This bill was for \$92. They were charging me the \$45 for internet, then an additional \$45 for phone services for half this month! I called and they said they did not understand why I was being charged for the phone and they saw they were also charging me all the extra services for the phone at \$5 a pop! Unbelievable! So they apologized and fixed my bill and said I will only owe \$42, which I was quite happy with.

I then get an e-mail telling me there has been a change to my services, which I ignored for the time being. I get online the next day and my account went from \$42 to \$64! Frustrated, I started an online chat. They said the extra charges were prorated charges from me changing my services that cannot be taken off my account. I told them I changed my services over a month ago so there shouldn't be any new charges on there and that I was not told of any other charges outside of the \$42. They apologized and surprisingly changed my charges (even though they had said they couldn't). The new charges were for \$37. I was even happier about that. I asked them if there were going to be any hidden fees, prorated charges, or anything outside of that \$37 on my account afterwards. They told me no. So to make sure I covered my butt, I took a screen shot of that conversation. I then got back onto my account and took a screen shot of the \$37.

I went ahead and paid that amount, then took a screen shot of the receipt. Went back online after the payment went through and took a screen shot of the \$0 balance. I then received an e-mail thanking me for adding phone services. I was about to tear all my hair out by this point. So I once again got online to chat. They said they had no records of an active phone line for my account. I asked if there would be any fees over this e-mail saying I do have a phone. They said no. I took a screen shot of that.

I am now waiting to see if I do happen to get any charges so I can make sure to show them proof that they shouldn't be there. I have a feeling this is going to be a regular occurrence until I can finally be freed from this horrible company. I would suggest if you have a choice, DO NOT GO THROUGH CENTURYLINK!!! If you don't, make sure to cover your butts and keep your own records of everything.

Helpful? ☒ Yes ☐ No

Trinity of Warsaw, IN on March 25, 2016



7 days of promising our internet would be turned back on, reassurance from 12 DIFFERENT representatives. Transferred all over the place. No one can help. no notes in all of their svstems. And each mornina. expectina to wake up with our internet fixed. nothina chnanges. They're Not willing to



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Consumer Complaints and Reviews



Sandi of West Jordan, UT on March 24, 2016



I moved into my new home in December of 2014 and as most homeowners do I proceeded to set up all of my billing accounts including internet. After looking around I decided to go with CenturyLink. That was a HUGE mistake. The internet started out working really well and I could do what I needed but after time it became so slow that I could barely do basic internet searches let alone watch anything on my Netflix account.

Nearing the end of my contract I decided to change my internet. So I called and cancelled my account with CenturyLink. I was then told that I would be receiving a letter in the mail with the "final bill" and a label to ship the router back to them. I was e-mailed the final bill with a closing statement on the bill but no shipping label. So I patiently for the label to come so that I could send the router back. You see I am a little OCD and can't handle having unnecessary things just sitting there. And I continued to wait. Finally, in February, I called to find out what was going on. I was then told that the label was shipped. I explained that I didn't have a label to send the router back and I DIDN'T want it in my house anymore. I was then told that they would send me another label.

Again I waited and waited and no label was ever set to my house. Then out of nowhere I got a call from them saying that they were going to send me to collections for the \$160 I owed them for the router. At that point, I got really upset and again told them that I have been trying to send the router back since I cancelled their service in December. The woman then told me that she had "proof" in her system that the label was indeed sent to me. To which I responded if I had the label I would have sent them the router back because why would I be holding on to something that I don't want or need. I was then again told that I was going to be sent to collections to get the money that I owe them unless I sent the router back.

I then asked if they could e-mail me a label so that I could print it off myself and send them the router back. I was informed that they couldn't do that because it is not their policy. And was then again informed that I needed to pay the \$160 dollars or be sent to collections. I responded that they were NOT going to send me to collections for something that is not my fault and that I was NOT going to pay \$160 for something that I have been trying to send back for three months.

After the fourth time of being told that I was going to be sent to collections, I requested to speak to her supervisor. I was then placed on hold for about 10 minutes (I am not sure why it took 10 minutes to find the supervisor but that is another issue). The supervisor got on the line and said that they would "try" and send me new label and it would take 7 to 10 business days for it to get to me. The supervisor also informed me that I still might

I was then told that couldn't happen because their system is automated and I have been moved into a "purchaser" category but haven't paid for my purchase. She then told me that I could purchase the router and it would clear everything up. I said no because I don't need a router. And I also told her to look back through her records and see that I have always paid my bill BEFORE it was due and obviously on time, so why on earth would I not pay for a router if I wanted it.

After a few more minutes of going back and forth and providing my work address as an alternate place to send the label it was getting increasingly irritated. I was then told that she would find me a location where I could physically take the router back. I said, "Yes find me a location and I will take it in TODAY." She again then said that it wasn't their standard policy and I should wait for the label. I then said, "I don't want to deal with it anymore and wanted to get it back to them TODAY." I was again put on hold so she could find a location for me.

After a few minutes I was told that their system wasn't working so she couldn't find the location for me. She asked me to call back and get the address. I told her that I knew where it was and I would just take care of it. I will NEVER use this company for internet again. I also would not recommend it to anyone. The saddest part is that I have talked to others and they have had similar experiences. I am not sure how this company stays in business. Maybe I guess by sending people to collections on routers that they have been trying to return for months.

Helpful? ☒ Yes ☐ No



Tayler of North Salt Lake City, UT on March 24, 2016



As a CenturyLink customer, we received a promise of 20 Mbps. We tested our speed with their own application and found regularly to be receiving 12 Mbps. After almost a year of buffering we finally cancelled which was a lengthy process and attempts by CenturyLink to tell us that we entered into a year-long contract even though we never were told or agreed. It is now resolved and we are finished with them.

Helpful? ☒ Yes ☐ No



Brian of Summerfield, FL on March 24, 2016



letter or email. Totally confused staff, no records of prior commitments so that the person du jour knew what was agreed to on prior calls. Outright lies by service people, e.g. a service person said "You will have a confirming email from me within an hour". The next person said "We have no capability of sending you an email". I curse the day I committed to this company. I now have to back out and change everything from phone numbers to email addresses.

Helpful? [Yes](#) | [No](#)



Iman of Tucson, AZ on March 23, 2016



Worst company and customer service department. They have promotions that last a short time and when your not looking they spike the price by 50-75%. When you call to find out what happened they blame the cable company. They give you the runaround on the phone. When you cancel the service they are rude as well and try to convince you to buy into another promotional offer. Go with another company if at all possible.

Helpful? [Yes](#) | [No](#)



jim of Inverness, FL on March 22, 2016



Moving to a new city, couldn't keep same vendor Comcast so I went shopping for internet and decided to use CenturyLink. Over the phone stating they would furnish high speed internet and no contract involved I ordered the internet and they CL said they could furnish DirecTV and a good price was quoted and the salesman said "If you're not satisfied just cancel." I was surprised the installation day when I was told my internet was really DSL on phone line not cable and not high speed. Direct installer showed up and again new rules on installation but the installer was a nice guy and he installed where I wanted the TVs.

1st month billing from CL not even recognizable from our agreement (where are those recorded phone calls when you request them). Prices were almost double. I complained and some adjustments were made. 2nd month SOS. 3rd Month SOS. So this month I complained and wanted to cancel and was promptly told I have a contract. What, not possible. So I called DirecTV and they told me I had a 2-year contract and I'd never talked to them before today. So a liar salesman on the phone can sign you up for contracts and what recourse do you have? They have corrupt credit bureaus on their side.

Helpful? [Yes](#) | [No](#)

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Jeff of Branson, MO on March 22, 2016



DON'T DO IT!!! I have wasted hours of my life just trying to get the right bill. They continue to bill me for services I don't have for time. I didn't have it. I keep getting called a liar, they in no way want to fix the situation. I called to turn off my service after 3 weeks of slow internet, and the wrong bill. My first month was supposed to be \$65. It was \$125. I was on the phone for over an hour trying to get the bill fixed and service turned off. She ended up not doing either, so imagine my surprise when the next bill well over \$200 came in. So when I called back, I got a supervisor that called me a liar, said I never called the first time.

Wow, over an hour of arguing, and it never happened. WTF. She finally agreed to knock it down to \$105, \$40 more than it should of been, not even counting I only had it for 3 weeks. She says I never called. She would have record of it. So when I got my bill, it was \$145. So I call to complain, tell them I am more than willing to pay \$105, not a penny more. They've hung up on me twice now. Worst customer service I've ever dealt with.

Helpful? [Yes](#) | [No](#)



Jeremiah of Sioux Falls, SD on March 22, 2016



CenturyLink has been having issues with Internet service quality as well as billing. I attempted to pay my bill repeatedly and kept getting an error. Finally after a week of trying, then checking to see if it went through, I was able to get one in the system. Later that day, my service was suspended for non payment. They said the system isn't working right and it can be 48 hours to get service that I've already paid for back. It is right in the middle of March Madness. They also cannot unbundle my DirecTV due to system error. This company has all kinds of issues and are a hassle to deal with. Whatever you do, never let them control your DirecTV account.

Helpful? [Yes](#) | [No](#)



Deepanshi of Arvada, CO on March 22, 2016



I have been CenturyLink's customer from 7 months. Subscribed to UP TO 40 MBPS for so called "HIGH SPEED INTERNET". I have been contacting the so called "CUSTOMER CARE" from the time I purchased this connection as I have been getting 1-3 MBPS speed for an UP TO 40 MBPS connection. The customer care has replaced the modem 3 times saying that is the issue, and has even sent a technician, but still they could not fix anything when it comes to the speed of the internet. When I called in today after a wait of 1 hour I was able to get connected to the escalation office of CenturyLink in Phoenix. The supervisor there could not reimburse me or assure me of an UP TO 40 MBPS speed. If a 40 MBPS subscriber is getting 1-3 mbps speed under the clause of "UP TO" I don't really see any point in having different plans.

I feel cheated because that supervisor disconnected the phone when asked to either reimburse or give a speed according to the plan. Neither happened but it is highly unprofessional to not have any authority to solve a grievance of customer. It is high time CenturyLink takes responsibility and give an assurance of some sort to my case. I understand the meaning of putting the word "up to" but it does not mean you give 2.5% of the speed for paying the amount for a 100%.

Helpful? [Yes](#) | [No](#)



Kelly of Lehi, UT on March 21, 2016



I was a CenturyLink internet customer for 6 years. I sold the home a year ago and canceled service. They sent me a shipping label for UPS to ship back their modem and I did so. A year later (today) I get a collection notice for \$106 in the mail for the modem. I called them up, explained I had sent it back and they passed me to 5 different people over a 47-minute phone call. I finally got a supervisor who I thought would resolve this and credit it off. He was an absolute jerk and treated me like garbage. After 5 minutes with him, I could see I was wasting my time and hung up on him. I have never had such poor customer service. They could care less about treating you fair and keep a customer. I will never give them business again and will do all I can to help see that they go out of business.

Helpful? [Yes](#) [No](#)

Buffy of Oracle, AZ on March 21, 2016



I have a business line that does not have long distance on it. I just use my cell when I need to make a long distance call. But I recently got a bill that included long distance charges. I checked and that day at that time I had made an 800 call I called CenturyLink and after 10 minutes on hold I was told that the representative could "request" a credit but could not give one. I asked to speak to someone who could give me a credit and he said that wasn't possible. I said, "How can you charge for an 800 number call?" And he said, "Technically, it's long distance." I said, "Are you telling me that you can charge for 800 number calls?" And he said, "Yes." I've made a complaint to my state utilities regulator. So check your bill and make sure you aren't being charged for 800 number calls.

Helpful? [Yes](#) [No](#)

William of Morrison, CO on March 21, 2016



Ok. I was having problems with my Internet as it was running FAR below my basic service: .23 Upload rather than the 1.2Mbs (after the 20% reduction). So, I called Tech Support. They said that nothing was wrong with their side of the System and therefore it was the modem. I was transferred to a Sales Rep who offered to give me \$11.00 refund for the poor service and IF I bought their "At Ease" Program, I would get a new modem. He shifted me back to another Tech Support who verified no problems and shifted me to ANOTHER Tech person who said that the FIRST Rep was going to send me a "refurbished" modem and SHE talked with ANOTHER Sales Rep who would give me \$25\$ refund as my service had been poor the whole month AND get me a NEW UPGRADED Modem...

She then transferred me to THAT Sales Rep who said that the new modem was being sent and my \$25 refund would be credited to my account. Several days later a Modem showed up - a refurbished non-upgraded model. I still have to check to see if my \$25 refund went through.. All of this took about 2 hours!!! Does this seem fair and honest to you???

Helpful? [Yes](#) [No](#)

Chris of Hico, TX on March 19, 2016



I have been with CenturyLink for over 5 yrs. I have been repeatedly told that they are upgrading their system to get the speed up. I was told I would receive "up to" 1.5. CenturyLink hides behind the "up to" part of that statement. On a really good day I get .45 on the download side and .25 on the upload side. I use speedtest.net to test on a regular basis.

I just wonder how long they can just lie to the customers out here and charge 70 bucks a month for dial up speed. In most businesses if you fail to deliver a product you give a credit, fix the problem or somehow make it right. This last week it cost me over 20 grand due to the fact that I could not email a photo of a bull I was selling. The potential buyer did not text but, did do email. I sent just a photo, no text, just the photo. Tried for over an hour to get it to go through, with no success. The man called me back and said just to forget it.

This is the reason I have decided to write this review. I will tell this story on every forum that I possibly can. It most likely won't do a thing to change

Helpful? [Yes](#) | [No](#)



Parker of Fraser, CO on March 19, 2016



I got CenturyLink (CL) on chat online to find out what kind of internet speed that I am paying for. Their answer was 1.5 Mbps. I wrote back that I am only getting .66 Mbps according to speedcheck.net. In seconds, I had a reply back that CL knew about my area being at or near capacity and that the "engineers" are working to resolve it with no promise of any date of completion promised. Is there any recourse to this? Basically they are saying that CL knows it has a problem, but we are not important enough for the problem to be fixed.

Helpful? [Yes](#) | [No](#)



Bob of Cottonwood, AZ on March 17, 2016



At one time I could praise CenturyLink but lately over the last 36 months or so it has gotten worst from everything - billing practice, and wrong promotion, putting you under a yr contract when they are not letting you. I think everyone band together and put petition online to enough signature against the company.

Helpful? [Yes](#) | [No](#)



Jason of Rapid City, SD on March 17, 2016



We have a small business office in Rock Rapids, Wyoming. We just got our VPN up and running with a SonicWALL router. The next day we didn't have internet service. I called CenturyLink and they said that we switched our phone/internet to another provider. No one in my company did such a thing, but now it was time to fix the issue regardless of how it happened.

Our office has now been down for a week and a half as they can't just turn our service back on since they are treating us as a new company. They need to have a tech come out and give us a new modem in which we don't need or want since we had to configure the modem to bridge mode to let our SonicWALL do the routing for our VPN. They seem to have no record of us as a previous company and keep changing their story on how it happened and when they will be able to fix. They are a very difficult company to work with and would gladly have gone to another provider if one serviced that building. If you have a choice go with anyone other than CenturyLink.

Helpful? [Yes](#) | [No](#)



christine of Ocala, FL on March 16, 2016



I've been a customer of CenturyLink for a long time. I was an Internet customer. I've had good experience with the service, relatively no complaints. They brought fiber optic to my area and were providing Prism TV. Two neighbors got it and were very happy. I had been on Dish for a number of years and was pleased with the service. My reason to change was the convenience of one bill and to be able to bundle services.

I arranged for the installation on 12/31/15. The installation was without issues and I was pleased with the service. When making the arrangements on the CenturyLink website they showed the prism tv prices. I was told by CenturyLink my price would be \$126 a month and I agreed to a 2 year commitment. It was further explained that my first bill would be higher. Upon receiving my bill in January it was \$222.00. I didn't question it, I just paid the bill. In February I got my bill it was \$229.00. I called CenturyLink, the billing department said I was correct. It should be \$126 a month, not including taxes. She stated I wasn't given all the credits and connected me to the prism department. The lady proceeded to tell me that the prices went up in January. I stated that shouldn't have any effect on me as I agreed for 2 years in December at a given price. She then stated the prices changed before that.

bill and that was incorrect so I called back and again received all the discounts that were not given. Again I was told my bill would be \$126 a month for Internet and prism for 2 years. Case closed, or so I thought.

March I received a letter stating there would be a price increase effective on my next bill. I called again. I spoke with Takesha. I stated if I make an agreement for something for a 2 year time frame that is what I expect. She then issued an additional \$5.00 credit for each month bringing my bill to \$118.00 for the balance. I asked if my next bill would be correct, she stated yes. Again, case closed, or so I thought.

Two days later I get the next bill - it's \$176.00. Again, I call. I spoke to Earl. I was told I didn't receive the credits, he applied them and told me my bill was \$123. He also said he'd connect me to prism tv department and that I should tell them I wanted the promotion they had for free DVR and High def for life. When he transferred me I explained I was transferred and I wanted to take advantage of the promotion. She asked my name and account number, placed me on hold for a minute or so. She came back and told me, no they weren't offering that. I hung up, my feeling, she lied. Why did she ask who I was, put me on hold and then tell me they weren't offering that. Surely she should have known immediately when asked if that was a promotion.

Today I phoned and spoke to a supervisor. His name was Matt. I explained my frustration with my experience. He told me I was misinformed that my bill should be \$176.00. When I explained everything to him, further explaining several different people confirmed my price he said it was wrong. I told him this was bait and switch pure and simple. My neighbor is having the same issues. I told him if this was the case then I should have stayed with Dish. I never had any billing problem ever. He told me I should go ahead and cancel.

Well, as of this next Monday I'm returning to Dish, at a better price and for THREE years. In addition I receive free high def for life. I am thoroughly disgusted with CenturyLink. I do not understand how a company can get away with such deceptive practices. He told me when I cancel they would send me boxes to send back the equipment or I could return them to a store. Because I don't trust them, I will return them and get a written receipt. In the end, they have no idea what they've lost. My neighbor is cancelling for the same reasons. I was going to get the security system, but I will go elsewhere.

Helpful? [Yes](#) [No](#)



ALI of Iowa City, IA on March 15, 2016



I have very bad experience with billing services and customer services of CenturyLink company. I have to call them an hour every single month to fix my bill. The billing office several times charged me more than my promotion bill and I when I called them, they said "your promotion was over and you need to get new promotion" and I told them "sign me up for new promotion." Next month they charged me higher again and when I called them, they said "you need to set autopay to get the promotion price." Then I signed up for autopay.

The next month, they deducted higher amount from my bank account and I called them again and again. I stopped autopay, they increased my bill. I called them, once again (woman) answered me with rudeness. I am really sick of those people, but my 1-year contract prevents me from termination their services. Please if you are looking for internet company keep in mind those people will cause a lot of hassle for you and you have to call them an hour every single month.

Helpful? [Yes](#) [No](#)



Jeanine of La Crosse, WI on March 15, 2016



I waited four hours for them to install our system, only to find out they installed our system in the wrong house. They then said we had not paid our bill, that's because they put the charges on an expired charge card not the one that we had given them. Years ago we had used them and they never deleted the old data but continued using old information (old address for installation and old credit card). My daughter asked them to discontinue her TV service and continue the internet, but they discontinued all of it. I would never recommend them.

Helpful? [Yes](#) [No](#)



Robby of Sunbury, OH on March 15, 2016



I've had CenturyLink a year now. everything worked great. However I moved. they said they would be here on Monday. didn't show up so I called

Sorry, we over booked again. I said that's it. Cancelled my internet. They said we was waived so we shall see but from what I have read a lot of people have been told one thing and CenturyLink does what they want, so if I don't get it waived I will sue them and hopefully everyone together can shut them down. Horrible customer service - do not get their internet at all, they are the worst.

Helpful? [Yes](#) | [No](#)



Angie of Lehigh Acres, FL on March 15, 2016



I called CL and requested promotions be added back to my plan. The rep messed up and put me on a way more expensive plan, plus did not apply the promotions. When I realized the mistake on my next bill (their mistake not mine) - I was told I would be put on the plan I wanted, with the promotional discounts (which - long story short - are a scam!) AND they would credit me \$130. It's been well over 2 weeks now and the credit has yet to post. I have called 4 times to inquire and keep being told it's "pending supervisor approval". I also sent two emails to the customer service complaining and I get back a generic response "sorry for the inconvenience, we looked into your account, etc" - yet still no solution and no credit. I've been a long time customer (10+ years) and you bet I will be looking for a new provider!!

Helpful? [Yes](#) | [No](#)



Jordan of Wake Forest, NC on March 14, 2016



CenturyLink has been an overall nightmare. They were my only option when I moved to my current home, and even they could only provide me with limited speeds. These already low speeds were even worse once I actually tried to use them. Slower and unstable than what was advertised. After getting a new provider, I cancelled CL where the rep told me nothing about a cancellation fee. They also said they'd send me a return label to send in equipment which never happened. Then I get hit with a \$200 cancellation fee for a contract I never agreed to! When asked to provide proof that I engaged in a contract, they told me they didn't have to. I was then informed if I didn't want to pay the bill I could dispute it with the credit bureau! So I would have to let it go to collections, take a hit to my credit, then dispute it! What a load of BS. So I asked the "Escalation Specialist" what her job was, and she tells me "to sustain this charge". What a **!

So here I am out an extra \$240 over a contract I never agreed to, and one CenturyLink couldn't prove I ever entered into. Talk about a lack of customer service. I will literally do everything I can to prevent anyone from ever using CL going forward. Even if it's only 1 person saved from a similar headache, it's worth it. Stay far far far away from CenturyLink.

Helpful? [Yes](#) | [No](#)



Barnett of Smithfield, UT on March 13, 2016



I signed up for CenturyLink service on a promotional deal with Internet and phone bundle around \$39.99 a month. I had the service for 30-45 days when I receive my first bill. The first bill I received was \$148.36 for one month of service. I called customer service to cancel service because it was so high and not under the \$39.99 month plan like I signed up under. They told me that if I stayed with them they could put me back to the promotional deal I originally signed up for and credit me the difference. I told them I wanted to cancel anyways. They told me I had to pay the full amount. I told them I could pay that amount in a 3 month installment and we set up a plan and they sent me the payment plan agreement. I paid the remainder as agreed. I thought this was all taken care of back in December 2014 until last week I checked my credit report stating that I owed \$49.00 to CenturyLink.

So I just called them to explain my situation and told them I have all my 3 checks from my bank. They told me that I still owed another 49.00 which I never knew about. The guy I spoke with wasn't explain anything except that I made the payments and I still owed them 49 dollars. So I told him I wanted to make everything right and I paid the remaining balance due owed so that I could get my credit cleared up. I am not happy with what happened. I know they want to make money but signing me up for a higher priced package was not right then not letting me know I owed them any further moneys to get this matter taken care of. All I got was a bill of \$148.36 and the guy I just spoke to said it was for \$196.35. I don't know how a promotional deal can turn up to be so high and then no one wants to work with me or at least say sorry.

I just paid them the remaining balance due in hopes to get that behind me again and repair my credit. I wish that someone in this company could realize that an honest mistake can happen and could take the time to listen to their customers. I don't know how \$39.99 can turn into 148.36 and then a year later finding out on my credit report I still owe them totaling \$196.35 for one month of service. I just paid them the remaining balance

Helpful? [Yes](#) | [No](#)

Chris of Henderson, NV on March 12, 2016



I really wish I had done my research before I signed up with this company. I was thinking of switching from Cox when a CenturyLink sales guy knocked on my door. I should've known what he was selling was too good to be true. He told me that, after all the promotional rates kicked in, wireless and Prism would be about \$80. What he didn't mention was that this was before all the hidden costs appeared on my bill. My first bill was a major kick in the stomach because, evidently, the promotional rates don't apply to the first bill... or something. I had to pay about \$214. When I tried to get an explanation from one of the storefront location reps, he was beyond useless. He actually told me to go on the website for help!!! At least the chat reps are better.

So I decided I would mark the date on my calendar that frees me from this one-year contract from Hades. (Believe me -- it's circled and highlighted.) But, nope, the nightmare will clearly continue before that date rolls around! This morning, only three months after my contract with CenturyLink started, I received a letter tells me that "we must periodically adjust rates as a result of providing state-of-the-art service to our customers." And, voila, we have ten more dollars a month to pay now, out of the blue. (So, David from Littleton, CO, you aren't the only one this has happened to.) As

others have noted, I have no idea how this company is still in business. I'm praying that there are no more surprises in store, but I can't be optimistic about that. Bottom line -- if a CenturyLink sales rep comes knocking, shut the door as soon as you can and just cut the cord on cable.

Helpful? [Yes](#) | [No](#)

Michael of Camas, WA on March 11, 2016



I have had 26 yrs of phone service at this location. It has become evident that my phone, on a no call list since there was such a thing, is mainly a conduit to my house for spam calls and solicitors, and the IRS who to poke me with a hot stick. I have called the line. CL has to get my service discontinued, after first trying to get them to offer a way to find a solution to this problem.

Each time I call, after being passed around to 3 different people, and a menu system each time (again asking for my phone number), I end up being disconnected. This has happened 3 times in a row, and after trying the chat line, again, I am disconnected. It is being made almost impossible to speak with someone who can attempt to resolve the problem, and then to someone to simply disconnect the service. This is inhumane, and one of the three worst service companies I have experienced. They should not be allowed to offer phone service to the public. This is too abusive.

Helpful? [Yes](#) | [No](#)

Jeffrey of Cedar City, UT on March 11, 2016



I've been using CenturyLink for one year now. I am supposed to get 7 down/1 up but I don't think I have ever even come close. It's more like 4 up/0.25 down. It also drops to below 1.0 down and the upload is completely irrelevant, I might as well be using my phone as a hotspot. I honestly hope CenturyLink dies a horrible, horrible death. Literally worse than Comcast.

Helpful? [Yes](#) | [No](#)

Rocio of Federal Way, WA on March 11, 2016



The reason I have a home line is because I use it to make long distance calls. I was not able to make long distance calls since December 2015. I called CL and I never got a resolution. Bill was for \$367 without using phone or internet. Same thing happen with the next bill \$221.52. Long distance carrier was AT&T and it switched to USBI without my consent. I have been trying to solve the issues. It is impossible to talk to a manager. I have spent hours holding and being transfer. I am ready to pay fair charges.

Helpful? ☒ Yes ☐ No

Nelson of Mainville, VA on March 9, 2016



I've been a customer with CenturyLink for nearly 6 months now. It is a decision I have recently come to highly regret. I joined CenturyLink because they offered a better price for the same services that I was receiving from Xfinity Comcast. A salesperson came to my door to pitch CenturyLink to me. The offer was great. Fast internet for cheaper than what I was paying. Perfect. However, it wouldn't be until months later that I would realize that a major piece of information in the sales pitch that I received was a deliberate lie. When I was considering signing up, I informed the salesperson that I would be moving in a few months for work. I asked that if the speeds where I was to be moving were slower than what I currently had, could I cancel my contract without fee. He told me yes. I asked him again, "Can I cancel if my speeds are slower than what I have now for NO PENALTY?" Again, he said yes.

My joining of CenturyLink was contingent upon this promise being upheld. I would not have joined if the answer would have been no. When it came time for me to move and I locked down a place, I got in touch with CenturyLink to check what my new speeds would be: 3 mbps, they said. I checked by a few days later; another representative told me that the speeds were 20 mbps. She went further to reply, yes, absolutely to having 20 mbps. Just to be sure, I checked back a third time and was informed that the speeds would be less than 6 mbps. At this point, I was rather

disappointed with the consistency of answers that I had been getting. I elected to go ahead and cancel my services, without penalty, just as I had been promised when I subscribed.

This was when I found out that I had been deliberately lied to. I could cancel my services, with \$200 cancellation payment. I refused. I spent an hour and a half on the phone with a representative in the cancellation department that was trying to go to bat for me. He told me that he would get me on the phone with his superior. After another ten minutes on hold, he came back to say that she would not speak to me and that I would have to still pay the cancellation fee. I found it utterly and profoundly unprofessional that she elected not to speak with a disappointed customer. I guess she figured that hiding behind a veil of lies would be easier.

The amount of inconsistencies and deception that I have experienced with CenturyLink are unparalleled to anything that I've experienced with an internet service provider. Unfortunately, I do not think I am going to be able to get out of paying the cancellation fee. However, I would rather pay to cancel and pay to join Xfinity again than to deal with a company that does not value promises their associates have made and one who provides false information in order to obtain business. I hope this review sways anyone who is thinking of joining CenturyLink.

Helpful? ☒ Yes ☐ No

Stephanie of Minneapolis, MN on March 7, 2016



Was charged by a debt collector for a modem that we were renting, which was RETURNED. But they have no proof it was returned because somehow they can no longer look up the serial code because the account has been closed for 75 days or more. So now somehow it is our fault that they can't find it and if we cannot figure out where it is by calling UPS or the Century Link we returned it to then we are liable for it. After hours on the phone, they hung up on me. I also got told that they found it, then I was transferred to someone else and they said they didn't find it. This is fraud.

Helpful? ☒ Yes ☐ No

Whitney of Clackamas, OR on March 5, 2016



OMG what can I even say! So we signed up for CenturyLink's high speed internet - total joke, speeds were not even half of what they were advertised for or what we were paying for so we cancelled before the 30 days and were told we would get 100% refund. Completely NOT TRUE. Ended up calling over 10 times and speaking with multiple people who claimed they would be erasing the charge of \$135. I even went into the store to return the equipment before the 30 days and this charge was still never reversed, so after lots of phone calls, and plenty of promises that it was reversed I got a notice that it was going into collections. WTF. No accountability, no responsibility: company built on lies. I hate Comcast and I ended up having to switch back to them (another company with wretched customer service), but CenturyLink is full of liars, lack of accountability and lack of integrity. RUN!!

Helpful? ☒ Yes ☐ No



Yemane of Kissimmee, FL on March 4, 2016



I start their service on October 2015, and the special deal was 29.95 for up to 20mbps internet. Since then I called the first time that let alone 20mbps, I have not get 10mbps. They told me my area has weak signal so the max I get is 10Mbps. Then I ask if someone can help me to get at least the strength available in my area. No solution still with a very weak signal. Now my bill comes after two months with about 165.00. I was shocked and called immediately and asked why? The person checked the deal and assured me they will adjust the monthly bill and will send me the actual bill. Here we go on the third month I have got revised bill for 243.00+/- . I called again and the agent told me the reason why they didn't adjust is because I didn't make auto pay so, as soon as I set an account for auto pay, they will give me the actual bill for 29.95 +taxes. But, I have to pay the outstanding balance in full.

I paid the whole amount and set it up for auto pay assuming the service and the billing will be corrected. After a month again I got a bill for 82.00 for one month. My internet problem is not solved yet but they are sending me bills of bogus charged. Now I have had enough with this people and called. Cancelled my service and paid the last bill as it is and explained that I am not willing to pay for something I don't get service for and I delivered their equipment to the nearest location, and promised by the supervisor I spoke on the phone no penalty. Here we go again. They try to milk me as usual send me a bill for 211.00. At this time I refuse to get scammed and want to press charge against this company, and I need help. What to do?

Helpful? [Yes](#) | [No](#)
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Consumer Complaints and Reviews



Stefanie of Ankeny, IA on March 4, 2016



I am a new customer for CenturyLink and I felt very unsatisfied with the service. I moved into my new place on Feb 9th and called CenturyLink for new internet service. My original service was scheduled for Feb 19th. I waited for ten days but failed to receive anything or hear anything from CenturyLink. So I called again, and guess what! They have missed my order! I don't understand how this could have happened! I had TWO people on the line with me when I made the first call, one is I believe a sales guy and the other is technical support. I understand that you need to put technical support guy on the line because this is a new construction but how would you missed my order, this is not two parties conversation, three people were talking to each other for about 30 mins on the phone!!!

Anyway, I finally get my order put into the system I guess the second time I called, and I have to wait till March 1st to get my service activated. I guess I have nothing I can do besides wait. And I waited. March 1st, my service and my box finally arrived, but there was an issue when I trying to install the internet myself. I called technical support and a technician was scheduled for me yesterday March 3rd. Guess what! Nobody showed up!!! Hello, this is 21st century, people should get internet access easily! Not to mention the three weeks I have waited, this morning, I have spent 40 mins now using online chat try to get one technician scheduled for me ASAP, but I guess I will just have to wait longer. This is highly unacceptable, the company is just a joke.

Helpful? [Yes](#) | [No](#)



Laura of Murchison, TX on March 4, 2016



I have been calling Customer Service since December trying to get repairs done to my phone line. It all started this summer when I lost all internet access and when I called found out that my internet speed had been dropped over a year ago. How? I never dropped the speed! So what did they do when I asked that it be put back at the speed I signed up for? Charged me for reconnecting my internet! I called in December the first time and was on the phone for over 2 hours trying to get my phone line fixed along with Internet and DirecTV.

Biggest headache ever! I had to explain 5 times what was going on with the phone line. Every time I make a call or someone calls me the line drops. The LANDLINE drops the call. I have static EVERY time I make a call or even just pick up the phone. I hear someone dialing a phone in the background during the conversation I am having with someone. I hear another phone ringing! I can't even call 911 without dialing the phone 7 times because it drops the call. Then, I have to unplug the phone for 5 minutes to reboot the LANDLINE that doesn't even use an electric outlet!

Now I am back to having the same issues that I did this summer with my internet of it dropping and disconnecting. I take classes online! I am in the final two classes of my graduate degree! This is just horrible service on their part. Today, even my mother tried to call on my behalf and spent 2

hours on the phone with this company to only have the representative HANG UP on her! If it were not for the fact that I live in a small town and this is THE ONLY OPTION I have I would literally have NO PHONE OR INTERNET. I won't even get started on DIRECTV!

Helpful? [Yes](#) | [No](#)



David of Englewood, CO on March 2, 2016



March 2 my internet dropped off in the morning. I checked it and found CenturyLink Service guy touched line and knocked it off when he did other work in the phone box room. That happened several times before. When they happened those guys always try to fix and checked it and confirmed it would work well. That is very good. I never complain them before.

But this time, the guy was very rude. I told him and showed him he knocked line off. He did say any apology and just connect the line and told it was ok. When I went back room. I found there was no signal. So I had to find him and told him there was still no service. He told me he did knock the line off, the other service one knocked it off. He just came to help. So he rudely refused to check and fix it at once. My internet service is CenturyLink company. The CenturyLink company's service guys knocked my line off. I had to call CenturyLink customer service and also told my apartment officer what happened. At last, this guy fixed it and came to my room to check and confirm it. That is a really bad experience. This guy's service truck plate is **, Colorado. CenturyLink service truck code is class **. Service address is **.

Helpful? ☒ Yes ☐ No

Sampson of Kalamazoo, MI on March 2, 2016



NEVER USE OR TRUST CENTURYLINK. The quality of service they provide is by far the worst I have ever experienced. CenturyLink's 1st year promotional rate sounds great at first! But trust me it is not worth it at all. Lowest quality signal strength I have ever used. I always get kicked off. For some reason, I'm always told to go through the startup process with my modem at least once a month. Then have to reset everything and change passwords and what not just like when you first start it up, I don't get it. Saying that their customer service is unreliable, would be putting it nicely. Literally don't expect any help and pretty much plan 1-3 hours out of your day if you need help troubleshooting or customer support.

They tell you it's cheaper to rent the modem when in fact, that is very much a lie they will say to your face. It's cheaper to buy the modem than rent it, and now I have to worry about turning it in so they don't sneak another fee in on me and it would have just been cheaper to own their crappy modem and throw it away. I asked why the price of my bill kept going up and they lied and blamed it on the state raising the fee to avoid the question when actually the state service fee has remained the same. Don't listen to them. Not only that, I've just noticed in the past 8 months the modem rental fee has actually been increasing in price as well. In my opinion, CenturyLink gets 0 stars if that was an option. And really, in all fairness and

honesty of my review, I think CenturyLink deserves not to be a company. I completely regret choosing CenturyLink and will never use CenturyLink again.

Helpful? ☒ Yes ☐ No

Margaret of Palmyra, VA on March 2, 2016



Botched speed upgrade. I paid for an internet speed upgrade, which caused my connection to be lost. Long call to tech support: unplugging, resetting, talking to 3 different techs - no help. They said I needed a house call and soonest appointment was in 6 days. Unacceptable. I pay for an upgrade and get disconnected for a week!

Helpful? ☒ Yes ☐ No

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Jackie of Nederland, CO on March 2, 2016



For 3 yrs. I have streamed all my TV watching. Suddenly, I can't get thru 3 mins. without interruption. After 3 calls to tech support, which is a nightmare in itself, they say there is high traffic. Now they push their new TV program. If I buy that I will have great connections. What a bunch of crap. They changed their name from Qwest to CenturyLink to rid themselves of a company name with the worst customer service of any company. But they are the very same company they always were with the very worst customer service of any company. If you have another choice for internet in your area take my advise - use them! Even if it's more you will be so happy to not deal with these guys at all!!! They do not deserve the one star this system makes you choose.

Helpful? [Yes](#) | [No](#)

Nope of Bakersfield, CA on March 2, 2016



Be aware that they start throttling Netflix users over time. The customer service is a nightmare, and most of the reps are outsourced. It's sad when you pay decent money monthly and yet they have the nerve to start throttling back your speed. I am cancelling as soon as I find another isp. Don't waste your time, this company and its service is garbage.

Helpful? [Yes](#) | [No](#)

Ryan of West Salem, WI on March 1, 2016



I live next door to my family. I have 10meg service, my family was promised 10meg service. When I speed test it shows they still on the 3meg service. Call them, get hung up on, was told they don't have time for this, 4+ hours on hold and being transferred just to get a tech out and tell us we lied, and I shouldn't have the 10meg service in the first place, yet they ADVERTISED it to us. They had our address wrong which is a 911 liability. Horrible company, steer clear! They don't care about their customers at all.

Helpful? [Yes](#) | [No](#)

David A of Littleton, CO on March 1, 2016



Signed a contract with CenturyLink with a fixed rate for the length of the contract. Now, 6 months later, I get a notice my rates are going up. I could cancel my contract, but I would pay a penalty. What a scam. Who else has this happened to? Customer service basically said "oh well, that's just the way it is". Who else got this notice? I'm guessing thousands. I'm thinking a class action lawsuit might be in order. Let your voice be heard people! Honor your contract CenturyLink!

Helpful? [Yes](#) | [No](#)

M. of Grants Pass, OR on Feb. 29, 2016



We continue to tell the caller that the account was properly closed. We should not have to produce some kind of record or trail of events. It is clear when it happened and that the bills were paid up to closing the account. Centurylink has failed internally to close the account. They can easily see the bills were always paid and there is no outstanding bill. I might believe we did something wrong but after closing this business and making many other changes I find that there has been few if any companies who get changes correct. There has been constant followup across the board. I don't have order number because I could not understand the caller and after asking her to repeat it I just said "o.k."



Bobby of Ben Wheeler, TX on Feb. 29, 2016



I live in a rural area. For months now we have had horrid internet service. Speeds are often slow but that is not the worse part. The connection just drops every so often. Some days it is much worse than others, but it is dropping here and there basically every day. I try to work from home using RDP to connect to servers about 1000 miles away. RDP takes very little bandwidth and it can take short drops in service without losing the connection. But a 5 minute drop in internet service is plenty to cause my server connections to totally reset. When it happens a several times before noon, I may as well go read a book. Work just can not happen in that environment. I call CenturyLink and get the same song and dance every time. It must be my modem or my wiring or some such nonsense. They'll send out a tech mañana. Last time he never showed up. They just closed the ticket. I talk to others in the neighborhood and they are seeing the same thing.

Helpful? [Yes](#) | [No](#)

Valarie of Yuma, AZ on Feb. 29, 2016



I received a collection notice yesterday for a service that was disconnected last June. I've talked with numerous people, CenturyLink sent me a final bill AND the REFUND they owed me, yet in November I received a call saying they were going to send us to collections. I spoke with numerous people at that point and was ASSURED they corrected the problem. Now here I sit with a collection letter. I have spent hours dealing with this issue with no resolution. I'm now worried that their incompetence is going to impact my credit!

Helpful? [Yes](#) | [No](#)

Danna of Mesa, AZ on Feb. 28, 2016



Not worth one star. Not getting into specifics but I was promised service a certain rate and was lied to about the rate. CenturyLink will not honor what I was promised and stated they will charge me a huge fee to cancel. Their customer service is a joke. It takes hours to get someone on the phone or on chat. I was literally hung up on and transferred 6 times the last time I called. I chose Centurylink over Cox because of price. Now I'm so sorry that happened. Cox is more expensive but well worth it because they do not lie and they have excellent customer service and would never hang up on a customer. CenturyLink sucks and I wish this company and its employees would be held accountable for their actions. What they do is criminal.

Helpful? [Yes](#) | [No](#)

Peter of Stevenson, WA on Feb. 27, 2016



Would you give thieves a key and access to your house? So why do people give CenturyLink access to their bank accounts using "AutoPay"? The problem here started when CenturyLink did not email me bills as they promised in the contract. CenturyLink also did not email or call me concerning late notices as they promised in the contract and they kept adding \$15 each month for late fee. Finally after 5 months I got a notice in the email with a bill over \$300 just for internet.

I did reach a settlement last week with the Billing Department speaking with Connie. She said she would remove all late fees and credit me the discount retroactive to the start of my service with CenturyLink. In return, I was to sign up with AutoPay. She was careful to write a note on my account to explain the settlement. I performed as promised, yes indeed I signed up for AutoPay. CenturyLink then removed the note that Connie wrote as soon as CenturyLink had access to my bank account. This was yet another CenturyLink mistake... this is a very dishonest and corrupt company.

I have had no choice but to cancel my card so CenturyLink has no access to my bank account. If CenturyLink is interested in getting payment for this account, I suggest CenturyLink honors their settlement I made with Connie in CenturyLink Billing. Otherwise, we can make this a very long and

company... they are stealing from their customers. Nobody seems to care much except the few people that post here. I reported a complaint with the State of Washington Attorney General. I suggest everybody else do the same in their state and take this company to the cleaners.

Helpful? [Yes](#) | [No](#)



William of Tallahassee, FL on Feb. 27, 2016



We have been customers of CenturyLink and their predecessor companies for 20 years off and on. I subscribed to CenturyLink internet service for my handicapped child who loves to search on Google Earth. He does not talk. Other than that I don't need the service. I have internet on my phone. Our first bill was \$53 with taxes about \$60/month. This has slowly crept up to be over \$80.00. Even Comcast is cheaper at \$49 plus tax. A Verizon air card beats that at \$50. The service is spotty at times going off and on. Two subcontractor techs that were sent out told us that the speed could not reach the speed we paid for unless miles of old lines were replaced. Nevertheless we kept the service due to the special needs child.

A call to CenturyLink rep Thomas asking for some adjustment on the monthly charge was met with what at times was a nasty response. Call center rep Thomas ** threatened me during the Feb 27 call with their legal department if I told the truth on CenturyLink saying it would be slander. Well

that's rotten customer service. I have always tried to give CenturyLink the benefit of the doubt on service issues because we all benefit from more competitors. CenturyLink let me down.

Helpful? [Yes](#) | [No](#)



David of Spring Lake, NC on Feb. 27, 2016



I have been working for 2 months trying to adjust my service. If I get a rep on the phone, they put me on hold to check my account, and never come back. They do ask for a phone number to call back, but never do. Not all reps are overseas, but they might as well be. We don't need the level of service we have, but they don't want to adjust that. Help.

Helpful? [Yes](#) | [No](#)



Timothy of Crestview, FL on Feb. 27, 2016



After a year of great service, my internet went down one night. I called customer support and they were extremely helpful. I was mistakenly giving them a payment confirmation number instead of my account number and they were able to recognize this and help resolve my outage. Given that they solved my one yearly problem quickly and were very patient with me in doing so, I feel that they've earned a five star review.

Helpful? [Yes](#) | [No](#)



Ezra of Phoenix, AZ on Feb. 27, 2016



I think your internet is pure trash and sucks. I tried to go on Netflix and watch shows and after 8 attempts it never worked. So here I am watching a movie on my low quality TV, thanks so much crappy CenturyLink. YOU MAKE MY LIFE MISERABLE.

Helpful? [Yes](#) | [No](#)



James of Phoenix, AZ on Feb. 26, 2016



This company is a joke. Worst internet speed out there. Customer service is horrible. I discontinued service 1 year ago. All of a sudden I get a notice from a credit agency saying I am in collections for a modem I did not return. Well I did return it the day I quit service. I am trying to refinance my home now and this joke scam company may ruin my options. If you don't believe just check all the other ratings and the fabulous 1 star rating this company deserves.

Helpful? [Yes](#) | [No](#)



Nathan of Denver, CO on Feb. 26, 2016



My apartment complex is right downtown in LODO and I lived there for two years. The place is only wired for Centurylink DSL and it's an awful experience. Not CenturyLink fault totally. Here is where CenturyLink is at fault. Their customer service and sales people are too loose with the truth. When I asked what speed I could get at my apartment location they quoted me something not available. The CenturyLink tech came out twice and said they made a mistake. Ok great start, but we got it settled - has to accept a slower speed DSL. Fine. Then due to wiring in the building - remember I can see the CenturyLink tower from my window... The speed of the package was only 50% what they said it was, I said fine!

Then the DSL kept going off and on - CenturyLink blamed it on the wiring. Ok I get it. But their customer service kept pushing me to upgrade to faster if I wanted it faster. Again the loop continues where they say they can make the DSL speed go to a speed that their technician who comes says they cannot. Meanwhile I'm in the middle. So after 2 years of just accepting that CenturyLink DSL is not good in my apartment complex. I find a new home and cancel my DSL. Centurylink customer service tells me that I can drop my modem off at an office location and specifically tells me "To get a receipt because if the modem gets lost then you will have proof you dropped it off." I'm asking the CSR to just allow me to ship it. This is where it gets really good.

I reluctantly pack up my modem and walk to the location the CSR gave me with my modem. As soon as I walk in the two guys behind the counter hand me a shipping label coldly and say they can't take the modem. I explained that I literally was told to come down. One of the two CenturyLink sales guys says "No. You heard wrong." The other says "No. What she said was to come get a shipping label."

Wait wait - I know what I heard. I argued for a shipping label but the CSR on the phone said to turn the modem in! And now these two CenturyLink employees are disrespectfully telling me what I heard, and they said to submit a complaint with CenturyLink. I called CenturyLink back and I got out on hold and decided to just give up. I'm now going to walk to the UPS store with my CenturyLink modem and will never do any business with CenturyLink. Look, technical issues happen. I can understand. But customer service giving conflicting and misleading info is just unacceptable.

Helpful? [Yes](#) | [No](#)



Dan of Council Bluffs, IA on Feb. 26, 2016



I have been a customer with CenturyLink for just over a year. On 02/02/2016, I contacted the Loyalty department to see what kind of deals were available for current customers. After being on hold for 39 minutes, I was finally able to talk to a couple of different reps. After negotiating with them for several minutes, I was able to agree on a rate about \$80.00 for basic internet and Essential Prism (near bottom tier for both). When I received my statement recently, I contacted them to tell them my rates were even higher than the previous months of service. I also informed them that I had agreed to a lower rate after speaking with one of his colleagues a few weeks ago. I also told him that I had confirmation numbers from both the internet rep and the Prism rep. The rep said he saw where the discounts were talked about. He said the internet price was fine, but he wasn't going to give me the Prism rate because he felt that it was too low.

I told him that was the rate that was agreed upon during my last call. He still refused to give me the price that was quoted. He offered to transfer me to Financial Assistance to help with my bill. I told him, "You're not listening! I don't need financial assistance, I want the rate that was quoted to me. Your colleague specifically told me \$78.00 out the door (his words) with some taxes included." The rep said that he didn't care what was told to me, he's not giving that price. He asked again if I wanted to speak to Financial Assistance. I hung up on him.

Helpful? [Yes](#) | [No](#)



Philip of Kirkland, WA on Feb. 26, 2016



DirecTV account at our beach home. They indicated that billings would come from them and that I would save \$5 per month. (Hardly worth the effort). Last fall, I called Centurylink to put our TV Service on Vacation mode for 6 months until we returned in the Spring. They told me fine. I just returned to my main residence last night and sat down to pay bills. I noticed 3 bills from CenturyLink still had charges for DirecTV. My bills are auto pay, so had been charged to a credit card. I called CenturyLink and spoke with a representative who told me that I had put TV service on hold on October 17. He then said that DirecTV had continue to bill for the service. He then conferenced on a person from DirecTV who said that the service had been put on vacation mode on September 28.

The 2 of them went back and forth and then another DirecTV rep got on the phone and said that CenturyLink had no right to put the DirecTV service on vacation mode and that I needed to do that. I explained that the relationship between DirecTV and Centurylink was between them and not me. I had no say in the deal. Finally DirecTV put a supervisor on the line and she told me that DirecTV service can only be changed by the consumer. Since I had no way to determine if she was right I asked for her name. She refused to give me her last name. She said her employee number was **. I asked her for a copy of the agreement between DirecTV and Centurylink so I could see what of my rights had been affected. She refused. I asked her if our conversations was being recorded and she said yes. I asked for a copy and again she refused.

The Centurylink person, still had his phone on according to Latoya from DirecTV, but did not speak to the situation. I then called Centurylink back and spoke with Derrick. He told me that they do not suspend DirecTV service. I told him that his person said otherwise and Derrick told me the other person was mistaken. He then told me that there was nothing they could do about the \$127 per month I had been charged for 4 month. I asked him to put his supervisor on the phone so I could discuss with him or her. He said he would, but after being on hold for 20 plus minutes I finally hung up. I now see many others have been treated the same way by Centurylink and hope that those who give them monopoly licenses take them away and that we customers take our business elsewhere. Hopefully they will go the way of AOL because of their greed!!

Helpful? [Yes](#) | [No](#)



Mark of Littleton, CO on Feb. 25, 2016



Last week we had our Internet connection to our office here in Denver Colorado disconnected by CenturyLink because we were trying to migrate our secondary fax line over to a cloud based fax service. Instead of simply migrating our secondary line over, they claimed that this was our primary line (we've been using this line as "line 2" and our secondary line for five years now) and simply disconnected our line which apparently was connected to our Internet service. No advance warning, courtesy call, inquiry about why we would disconnect our Internet line - nothing. Just no Internet and phone line when we arrive to the office one morning.

As CenturyLink has done many times in the past with us when there are problems, their M.O. is to blame the customer. Which they of course did. Said that this was all our fault for setting up this fax service and we should have known that our Internet would be disconnected. Of course then we had to place an entirely new order for Internet service and they could not make this happen until five days later. They could have cared less that we are a business completely dependent on our Internet connection to survive and this outage would cost us quite a bit of lost revenue.

Spoke with the call center supervisor "Joe" (***) and this person could not have been more rude, arrogant and dismissive. He flatly told us that there was nothing they could do to expedite our "installation" (even though they were the ones who disconnected our service without our consent). Finally got through to "Hayden" and his supervisor "Scott" who told us they would schedule an emergency install service the next day (a Saturday). I came to the office and waited almost all day Saturday and, of course no one showed up. Called again and was told that "their customer service center was closed on Saturday" nothing they could do. We then contacted them again on Monday and they said they would try and get here on Monday, but never showed up.

Finally on Tuesday a tech showed up, but we had to continuously show him that either line 1 or line two was not working, this took almost the entire day. The tech was polite but barely able to get us up and running again. Prior to this nearly every call to their customer service call center was met with either an impolite or inept person capable of doing nothing to help our situation. Unfortunately we are stuck with CenturyLink in this office complex or we would drop their service as fast as possible. Terrible service and customer service. Would not recommend them to my worst enemy.

Helpful? [Yes](#) | [No](#)



Joseph of Caldwell, ID on Feb. 24, 2016



We just called on Monday Feb. 22 for new internet line. Was told it will be done on Feb. 24th 3 pm. After 3 pm I called to find out what happen. No one show up for setup. I was on phone 43 minutes. Spoke to 6 peoples. At the end special service person try to talk to me. 2 second she hang up phone on me. I just had question why schedule was changed and I did not get informed? And that ow my end of got ruined. Thank you CenturyLink. I am another pissed off customer.



e of Portland, OR on Feb. 24, 2016



I have been a long time customer, 16 years to be exact, and there have been some hiccups in the past but the last 3-4 months have been worst! I spent hours and hours on the phone with them (their customer service is absolutely the worst I have encountered) trying to correct a mistake that one of the customer service representatives created and never got anywhere with it - it just got worse and worse until I finally had no option but to cancel my services and move to Comcast. Their so-called "promotions" turned out to be extra services and charges that they added on my account without my approval.

They said that they record every conversation but somehow they could not locate the records of my calls. Fortunately for me, I recorded every conversation as soon as I noticed that the issue wasn't going to go away that easily, and have it ready for publishing, and I am willing to pay whatever it costs to get the truth out, in case if they try to go to a debt collector. I wish I could get the hours back that I spent on the phone with these inconsiderate individuals. Terrible experience and complete disregard for a customer of 16 years.

Helpful? [Yes](#) [No](#)

Pingyi of Belle Mead, NJ on Feb. 23, 2016



I am Comcast customer for internet service. I am not a CenturyLink customer for internet for a single day. CenturyLink send monthly bills with fraud internet services and equipments that ever exist. Customer services are cheating and helpless. I called and mailed many times to close my internet account from the first month since the account was ever created. CenturyLink just ignored and continues harnessing monthly bills.

Helpful? [Yes](#) [No](#)

William of Clermont, FL on Feb. 23, 2016



I have been a loyal customer of CenturyLink for almost 2 years. I always paid my bill on time, even though they have raised my rate twice and the internet has gone out several times. This last time it went out, it cost me valuable time, so I decided to change companies. I was told by the customer service person that I would have to pay over \$180 to end the contract early. I only have three months left on the contract. I asked why they are holding me to the contract when they can break the contract anytime they want to by raising my rates. She said that I was getting a "loyal customer" discount that had ended after six months and that is why my rate went up.

I asked to speak to a manager and some bubblehead got on the phone and just listened to me but did nothing. I either have to pay \$180 or keep their lousy service for three more months. This is the worst customer service I have ever encountered. I would never get anything from them again and I will make sure everyone I know knows how they treated me.

Helpful? [Yes](#) [No](#)

BARBARA of Rock Falls, IL on Feb. 23, 2016



Since 12/31/16 I have had to call tech support 6 times and have had a technician in my home twice. My computers would say we were connected to the internet but if you tried to go to a website it would say we weren't connected. The techs had me reboot the system each time so I was automatically doing this before I called in to let them know it didn't work. Calls lasted 20 to 30 minutes each time and they would always say nothing was wrong. One tech said it was my equipment and I needed to take it to Staples and have them reconfigured. This would have been 2 laptops, 2 tablets, & 2 iPhones. I told him it was illogical that all 6 items would be the problem but he insisted it was. They never got my service to work. I actually discovered if I rebooted and reinstalled their service it would work for a week or so.

First tech said the line wasn't a direct feed to our line so he corrected that. It worked and then went out about 8 hours later. On my 6th call I told them they either fixed it or let me out of the contract cause I was using my iPhone data for the internet and paying CenturyLink for non-service. She finally

days away. They did call me the next day and say someone could come now but I wasn't home. The tech arrived late. No phone call telling me that. He checked all lines and agreed it was the modem. He said they have problems all the time with the model of modem I had and that the techs don't install them anymore because of it.

He said that if they ship the modem to you for the customer to install that is the model they ship cause they have a warehouse full that they are trying to get rid of before using the newer models. Both techs have said they repeatedly tell them that a tech should install the device for new customers cause then they can check the lines for compatibility and set up the modem correctly. They said their suggestion are ignored. Also the speed on the internet is so slow that we can't watch On Demand because it isn't fast enough to stream movies. As soon as our contract is up we are cancelling and going back to cable because it is faster speed.

Helpful? [Yes](#) | [No](#)



ROBBIE of Crawfordville, FL on Feb. 23, 2016



I signed with CenturyLink while living in an apartment. I then moved to a house and with maximum effort, I had my services with CenturyLink moved to my new home (3/15). On 1/17/16, I received a form letter stating that I was receiving services for which I was not paying and that if I did not discontinue the services, my bill would increase, for cost of the service. The letter did not mention WHAT these services were. I immediately called the phone # on the letter and after being routed all over the world, finally talked to a man who stated unequivocally, that I only would see a \$9.99 charge added to my bill for a "set-top box" that they neglected to bill for.

I was paying \$115.00 per month so this would bring my bill to \$124.99. He kept assuring me that this would be all. Three weeks later, I checked my account and the upcoming bill being sent out to me next was for \$175.00, much more than I was assured it would be. I, again, immediately called and after being routed around, spent another hour and a half, trying to find the problem. THIS time, I was told I was receiving the PREMIUM PACKAGE, which I never ordered nor was I aware I had the higher channels. I watch only a few programs and they are on AMC and History and Discovery and then the local channels. I only ordered the standard package.

They insisted that I had been getting these channels since I moved (not my fault) and that they could not remove the current charge of \$175.00 (falsehood). I finally convinced him to cut the bill and he said all he could discount was \$30.00 leaving a bill of \$145.00. And then he told me my standard package was now going up from \$79.00 per month to \$120.00, here is where I really got upset. They can charge whatever, to whoever, whenever they please. That is their way of getting their "lost" money back. I am total infuriated and will leave CenturyLink and never go back, on principle and their lack of honoring loyal customers (never late paying, etc.). Also I am copying this review and pasting to my Instagram, Twitter, LinkedIn, Facebook accounts. I am also planning on having my sons make a video for Snapfish and Youtube world needs to know... Anyway cable is on the way out and satellite is the way to go, moving forward.

Helpful? [Yes](#) | [No](#)



james of Lorain, OH on Feb. 23, 2016



I was looking for internet providers in my area and called CenturyLink for prices. After talking with customer service I decided not to go with service with them and ended the call. About 1 week later I get a modem in the mail from CenturyLink and a bill for \$255.96. I send back the modem and called customer service on October 29, 2015 and told them I did not order service with them and ask that they take the charges off and they agreed. I get another bill on December 16, 2015 for \$ 55.44. Once again called back, they would take care of it. By the way this was the old acct #**.

In feb 17, 2016 my family decided to try CenturyLink for service again. I went online, filled out application, gave me a new acct # ** and was suppose to come out and activate my service on feb 25, 2016. I get a email about 1 hour later. It says they cannot give me any service because I owe them from a past bill and if I pay \$55.44 they will give me service. Now I just paid \$50.00 deposit and a 1 time charge of \$15.00 on this new account that I wanted. I called customer service again on sat 20, 2016. After being on the phone for 45 min he says he can't help me, gives me another phone # to call 18778093790 on Monday because they are closed. I call on Monday. I got passed around between 4 different reps who kept saying wrong department. They can't help me. The last person I got on the phone told me to go to 30 day.century.com fill out application for refund. The worst customer service I have ever seen.

Helpful? [Yes](#) | [No](#)



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Consumer Complaints and Reviews



Paul of S.L.C., UT on Feb. 23, 2016



I recently ordered CenturyLink's high speed internet. I was told it was 29.99 a month, with a 75.00 deposit. The deposit required a credit card which I am always reluctant to give. Based on my exp. they start taking liberties with your money. Well, they did not disappoint, the first bill was 88.00! I was furious! So I call them, they said it was a one time fee this, a one time fee that. So I again reluctantly sent the 88.00 when I was assured that the next bill would be 40.83, 299.99 for internet and 9.99 to rent modem. I thought the issue was settled. The following month I get a 55.00 bill! I am a disabled vet on a fixed income, health is bad and I took the route of least resistance, and like a dummy sent the 55.00 hoping we could get back to our original agreement.

The following month (last month) they send a 69.99 bill! As incredible as it sounds yes, the bill is almost double what I agreed too. So I put my foot down and send them 40.83 as per our agreement. Today I get a threatening letter saying I owe 70.00 and blah, blah, going to shut it off. So I establish a chat box to discuss this. I repeated what I have said above. The customer service rep said it had to be auto pay! Do you see the catch 22 here? If I go auto pay they just arbitrarily take out what they want! That is why I cancelled my credit card originally to keep them from stealing money. Also I was told because I ordered from internet, eligible for internet price that auto pay was not required.

Being on a fixed income I have to know EXACTLY what my bill is every month. So the customer service rep hung up on me! That's how this criminal business handles complaints due to their shady business practices. It's time I go to V.A., family, friends and let them know how CenturyLink does business, and I'm switching providers.

Helpful? [Yes](#) | [No](#)



Richard of Cape Coral, FL on Feb. 22, 2016



Two people came door to door selling CenturyLink. We agreed on internet and basic tv. The cost was to be \$77 and drop to \$67 after auto pay was set up. After the second billing I'm paying \$104. Finally dropped the tv to internet only, which cost me \$200 because I change the deal. These people are not very nice.

Helpful? [Yes](#) | [No](#)



Stewart of Santa Fe, NM on Feb. 22, 2016



If I could give CenturyLink a negative rating, I would give it negative five stars, the opposite of a positive five star rating. It is scandalous that CenturyLink only offers less than 12 Mbps in my neighborhood ON A GOOD DAY. Yet they keep adding users in my neighborhood of Arroyo Hondo just east of Santa Fe. So by the evening downloading anything from Netflix is a joke. This is a utility which is NOT providing service it has been contracted to provide. If it were selling heat and only provided a quarter of what every other utility provides, it would have to spend some real money to crank up the heat. It is a disgrace and probably criminal that this worthless landline provider cannot deliver sound and vibrant basic internet.

Helpful? [Yes](#) | [No](#)



Jessica of Park City, UT on Feb. 20, 2016



This company is a joke. I have not even been with them for more than 2 months and am already so angry with their service. I signed up for a \$50 monthly payment plan and they keep adding other fees onto my billing. My first payment was \$124 and now they are telling me my second payment is \$81. This is absolutely ridiculous. Every time I try to call and get a hold of someone they all are giving me different answers. I usually try not to blame the person on the phone because usually they are not at fault, the company is. But I am starting to rethink that. Never go to CenturyLink. They are horrible.

Helpful? [Yes](#) | [No](#)



C. H. of The Villages, FL on Feb. 20, 2016



When I called CenturyLink on August 5, 2015 to set up services, it was because my friend referred me. During this initial call, I was told that I would receive a \$200 gift card (which I did) and that my referring friend would receive a \$100 credit on her monthly statement. It is now 2-20-16 & although numerous calls were made, both of us got bounced around with no results. Finally I got this email address from a CenturyLink representative: centurylinkrewards@bridgevine.com. I have sent two emails + a letter to the corporate office with no results. I did get a message from this email

account saying that each of us would get a \$50 account credit. The problem is they had the wrong names and no credits were issued. It has been incredibly time consuming & frustrating. I am embarrassed that my friend never got her referral reward. I don't know what else to do, but I am NOT giving up. Has anybody had a similar experience?

Helpful? [Yes](#) | [No](#)

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Ritchie of Las Vegas, NV on Feb. 20, 2016



Four months ago, I called to setup a bundle account with them and had been told they will charge \$61 including internet and prism +TV for the 1st year. And the price will go up \$110. When the technician came out, he installed the equipment and I provided my personal debit card to pay for the installation and equipment. I also asked a technician if this was a good deal, I will sign up for two years to keep this price. A month later, I received a bill for \$242.00 and I called to 3 different location and was put on hold for 1 hour 45 minutes when I told them I will complain to consumer protection if this problem can't be solved and they hung up the phone after long hours of waiting.

the same, their final solution was hung up the phone. I just want to pay my bill correctly and get internet backs online and they told me I am still owe \$750.00 which make me really upset and want to talk to someone who can solve this matter. AGAIN, THEY HUNG UP.

CENTURY IS SUCK AND SCAM. People should be careful for their advertisement on promotion. Oh by the way, my debit card was end up paying for another services of CenturyLink in another State such as Kansas and Florida and money was withdrew by CenturyLink and DirecTV. When I called CenturyLink, they told me I still owed \$750. NO ONE FROM THEIR COMPANY STILL WANT TO SOLVE MY PROBLEM. If anyone takes an action lawsuit, please tell me how to join you. Thank you very much.

Helpful? [Yes](#) | [No](#)



Bill of Peoria, AZ on Feb. 19, 2016



We had been a CenturyLink customer for 2 years when we decided to relocate our business about a mile down the road. I contacted my CenturyLink customer service rep and discussed this move. He assured me that all would be fine and it was an easy move. We moved on Jan. 20, 2016. CenturyLink had plenty of notice and we made the move at the end of the day on Jan. 20. We are a real estate brokerage with 47 agents. At

the end of the day on Jan. 20 our phones did not work and our internet was up and down. I called my service rep for the next 10 days and I wrote him emails with no response from him at all.

Finally I got someone to help. They did not port over our numbers correctly. It took till Feb. 9th to get our 6 lines up and our internet stable. Management at CenturyLink was terrible. I have tried to contact upper management with no luck. How they can treat customers like this is beyond me. If I put all of the details here of what happened it would be a book. The end result is it took 3 weeks to get our phones up and our internet stable and we were an existing customer. Their customer service is the worst I have ever experienced.

Helpful? [Yes](#) | [No](#)



Cyndi of Longmont, CO on Feb. 19, 2016



They have the absolute worse customer service. I called to cancel my service and had to talk to 8 people to get that done and the one rep Lashawndra, yeah I took down names, should be fired. I don't understand how this person has a job, refused to transfer me to a supervisor, talked over me, argue with me and in the end hung up on me. I will never have CenturyLink as a internet provider if they were the last provider on the planet. Just awful.

Helpful? [Yes](#) | [No](#)



Veronika of Las Vegas, NV on Feb. 18, 2016



I was sold internet service for \$34.99 per month. This company failed to mention there was a \$22.00 line charge. They installed their product in October and then failed to bill me. In February I received an email saying that I owed them \$416.37. This included numerous late charges. According to customer service department, finance disputes department and the retention department, it is the customer's responsibility to inquire about their bill if they don't receive one. For that reason, I have no complaint regarding the late fees or the fact that for 5 months I was charged nearly double the amount I agreed to pay. This company has a scam going on. It's a bait and switch scam and the customer apparently has zero recourse.

Helpful? [Yes](#) | [No](#)



David of Arp, TX on Feb. 18, 2016



I had signed up for a year contract in January of 2015. Just two months later in March of 2015. I was moving. I called to cancel my service and was

days ago, I received a bill forwarded to me from CenturyLink. Apparently I have been using their services for the last year. I also owe them nearly 400 dollars. After a 30min conversation with Billing, I am told that I did not cancel "fully" even though the services were not being used. So I have a 400 dollar bill, for something I was not using, nor was I even a residence at the location, heck I don't think the house even had power after March when I moved out. They don't have record of the phone call for cancellation, so I am a liar, and I owe all this money.

I should have know this was going to happen however, things were from the start terrible but I had no other provider in the area to switch to, so I stayed with them even after they hooked up my internet to an empty lot, and it took them 2 weeks to fix this issue even after I called them day one. And they made me out to be an imbecile that didn't know how to connect to the internet. I had to call them 10-20 times over for the internet connection to be fixed. They would send their "engineers" usually within a week. They said they knew there was an issue with the system and a part had to be ordered in, estimated time, get ready - 6 weeks. Yes, 6 weeks of dial-up internet for the low price of 70 dollars a month. I did get a 30 dollar credit. Like that really makes up for the 140 you charged the last 2 months.

Not receiving my discount. Yes I was told over the phone I had to mail in a written letter to receive credits towards my account for the bad hookup and the poor service. I cancelled all my accounts, water, electricity, and internet on the same day. However they do not have record of this. Basically all the other companies figured out that someone saying, "I am not in need of your services anymore" means that I am terminating them. CenturyLink thought he wants to pay another year. Maintenance on their online site and phone system made it near impossible to contact them.

Just now I finished talking to a nice associate for some 30mins pleading my case, the site went down, and she even confirmed that she couldn't pay my bill due to issues. CenturyLink is a fraudulent company, that preys on smaller towns. You have no other options and they squeeze you for every dollar with poor services. I hope they come under some new management. I've already been robbed, hopefully you can avoid this heartache.

Helpful? [Yes](#) [No](#)



John of The Villages, FL on Feb. 18, 2016



Wireless setup boxes require constant rebooting. They lose their connection almost daily. The pictures freezes on the TV. Sound sometimes goes mute. DVR cancels recordings, loses programs and freezes. Technicians come out replace a component and nothing changes. Call tech support and they "reset" the system but no improvement. No follow-up. No analysis of their system as to why there are problem.

Helpful? [Yes](#) [No](#)



Albert of Tempe, AZ on Feb. 17, 2016



CenturyLink is simply a criminal organization. On their modem lease, they originally said it would be a lease to own after one year and now four years later, after I've been paying on the bill and (yes I should have checked but believed them) they have been charging the modem lease every month for an extra 360 dollars in charges (10/month) and when I complained about it, they said, "You can buy the modem for 100 right now" and I said, "Just credit me the 260 and let's call it even," but they insisted I had to pay for it. So essentially I'm paying 500 bucks for a modem. CenturyLink is the worse company on earth. Not only for this but as evidenced by thousands of complaints and a consistent one-star rating. Disgusting people.

Helpful? [Yes](#) [No](#)



P of Las Vegas, NV on Feb. 17, 2016



I'm not even sure where to begin. I had a couple salesmen come to my door selling Prism and it all sounded great so I scheduled the installation for 1/13 to install both Prism TV and Fiber internet. We ended up having to reschedule to a week later which they confirmed, but when we woke up on the day of the original installation date our internet was disabled.

I called CL and they said that the technician was still scheduled to come out which was why the internet was disabled. Beside from the fact that they didn't actually reschedule the order even though they had confirmed, I asked them why they had to disable the internet before the technician arrived and they said it was protocol. I then sat on the phone with CL for two hours trying to troubleshoot my internet and they ended up having to send out a technician who basically said technical support is wrong and they did not have to disable the internet before the technician arrived as that's something they do. Basically, I wasted two hours on the phone with CL and didn't have internet for two days because of CL's mistake which could

By the way, I work from home. The new installation date was scheduled for February 5th, but I had to unfortunately reschedule again because my husband had another last minute business trip. I walked them through the history in order to confirm they wouldn't disable our internet once the installation was rescheduled. They confirmed this. The day the installation was originally scheduled (2/5) the internet was working until 7 pm that night. Because their staff isn't available after 6, we called the next morning. Funny enough, they couldn't find my account after (and I'm not exaggerating) two hours, five phone number attempts and roughly seven reps so I ended up driving to the nearest CL retail store.

They were much more helpful and explained why CL customer service couldn't find my account but ultimately I spent a total of five hours trying to resolve this between customer service and retail. Retail explained that because I was switching to Prism, that's a completely different department and database so when they switched me they created a new account which was not linked to my existing and until the first bill is processed, my account sits in a queue which no one can access... I'm not kidding, that's what they said.

The retail folks couldn't really help much further so I ended up having to call on Monday (so far two days without internet) to try to figure out how to get my internet back up and running. The guy who helped me said that CL ended up marking the 2/5 order as complete around 7 pm which not only disabled my internet but also terminated my original internet subscription so I had to set-up an entirely new internet account. I then had to speak with a supervisor who rescheduled my new installation date for 2/18 and he confirmed he did it correctly and I had nothing to worry about.

Well, the technician called me on 2/17 telling me he was scheduled to come out and install Prism and Fiber that day. At this point, I feel helpless and don't know what to do. If a supervisor can't reschedule an installation correctly, then there's a serious problem. I then called CL and explained everything for the 18th time. The guy I spoke with was very understanding and guaranteed it's now rescheduled for the 25th and he sent me two

emails confirming, but I'm not holding my breath. And on a side note, when I set up that new internet account the rep said the bill would be no more than \$31. The bill came to \$78...

My three major complaints: (1) CL really needs to get their act together when it comes to their infrastructure. If they can't simply reschedule an installation, that's a major issue. This is something that is so incredibly easy that it simply does not make sense as to why I've had so many issues. This is NOT a staff issue; this is a systems/IT issue so they better fix this fast otherwise they are going to lose a lot of customers. (2) A couple of the reps I spoke with were wonderful, but the majority of them were rude, irritable, impatient, indifferent and lack training. There were even a few cases where I had to explain to them how their system worked.

(3) I'm not saying I'm ungrateful as I did get reimbursed \$125, but it was more important to me to have a technician come out on the day they were scheduled. For example, for my installation date of 2/18 I called to complain on 2/17 to see if they could come out on the original date of 2/18 and they said they couldn't accommodate this. But it was their fault? That's one of the major ways they could have resolved this for me.

If I didn't work from home, I would have canceled CL already. The only issue is that would mean moving to Xfinity where I also experienced technical issues, hardware problems and experienced bad customer service. Once there's a third alternative (Google Fiber?) I'm making the switch. If a company like CL can't reschedule correctly or charge their customers the right amount of money, a new problem will arise in the future.

Helpful? [Yes](#) | [No](#)



KT of Denver, CO on Feb. 17, 2016



Dealing with this company has become a nightmare! It started when I moved to another state. I already had an account with them. Before I moved, I contacted them via chat (most convenient option for me) and asked if I could transfer my account to another state rather than start a new one. I was hoping to avoid any activation fees. I was told sure, I could transfer my services from one state to another. No problem. All I had to do was contact their customer service once I got my new address. I was also told that there would be no fees associated with this transfer.

Well I get to Colorado, contact customer service via chat to transfer my account and I'm told it's not possible to do across state lines. I have to start a new one. But, since I was given wrong info before the agent tells me she'll give me a \$50 credit for the installation fee. She breaks down what my new monthly bill will be and it's very reasonable. She then sets up a day and time for the "tech guy" to come do the install. Everything is fine up to this point, I'm still a satisfied customer. After this everything goes downhill.

The tech guy doesn't show up. I call the phone number this time to see what the status is. I end up talking to 5 different people in 5 different departments over the space of an hour and a half and they all tell me the same thing - they don't provide internet service in my area, so no installation. I tell them about the chat I had where I was told I could get service, and they say, "sorry we can't access those. Only chat agents can access previous chat transcripts." What? No sharing of info on the same account? Stupid and very bad customer service. Then I get a call with an automated message that same night asking me to confirm my appointment for tomorrow for the installation! What the hell? So apparently they do provide service in my area!

The tech guy shows up the next day, but for some reason can't complete the install so someone else has to come the next week, two more times, before it's finally done. This is a huge inconvenience because I have to stay home each time to be there when the guy shows up, which could be anytime between 10-2. Then I have to stay there while he does the install which takes several hours each time. It's ironic that this is a

specific. If I talk to someone on chat or phone, there should be a record of that conversation on my account the next time I contact them regardless of which option I chose to contact them! And by the way, even the chat agents say they can't access previous chat transcripts despite what the person on the phone told me. Very shady business practice.

In my opinion this verges on fraud. It's very shady because one agent will promise you something and then they can later claim it never happened because there's no record of it! And then they can flat out refuse to honor their word! How convenient for them. I just got my bill for my new account, and guess what? No \$50 credit as I was initially promised! Big surprise. I tried contacting them via chat again - phone number is closed - and all I got were sales pitches, no answers to my questions, and when I said I wasn't interested in extra services he just told me to call the phone number tomorrow. This is actually the third time in a row this has happened with chat. All sales pitches, no actual help, please call customer care tomorrow.

I hate calling the phone number because I end up on hold for 30 minutes or more, and it uses up all my phone minutes. But it seems I will have to call. It appears their new strategy is to force people to call. Perhaps they think it's easier to bully people over the phone into buying things they don't need, I don't know. Believe it or not, this review is actually the short version of the hell I've gone through with this company over the past month. This doesn't even begin to cover all the problems I had closing my old account at my old address. I would cancel my service with CenturyLink right now if it weren't for the fact that Comcast has worse reviews. It's like the lesser of two evils. However, if I call tomorrow to fix my bill and they won't honor the word of their own agents, I may have to close my account after all and try to find another option.

Helpful? [Yes](#) | [No](#)



Darla of Loveland, CO on Feb. 16, 2016



We were with CenturyLink.net for a long time and never had any issues but the past two months we have been getting spam emails flooding our emails. We moved them to junk mail and unsubscribed to every single one that would come in, it got even more insane sometimes 50-60 spamming emails per day! My husband fought with them over the phone for hours on three different occasions over this, they gave us the email address to forward all the emails to and they would block them from coming through. We did that for days but they were still flooding our emails so spending all that time with CenturyLink trying to fix this problem was nothing but a waste of time!

Our service is being cancelled with them, I wanted it off today but they said first thing in the morning. They did nothing at all to keep us as customers! We've basically been paying for their service to be harassed by scammers and CenturyLink doesn't care we are being spammed hardcore and they also didn't seem to mind to lose a good customer that has always paid on time. I would never recommend this company!!!

Helpful? [Yes](#) | [No](#)



Zachary of Austin, TX on Feb. 16, 2016



When first signing up with Centurylink I was told the bill would be \$89 per month. After receiving the first bill it was for \$400 and I was told that \$89 is not possible and it was actually \$170. They said the closest they could get my bill to was \$103. The next month my bill was \$117 and they said, "Ok, we will credit your bill and sign you up for auto pay so that your bill will now be \$103." The next month the bill was \$120 and they said "Oh you were lied to, you have to sign up for auto pay." and "We now cannot credit your bill."

After 4 months of lies we had to move out of area and were charged a cancellation fee that we never were told we would have to. Then we filed a dispute and we were told they would notify after decision was made. They never notified and instead sent bill to collection for \$500 because they billed a month of service past cancellation. They refuse to give detail notes on our account as well as detailed billing. Every call we have been hung up on and told lies. They refuse to acknowledge what they stated we would get and ignore that they have continuously lied about what we would be charged. They have tried bullying tactics and state we must pay or get a lawyer. Every call we have had they have been rude and completely unwilling to help.

I asked for copies of my notes on the account and she rudely refused and after being told by 3 people at 3 different times that we signed an agreement (that we never received) she stated that we didn't sign anything - "It's a verbal agreement." This just proves that they get caught in lies and then change what they say to try and get out of it. I have filed a complaint with the Florida consumer affairs and am in the process of starting a CLASS ACTION LAWSUIT due to so many people having the same fraudulent experience!

Helpful? [Yes](#) | [No](#)



Marilvn of Shannon, NC on Feb. 16, 2016



I'm not sure what our options are after receiving a threatening phone call that a sheriff's deputy will arrive at our job or our house to serve us with papers concerning a 20 yr. \$300 phone service debt that we were not even aware we owed to Embarq. Now, however, due to interest accrued, processing fees, & court cost it will now be \$3000. Isn't there a 3 yr. statute of limitations in NC for collection of debts? What should be our first step?

Helpful? [Yes](#) [No](#)



Jason of Ocoee, FL on Feb. 16, 2016



From day one with this company my billing has been incorrect from what I was "promised"(sold). They charge way too much, my internet goes down at least once a week, TV constantly freezes, and trying to even call them is a nightmare! I spend over an hour on the phone just waiting to talk to someone who has to talk to someone else to try to help. Endless phone calls and endless time wasted. They locked me into another contract when I told them I don't want another contract (2 more months and I'm free!). I canceled phone because the bill was already expensive and apparently they say I don't have it any more but the techs who come out say I do.

I can't understand the bill for the life of me because it has so many hidden fees. I recently tried to make a payment online and the site wasn't working correctly so the only way I could pay was with a debit card for a fee (I wasn't going to pay) and since I waited one more day to pay it now I will be getting a 30 dollar late fee. When I called today to let them know, I waited 30 min to talk to someone that said they couldn't do anything right now and to call back when I get the bill and try to dispute charges then.

I told her it wasn't my fault and all I got was "sorry." I am sooo sick of this. I reported to FCC about these issues and CenturyLink replied back to them and said everything was fine on their end and I was properly billed for my TV, internet and phone (which I don't have) and it was dropped from there. They are the biggest joke and I wish someone would investigate them. I wish I never signed up and did some research first. Please if you read this don't do this to yourself and if you are already locked in... I feel your pain!

Helpful? [Yes](#) [No](#)



brd of Philadelphia, PA on Feb. 15, 2016



I was scheduled for service in December and the tech was a no show despite calling and confirming twice. In fact at about 3pm I was told the tech would be there in minutes. He arrived weeks later. I wrote a letter to the company and received a form response. I wrote to customer service and I was so angry I wrote to the board of directors. No response.

Today I called about my bill because the amount charged made no sense. After an hour on the phone with a woman who spoke poor English and could not spell Valley Forge and who tried to help but was obviously over her head, I gave up and paid the money although I have no understanding of how this company got to the amount claimed. I GAVE UP. This is the worst company I have ever dealt with. They won. This service is for a home in the outer banks where there are really few options. WITHOUT a doubt a terrible company with a smart business plan - keep you on the phone, exhaust the customer and eventually we will pay... a disgrace.

Helpful? [Yes](#) [No](#)



Diana of Tucson, AZ on Feb. 14, 2016



Called for internet service. Once finished I was offered a promotion for multiple phone features & highest internet speed in my neighborhood for \$10/mo more for three years. I called number given by tech who told me the same thing and I would receive mail regarding features. The man on the phone set it up. Over the next couple of weeks no information arrived. I tried to access my phone account, since it wouldn't acknowledge me I called for help. People in the Philippines answered and they did not understand what I was saying and kept transferring me to another person, who also couldn't help me. I gave up.

Over the course of days I lost many phone calls because the voicemail answered before I could get to the phone. A couple of people trying to call me told me my phone said it was disconnected. I called and complained about the voicemail and requested it be deactivated. After that the non-

feature and told me how to use the other features, and what features I actually received in this promotion, though no one had anything to say about this promotion. I still can't access my on-line account.

Now I just received my telephone/internet bill, which shows \$10 for high speed internet only, the phone features cost around \$20+. I can't tell what is what on the bill. All I know is I'm paying over \$30 more per month I did not agree to, and have to talk to non-English Philippine people about a phone that doesn't work properly and the lack of information for what I'm being billed for.

Helpful? [Yes](#) [No](#)



stephen of Las Vegas, NV on Feb. 13, 2016



I recently canceled service with CenturyLink due to their horrible internet service. I had a bundle of phone (for home alarm system, internet, and Prism TV). After two years of terrible all around service I just had to make a switch from their service. One the home phone that I barely used there was always an echo. That was great for doing conference calls on. I finally gave up on using the phone and started doing the calls from my computer. Prism TV that CenturyLink raves about has horrible channel transition and constantly buffers due to their terrible internet service, and their internet service that was guaranteed to be 15mb never had latency less than 80ms during a speed test. The average latency was generally around 100ms. For those that don't know, that sucks. When I finally cancelled I received a bill that was \$34 more than my normal bill. I was told that was because my internet special ended after 23 months of a 24 month agreement.

Yeah, that makes sense. When I dug a little deeper into the bill it seems that CenturyLink bills a month in advance so they wanted me to pay \$201 for services I no longer had!? When I asked the rep what he would do, he said he would just pay it so that I wouldn't incur a late fee. A late fee on services I didn't even have. I asked to be escalated to a manager because paying over \$200 for something I didn't even have didn't make sense to me and she then told me she would waive the late fee, for the services I cancelled, and then they would issue me a check for the money they owed me. It seems not only did I not owe them \$201 they in fact owed me money for services since I cancelled mid billing cycle. I am just completely confused how CenturyLink even stays in business with customer service like this. This is only one of the many issues I had faced over my time with CenturyLink. I really wish I could give them zero stars. They are horrible.

Helpful? [Yes](#) [No](#)



Shawn of Columbia, MO on Feb. 12, 2016



My service was sched. to be installed Jan 9th. January 8th I cancelled my installation. January 17th I received a bill for services. I called to inquire about how I had a bill if I had no installation of the equipment it takes to utilize the services. The VERY RUDE customer service only suggested I go online and figure it out! When I then asked about my DEPOSIT of \$200 he said, "bye" and hung up. I have spoken to many more rude CUSTOMER SERVICE workers to ask about my deposit only to be getting the runaround. I've been given dates my reimbursement would be mailed only to call after that time only to find check hasn't even been printed. Here I am over a month later and still no deposit reimbursement!

Helpful? [Yes](#) [No](#)



Cory of Aurora, CO on Feb. 12, 2016



Was promised 40 meg service when I ordered. On delivery day the service I got was 10 meg. Next I took the equipment back to the CenturyLink Store. Now 5 months later I get a phone call saying I owe \$104 because the equipment was never returned. There is no way to prove that I returned the equipment on my part so I ate the \$104 bill. Be warned, they lie about their service.

Helpful? [Yes](#) [No](#)



Candace of Hickory, NC on Feb. 10, 2016



issues, issues, issues. Called to get up internet and after it was set up no one could give me my account number or confirmation number. That's when all hell broke loose. When you give your social and debit card number to pay for anything in return a confirmation and/or receipt should be given immediately after, correct? I was told AFTER given my information to the representative and order was completed that it may take 24 to 48 hours before confirmation is sent by email. That's not going to work for me. If this was told to me at the beginning I would of never signed up.

So to try and keep cool I thought that maybe if they provide me my account number that it would suffice. No one and I mean no one could give me my account number. I was connected to Customer Care and they said they couldn't even see my. By then I was beyond uncomfortable. Customer service sucks. They don't know how to talk to you and on top of that they get nasty as soon as you ask them a question or catch them in a lie. I was told I would get 3.0 and I get 1.5. What am I suppose to do with that? So I canceled services before hooking anything up. When I call to get a return label of course again no one could find my account. I called 2 times. Both calls took roughly an hour to resolve.

What puts the icing on the cake, you ask. I didn't want DSL and that's what they set me up with. I use to work for a major internet company and asked all the right questions, and these people still lied. Still waiting on my return label so I can get my deposit back. The customer service was horrible they are rude and disrespectful. Every agent I spoke to complained about their headsets. I called 3 times in one day. On 2 of the calls there was a bunch of static. No it was not on my end because I had spoken to several people that day, and while waiting the music would go in and out as if someone was trying to find the right radio station. I wouldn't recommend them to anyone.

Helpful? [Yes](#) | [No](#)



Fazal of Centennial, CO on Feb. 10, 2016



Buyer be aware if you signed up for 20 meg service then you will NOT get that speed if you have Prism. That I learnt the hard way. My prism, that I never wanted at first place but agreed for PRISM only because it's the only option to get good rate. I was only after internet. I found out during phone conversation after 9 months of service with tech customer rep that my PRISM has 3 dedicated streams, 4 meg each, 12 meg total, dedicated to PRISM. I can't use that 12 meg for my non-prism internet usage. I am locked into one year contract and no one is understanding my point that I was not informed completely about this setup and I can't cancel it without paying \$200. Best way to find out your actual speed is Speedtest. The internet speed on modem shows full speed but the speed that actually goes to your device is full speed minus the PRISM usage. Please someone sue this company.

Helpful? [Yes](#) | [No](#)



Maribel of Eastsound, WA on Feb. 10, 2016



Been with CenturyLink for over 10 years. Moved to new location. Had service set up at a new location on Jan 7th. My phone worked but not my internet. Called and let them know. They tried to fix it over the phone but failed. Finally a technician came out on Jan 21st and fixed the issue. Called CenturyLink to get reimbursement by 2 different CenturyLink workers I was told I would get it. When I called Today, they have no notes of it and refuse to reimburse me for my days without internet and insist Internet had been working fine the whole time. They are charging me my full bill like nothing ever happen. They are charging me almost 15 days I had no service.

Helpful? [Yes](#) | [No](#)



john of Ridgeway, VA on Feb. 9, 2016



On the average. On or about 1 month to 2 months I lose phone service at my residence. I am the only phone subscriber on my road which is approx 1/2 mile and extends another 1/2 mile on a private rd. MY 1 and only neighbor does not have phone service from CenturyLink who is the only provider in the Ridgeway area, unless you want to go satellite. They use a satellite system which I can't afford.

However, why is it I can't keep phone service consistently at my residence for more than 2 months at a time before I have to call in a repair ticket? Is it because I don't exist on this mile long private road with only 1 phone subscriber on it? There are 2 pedestals out on the private rd. that I have told them about that do not have a cover on one and another in disrepair that I set up and supported which is on my property. I have told CenturyLink about the situation with no response for over 2 yrs now. Why don't they maintain equipment on a private rd. which has clear and ease of access? I am FED UP.



Pj of Thornton, CO on Feb. 9, 2016



Called, ordered Internet, get the equipment and it's to a phone line and my apt does not have a connection anywhere near the computer so have to call and cancel service. They tell me to mail in the equipment. I ask about the auto pay which I had set up, was to not to worry. The account was never activated and I would not be charged. Well a month later WAS CHARGED!! So I call and the 5th person finally can help me sorta! She said they received the returned equipment 2 weeks earlier!!! What? "Then why did you charge me?" No answer but she will return the money the next day. I asked her again "Why did you charge me yesterday if I didn't even have the equipment and had called and canceled?" She said she was not going to argue with me!! Argue? It's a question CRAZY LADY!!! CENTURYLINK is a thriving company with psychology workers. So you steal my money and won't even tell me why. Well ** YOU TOO **!

Helpful? [Yes](#) [No](#)



Myron of Westminister, CO on Feb. 9, 2016



I've had three horrible experiences with CenturyLink. First of all let me say that before I retired I worked with the broadband development with Qwest/KPMG venture and I am a master electrician with MCSE, CCNA, CNA Certs in computers so I have an expert's opinion as well. First horrible experience was with my mother's house with a mother in her 70s. I ordered the service and CenturyLink technicians came out before I could get there and destroyed all of my beautiful wiring I had done for her phone system and then could not get anything to work claiming problems in their central switching. After fixing their wiring destruction I noticed the wire coming from their pedestal broken and after hooking it back up got her DSL working.

A week went by with repeated phone calls of sending crews out to check wiring and me saying not to bother. I fixed it then I noticed her speeds cut down to 2mbps download speed. Obviously they sent a crew out to mess with the wiring somewhere along the line and messed it up. I called and canceled service immediately after that first week so no term fees? Wrong. They purposely kept the account open well after switching my mother to Comcast and sent her to collections for the month of service she never used, and a termination fee. Next experience was father getting hooked up only to discover after his first month, he got knocked down from 35mpbs to a whopping 2mbps download speeds. He decided to tough it out for the first year and avoid the termination fees.

Last but not least I went on CenturyLink during the same time as hooking up my parents homes but was exceptional in expressing that I would not sign up if there were termination fees if early cancellation. The sales rep agreed to exclude those terms in my contract and so I had agreed to a 12-month term. Keep in mind I put all three of these systems in place during the same week period so I had no history of this dysfunction beforehand. They raised my rates three months after I started with them and I took that as breach of contract so I terminated after three months of service. Everyone is back on Comcast and happy for the most part but Mom decided to pay her \$200, Dad toughed it out for a year on 2mbps download speeds, and I am in a battle with a collection agency who's threatening my almost perfect and hard earned credit score.

They are scammers. I would say be careful with them but the complaints here on this board are very real and there is little protection. I am so pissed about getting ripped off that I have filed a complaint with the FCC and the BBB, but FCC has closed my case and it looks like I may have to fight for mediation in order to be heard. The real bait-and-switch is when they hook you into a 12-month contract and then provide you with virtually no way to get things fixed, and trust me their service is a constant problem. DSL is crappy and their customer service is ridiculous but you're stuck with it unless you just suck it up as a loss and pay the \$200 to get out and order Comcast or something else. Seriously, this is no exaggeration when I mark all of their ratings with a one.

Helpful? [Yes](#) [No](#)



Travis of Ankeny, IA on Feb. 8, 2016



I was getting free-paid for service of 40/20 speeds in my complex. I needed higher bandwidth because of work. I ordered 1 gig service. A technician called prior to coming out and ask if I "really wanted to install this service, because it never gets the speeds that they are suppose too". I said "Yes, come out because there is fiber to the building and there shouldn't be an issue." Sure as hell, only get 30% speeds 300 Mbps was as stable as it got. It jumped a few times, but nothing close to the 1 gig speed. I called, complained about the service, so they sent out another technician to VERIFY that it was an infrastructure issue. A gentleman came out and surveyed it and he was experienced – been doing it for 30+ years. He confirmed it and sent the note in. I called a day later to see what the next solution was because I needed roughly the speeds I was getting.

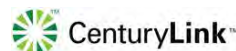
... get peace of mind between each separation that no real reason, then someone said "see the simple rate you expect at the 100-100 Mbps... a few days later I noticed down and up speeds at 40/5. I called and they said someone 'accidentally' reduced my speeds, yet I am being charged \$154 for a service I am not getting (which isn't the price that I was told I'd be paying due to the credit and issues).

So today, (2/8/2015) I have been on the phone for 4.5 hours (have been hung up on 3 times). No one has an answer or a way to solve the problem. There is no transparency between the different enclaves of billing/tech support/ customer support. They should NOT offer a service they can't provide. They should NOT charge a customer for something they can't provide. They keep lying to me and saying it will be done in a few days then nothing was done and the notes suggest that they are lying to me. No one will transfer me to a supervisor. I can provide all documentation, amount of time I spent on the phone, the charges to my account, anything needed. This company is fraud and should be exploited.

Helpful? [Yes](#) | [No](#)

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EXHIBIT B

PART 2



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Consumer Complaints and Reviews



Michael of Woodbury, MN on Feb. 8, 2016



I ordered the 20MB service (the fastest they offered in my area), but was only able to receive 12MB - 13MB speed. After having a tech service rep out, it was determined either CenturyLink was not able to deliver at least 85% of the 20 MB service they promised, or my modem was bad. CenturyLink said they would send a new modem, but that never happened. I called back to check on the status of the modem, and they said there was no record of the service call. I asked to cancel my service, and they refused to cancel my service despite not being able to deliver at least 85% of the 20MB speed I was promised.

I am in a 12 month contract, so they said I would have to pay the early termination fee. Now they are asking I go through the same process I already went through to diagnose the speed problem, which strings me along another month and requires that I continue to pay their charges. It seems my only option is to sue CenturyLink for breach of contract. However, I am sure they realize that will never happen because it will cost me more to sue them than I could ever hope to recover. I hope this message reaches customers considering CenturyLink service so they can look for other options and avoid the hassle I have gone through.



J of Denver, CO on Feb. 7, 2016



Going on 4 months now! Over 80 hours of telephone time, with longest hold time 3 hours (average shortest hold 30 minutes). I've even talked twice to the infamous customer loyalty service people, kept immaculate notes and records, have even been given confirmation numbers regarding the agreements we've come to. Everything is a lie with these people and I am too old to fight this insane battle any more, plus I have a life outside of dealing with CenturyLink. All this over an attempt to increase the internet speed and their lies regarding what they would charge me.

My next step is to file a claim with the Consumer Fraud 720-508-6006, because this is exactly what this is. I checked with Better Business Bureau and there is only 19 complaints against CenturyLink in the past 3 years! Really! There are almost a 1,000 one star complaints/reviews against this company on the Consumers Affairs website (you have to give at least one star to get posted). Why hasn't there been a class action suit filed against this company?? Nobody deserves a lawsuit against them more than CenturyLink.

Helpful? [Yes](#) | [No](#)



Cory of Denver, CO on Feb. 7, 2016



I first signed up for CenturyLink service late December 2013. I was moving to a new address and wasn't happy with my current pricing with Xfinity Comcast Internet. Century offered me a 20MB DSL speed for an awesome price of \$29.95. I was then asked if I would like to lease or buy a modem? I opted to buy the modem for the roughly 100 dollars and some change. The new modem arrived a few days before my internet service was scheduled to start which was convenient. The day my service was scheduled to start, I powered up the modem, hooked it up to my laptop via ethernet hard line cable and followed the prompts. No hang up or issues. The internet was on and working. I was paying for the 20MB speed, however after running multiple speed tests, I came to the speed result of 12MB.

I know that wifi connection will degrade the actual speed depending on where the modem is at and how far away you are from it. So I hook my laptop up to it again with the ethernet cable so it was connected directly to the modem and I was still nowhere near 20MG speed. With the direct connection I got 14MB. At the time I didn't care as long as it worked and I decided to just worry about it later. I would call about the speed if it has any issues with streaming Netflix or handing my many WIFI devices. To my surprise the internet performed really well. It didn't ever hang or get too slow to handle what we needed it for. A year later in January 2015, I noticed my bill had literally doubled because the promotional year was now over. No problems with the internet over that year, constant great connection. Had to reboot the modem maybe twice in that year but that's a given.

I called century link to see if there were any further promotions I could qualify, I mean everyone wants to save money if they can. So I'm on the phone with century link and the customer rep offers me the 40MB internet speed now available on their new fiber optic network. She told me that she could get me the same \$29.95 per month pricing. There's always a catch. In order to be able to access those speeds and take advantage of the promotion, I needed one of their latest modems to be able to connect to the fiber optic speeds at 40MB. So I thought about it, I would be paying roughly 10 bucks more a month for more than twice the speed. 29.95 plus a 10 dollar modem lease fee. Done and Done. The rep processed the order.

I received the new modem in the mail a few days later, got it activated, and then had to wait another 2 days for the technician to physically come out to my place and swap out one of the lines since I was only connected to regular copper DSL. The tech came on time, I didn't have to be home because the work was external. I sure knew he had been here and did something. The very day he was scheduled to be here to swap out the line

wanna watch, it loads, starts playing and then I got this message I've never seen on my apple TV. I then realized it was buffering. My show continued to buffer randomly throughout the episode. I knew right then and there, there was an issue with the internet.

I grabbed my iPhone and made sure it was connected. I then ran a speed test. I was getting 3MB down inconsistent and hanging and not even 1MB up. I was rather irritated since I'm was then paying more for my internet that's suppose to be faster and is obviously having issues. Dealt with it that night. Called century link internet support the very next day. I talked to some female customer rep in internet support. She verified the address and account and start troubleshooting the modem from her end. She had me do all the classic troubleshooting steps, Power cycled the modem, hooked it up with ethernet cable to recheck the speed, ran every other internet test. She then proceeded to tell me that she is seeing the modem constantly downgrading the speed because it's becoming unstable at the higher speeds. She proceeded to tell me there must be a problem with the line that was recently installed.

She informed me that they would have another tech come out and verify the work was done properly and try to test the connection externally only to verify the connection is adequate. This process went on for a couple weeks. Back and forth me calling internet support again and again. Everything I would stream would buffer, my phone was useless connected to the wifi. They eventually did send a tech out at no cost to me. They replaced the modem with the exact same make and model. They didn't know what else the problem could be. I made that tech stay until we did the speed tests. After doing several speed tests, we still only got 28MB on wifi and it was during the middle of the day when most people are at work. That's not 40mb or really even close to it. I said to myself, I don't wanna deal with this anymore. 28MB speeds will support what I need it for. The tech left.

Maybe a month or so later, there was a thunderstorm starting as I was going to bed. Turned on my netflix and guess what happen? It started buffering! Shocker! I know. Of course I was in a contract with century link for a year from the time I got that new so called FIBER OPTIC. I called to see if they could just moved me back to the regular DSL service because it worked. That wasn't an option. That's what customer service told me. There was absolutely no way for me to go back to regular DSL, that's what the rep told me, even though I still have my old DSL modem to this day. I just looked at Xfinity comcast pricing one random day this last January 2016. The current promotion was a total of \$59.99 with the leased gateway modem included. Here's the kicker, the speed you get for that price is 75MB. I was currently getting an average of 8MB down for the 40MB speed price with century link.

Anything was better than the terrible internet I dealt with all of 2015. I also knew my one year contract with century link was coming to an end. I actually ordered the Xfinity Comcast internet offer the same day I saw it. I called century the next day the set up a service termination day. They did ask me why I was leaving and I said, "I've had issues with your service ever since I got the new modem to access your so called superior fiber optic network. I pay for 40MB speed and only get 8MB on a good day. Your internet support is terrible and would rather ignore an issue a customer is having versus do your job to help them get the service they pay for but ARE NOT currently getting." I think the representative knew exactly where I was coming from. He said nothing more and set up my disconnect date. I've now had XFINITY Comcast high speed cable internet for about a month.

My Netflix never hangs or buffers anymore. My spouse is on the macbook while I'm on the iMac and we are currently streaming netflix while I'm writing this review. Our Directv is also downloading content from the on demand service which can use a lot of bandwidth. With using all these devices, the Comcast internet connection is solid. I would never have been able to run so many internet devices with century link. It could barely handle netflix by itself on one device.

My point to this review is that century link needs to work much harder to make sure their customers internet issues are resolved without a doubt. There was no follow up to my issues. A customer should never have to pay their hard earned money for a service that they are only getting a small portion of because it's unreliable or just doesn't work. There's a problem somewhere between my home and whatever century link hub it connects to. I guarantee that was never investigated. I can also bet my direct neighbors and more than likely anyone in the next few blocks that has century link fiber optic internet are all having the same exact unresolved internet connection issue. Most of them are probably already back with Xfinity Comcast.

I will continue to be an Xfinity comcast internet customer for years to come as long as I'm in Denver. They are more expensive, however the speed is undeniably faster and there service just works. I'm getting what I pay for. I didn't get close to what I paid for with century link. I NEVER got the speed I paid for the entire time I had them even with the original modem. I can open any speed test app on any device and get the same results. A consistent 70 to 80 MB speed on just a WIFI connected device! Anyone reading this should not hesitate to go with Xfinity Comcast for their internet needs.

It works well and you get what you're paying for. I only went with century link originally because it was almost 30 dollars cheaper. I have learned cheaper is not always better. I would rather pay a little more and have a service like Comcast that works. The only internet service provider in the Denver metro in my opinion is Xfinity Comcast. I can't consider century link a service provider because it's not reliable. Customers want reliable service they pay for to work when they need it to. Not a service that only works some of the time.

Helpful? ☒ Yes ☐ No

Sylvia of McComb, MS on Feb. 7, 2016



I wish I would have read these reviews BEFORE I ordered their service. You are all absolutely correct. The hold times for customer service are outrageous. You constantly get switched around for hours, most time is spent just waiting for someone to pick up, only to find out they know nothing and cannot help you. I had their service installed because they told me they had channels my current cable company dropped that I liked. After the installer left I started channel surfing, going by their printed channel schedule and guess what? Out of the 6 channels I was told they had, they only had one. Their printed channel lineup was outdated.

The sales person plain lied just to make a sale. Then I tried to get their tech dept to give me their outgoing server settings so I could set up my email on the wireless and of course, after holding for 45 minutes, I was told by some air-head that I could not use my current email address that I have had for 15 years. I had to use a CenturyLink email which is absolutely untrue.

I immediately emailed their customer service after only 2 hours of having their service & told them to come take the service out. They didn't have the channels they told me they did and their tech department has no clue what they are doing. Two days went by, I heard NOTHING. I went downstairs just 2 days after they installed service and the box on my living room TV had no signal so I could not watch TV downstairs. I called, waited over an hour for someone to pick up, and was bounced around from person to person for TWO HOURS. They had a recording saying I could go online and do a live chat if I didn't want to wait on the phone and they could help me w/ any issue. I went online, waited 20 minutes for someone to pick up on their live chat and told her I had requested they shut off my service & get their boxes 2 days earlier. I had heard nothing and advised I would take the boxes to a local office if need be.

She said she could help me with no problem. Then, after waiting for her to respond, she came back & told me she couldn't help me, and gave me a # to call. I called the #, of course waited 35 minutes, the girl said I had to go to their website and "fill out forms" in order to stop service w/in the 30 day trial period before I could give back the equipment. No. I told her I would be happy to take the boxes to a local office if they didn't want to come get them but the service needed to be disconnected immediately. She said she could do nothing for me without the forms. I informed her I wasn't wasting any more time. They either needed to come get the boxes or tell me where I can return them or I was going to throw them away. I also sent a followup email again to customer service to confirm that I was not going to hold onto their equipment much longer.

Terrible, terrible customer service - worst I have ever dealt with EVER. I am self employed. If one of my employees treated a customer like CenturyLink has treated me, they would be in the unemployment line by the end of the day. They are rude, uninformed and lazy. My plan is to take the equipment back to the local office and if they refuse to accept it, I will ship the boxes to their corporate office. DO NOT EVEN CONSIDER USING THIS COMPANY. THEY ARE HORRIBLE.

Helpful? ☒ Yes ☐ No

Jan of Portland, OR on Feb. 6, 2016



Avoid this company like the plague. Will not credit me for returned modem. Lied about my monthly fee.

Helpful? ☒ Yes ☐ No

How do I know I can trust these reviews about CenturyLink?

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Jeff of Naples, FL on Feb. 6, 2016



I have had a CenturyLink prism bundle that was going to expire in January. So I called customer service on 11/23/2015 and told Ariel that I wanted to downgrade everything to the lowest price possible. After being on the phone with her for a long time, partly because she had to talk with a supervisor, she said that the new monthly fee was going to be \$120.68 for two years.

When I received my January statement, it was for \$152.37, so I called customer service on 1/29/2016 and told Chandler that there was a problem with my bill. After placing me on hold for a while, he said that he saw Ariels notes and that she must have made some mistake because he did not see anything about \$120.68. He also told me that some discount was expiring and my new monthly bill was actually going to be \$162.37.

Helpful? [Yes](#) | [No](#)



Alicia of Camp Verde, AZ on Feb. 5, 2016



I've been a CenturyLink customer for several years with absolutely no problems until about 2 years ago. I called to add a fax line and everything went to ** from there. We have had the worst service with more down time than up. We pay big bucks for HIGH SPEED Internet yet what we get is extremely weak or spotty service. Yet my credit card machine and fax line work perfectly. This affects my business yet they don't want to credit my account or reimburse me for any loss or downtime. Repair techs know less than my teenagers when it comes to troubleshooting and they always make me feel like everything is my fault. Appointments for repairs are changed without notice after you've already waited around for half a day for the tech to show up.

Helpful? [Yes](#) | [No](#)



Trina of Welsh, LA on Feb. 5, 2016



I called about internet and phone service. I was quoted 61.90 by Douglas. A supervisor, Steven got on the phone and confirmed the amount and the terms. I arrived to my new home. It was not setup. I was also never mailed the modem. They scheduled a technician to come out. 5 times, I spoke with CSR because I didn't hear from technician. One told me that he was on the way. He never showed up. One told me he would be there between these hours. He never showed. 5 TIMES.

He finally arrived almost a week later. He was very nice. I will say that a mysterious 20 minute phone call occurred the day he arrived. It was to Canada. I never made that phone call - apparently a GHOST lives here that called a residence in Canada on my dime. I spoke with customer service about being sure that I would not be charged for the time that I was not connected. The bill never comes. I speak with many customer service reps about it. I find that the bill is about 3 times more than I expect. I was told the monthly amount before taxes and fees was 95.

Helpful? [Yes](#) | [No](#)



Crissy of Gretna, NE on Feb. 4, 2016



Where to start - called and cancelled service. Service not cancelled. Worst experience I have ever had with their Customer Service people. Billing issues constantly. Money still being withdrawn from auto-pay and I have not account with them. Have not received a bill in over 7 months - nobody can tell where they are going and nobody has attempted to resolve the issue. Have asked for my final bill 8 times now...still waiting. Have confirmed my information twice...still waiting. Nobody can tell me where money is being applied to as I do not have an account. Asked for my last ticket to be escalated - after 5 weeks still have not been contacted. Run from this company - go with Cox - I have received excellent customer service from them - no issues with billing. Actually receive my statements and they are cheaper.

Helpful? [Yes](#) [No](#)

Michael of Clayton, NC on Feb. 4, 2016



First of all, let me state that I'm an educated consumer with an engineering degree, both BS and ME. CenturyLink did not honor their online price and in fact the difference was almost \$100. After many hours on the phone on hold with a 2 1/2 hour hold and a HANG UP, I was finally able to get in touch with manager (it takes an act of God to get finally get a manager). Even though I saved the screenshot showing my bill being less than \$150 for TV and internet only, the manager could only reduce my bill to \$216, still \$66 more than advertised when I signed up. Let me stress, no HBO or special channels, 100 Mbps internet speed and no phone services. TWC came through and I have all 3 services with 200 Mbps internet and comparable TV services plus phone for \$148 per month...AS ADVERTISED!!!

I returned my CenturyLink equipment and called on January 15th, only to receive another bill in the mail. Upon calling CenturyLink, I found that there were notes to cancel my account, but that action was never executed. I am currently on hold for what is now 24 minutes trying to cancel my service. Hold on...Tressa has told me she has to email her supervisor to be able to cancel my account and credit me for the time my equipment had already been returned! AND IF ANYONE WONDERS WHY I CANCELLED CENTURYLINK...IT'S DUE TO DISHONEST ADVERTISING AND CUSTOMER SERVICE. The poorest customer service I've ever received in my life. CenturyLink is horrific!

Helpful? [Yes](#) [No](#)

Roxanne of Gilbert, AZ on Feb. 4, 2016



Replaced my home# of 20 yrs with a new number. Didn't tell me that and my home phone was disconnected. When added Prism to my account they issued the new telephone number. They suspended my internet after less than 18 days late as I didn't know I had a bill on the home phone# they disconnected of 20 yrs. They charged me to have a Prism cable package and charged me to have Prism installed at my home. They have given me the run around, I have spent countless hours on the phone trying to have everything up and running correctly. The best part besides all of this is they have transferred me around just to say "call back tomorrow"! I want to get rid of CenturyLink and once I actually have everything up and running I am running to another company who has better customer service and knows how to run a business.

Helpful? [Yes](#) [No](#)

monica of Tempe, AZ on Feb. 4, 2016



I have been transferred three times, and disconnected twice. I have been on the phone on hold for over 45 minutes. How in the world is a company that provides telephone service staying in business with such a terrible telephone presence? And they want to raise rates for their land line when it's already too expensive? I'll not be surprised when Centurylink goes down the tube. I'm disconnecting my service and will NOT use Centurylink for anything - no internet - no telephone - no nothing!

Helpful? [Yes](#) [No](#)



Roberta of Minnetonka, MN on Feb. 3, 2016



I didn't want to give any stars, but I couldn't submit this form without giving CenturyLink one star. My internet connection had been sporadic for a couple years. I was sure we had a bad exterior line coming into the house. CenturyLink said the problem was inside my house, so I bit the bullet and had them run a new wire inside our house. (\$60) I'm still struggling with poor internet service. A service person came out today and put a meter on the exterior box and said the problem was with the line coming into the house. Due to the season, a new line could not be brought in until summer (like in about 5 months).

I'm currently on the phone with Sherry. She gave me a \$74 credit for this month's internet charge but the credit won't show up for 2-3 months. I asked Sherry if I would continue to receive a \$74 monthly credit if I continued to have internet outages. She didn't have the authority to answer that. Most of CenturyLink's customer service reps speak very poor English or at least have a very heavy accent. Last night I told the rep I could not understand him and he hung up on me. The customer service number listed on my bill is not correct. That number does not service Minnesota. Why is it on my bill? Good God! Does no one take any pride in their jobs? Where is the customer service? If this keeps up, I'll be contacting the Minnesota Commissioner of Commerce to file a complaint.

Helpful? [Yes](#) | [No](#)

Shirley of West Valley City, UT on Feb. 3, 2016



We signed up with CenturyLink because we thought our other provider was charging us too much for just the internet and a phone line. We were told we would have 40 mgb dedicated internet and phone for 54\$ a month for a year. We were happy. Within 4 months, the bill was higher than we were previously paying. I called them and got it sorted out. We ended up calling them almost every month with one issue or another with the bill. They told me the "deal" had ended and that we had to sign up for another and another. Every time the bill was sorted out we would get overcharged again. Then we moved in November. We transferred the service for December and when we got the notification of the changed they had only transferred the phone and no internet. I called to get that straightened out and they apologized and gave up the installation and setup for free.

What we did not know was that they had changed the internet to 12 mgb and when we tested we would only get 1.05 if we were lucky. We had to call and get that fixed and ensure the bill would not rise. They "fixed" it. When I received the bill it was \$315.95. We were blown away. The agent who we talked to had told us the bill would only be around 54\$ and they will do nothing about the bill. We called to cancel the service because this was an insane amount to pay and since we were canceling the account and there was no way for them to save it due to the lies we were told by previous agent we now have to foot the bill for their inability to stick to what we were told. The last girl I talked to hung up on me.

I am soo dissatisfied and we went back to the other service provider because for all their slight overpricing I have never had such a horrible experience ever. The last agent even said that the advertised prices were before taxes and fees. The taxes are not so bad but the fees are insane and they just keep adding new ones every month.

Helpful? [Yes](#) | [No](#)

Randy of Mesa, AZ on Feb. 3, 2016



First, CenturyLink has a bad reputation, however they were the only provider available in my area beside slow satellite internet that costs way too much. Our internet was very slow, however when inquiring about the speed, Century link came to service our modem, did nothing at all and blamed it on multiple WIFI networks within the building. The modem was RIGHT NEXT to every device, and still the average (real time) speed was about 10% of what we were paying for. We tolerated it for the time because they seemed to be nice about the situation.

When it came time to move related to military affiliation, it was stated that after the modem was returned that the account would be closed in good standing. The modem was returned, and we never received any statements regarding any outstanding balances on the account. Come 16 months later, we get a collections notice that a balance of \$255 was owed to the account! When CenturyLink was called, nobody knew the nature of the balance. 5 calls later with multiple transfers within each call, it was finally found that they charged us early termination fees.

The dispute was filed through their collections agency & eventually the charges were dismissed, however this charge never should have been placed onto the account, and furthermore there should have been invoices for the charges sent regarding the bill within a timely manner to avoid collections. Luckily we were able to avoid a negative report on our credit score, but his whole ordeal has been a big, big mess based on the incompetency of just one individual within their cancellations department. I would NOT recommend this company to anyone!



Richard of Lincoln, NE on Feb. 3, 2016



My vacation home phone service in the last few months has been getting additional charges added when not requested, shut off, when vacation mode requested and/or phone number changed without being informed. This has been reported several times, but yet continues. They are always sorry and repeatedly incompetent. I have asked to be disconnected and will never use this company again.

Helpful? [Yes](#) [No](#)



Heather of Ocoee, FL on Feb. 3, 2016



Over a year ago I went to the Century Link website and called the phone number they had listed on there. I was interested in changing to their company for Internet and cable. The person I spoke with went over their packages and pricing. I was told it was going to be \$130 a month with taxes and I wouldn't be charged a set up fee. Boy, I was shocked at my first bill for \$500+. I spent hours on the phone trying to correct the billing error. They told me I set up my account with a third party company and they couldn't credit my account any money. Which I don't really understand because I called the number they have on their website. I contacted BBB and Century Link sent me a \$50 credit and I got my future bill down to \$165 a month...

A year later after my contract was up Century Link sent me a new "revised" bill for \$250. I immediately canceled my cable service and kept my internet service until I could set up an account with another provider. They sent me a box to return the equipment. Everything went well and I sent their things back. Then a month later I canceled my internet service. I was told that they would mail a box to me for the router. It never came. I called multiple times about the box. Then I received a bill for \$480 for the router.

I called and they gave me the runaround for over 2 hours. I told them to send me a box and the woman said she couldn't because an outside technician installed the box. So she couldn't print a packing slip. My account is on auto draft and the phone rep said I had to disable it online. I went online and conveniently that part of the website is experiencing technical difficulties. So now I'm sure my bank account is going to be charged the \$480 for an out of date router that I don't even want and I have no way to ship back. They kept me on the phone for hours and nothing was solved. They wouldn't even changed the bill or let me return their equipment... I talked to my neighbors and Century Link has done the same shady things to them too.

Helpful? [Yes](#) [No](#)



stace of Vancouver, WA on Feb. 2, 2016



I called to see if I could get a better deal on internet. A salesperson for CenturyLink told me I would be getting the same if not better service for a better price for the first year. Then it would be negotiated after that. Turns out I was only getting 7Mbps compared to the 20+ from Comcast. After having a bad connection I called tech support and told them I was having trouble streaming and connecting to the internet. The Tech... and I'm guessing he shouldn't have said anything, told me that I would be having trouble streaming at the speed I was at. That's when I realized I was totally lied to. It has been a nightmare since. I can't get any help because I complained. They transfer me and then lose my phone call as I try to work out the issue. Never again!

Helpful? [Yes](#) [No](#)



SN of Albuquerque, NM on Feb. 1, 2016



Poor customer service and they are very unprofessional. They make me wait 2 hours on the call. They are rude/mannerless and don't care about the customer's issue or take interest in resolving them. They asked me to wait couple of mins and those couple of mins lasted for 2 hours.

Helpful? [Yes](#) [No](#)



STEPHANIE of Slc, UT on Feb. 1, 2016



I am a new customer just over one month now and in total, I have spent over 5 hours trying to resolve YOUR mistakes! This is an awful first impression and I am seriously considering switching service because no one in your company has proved to be helpful or competent in anything!!!
WHAT I WANT: ** Internet service without a contract. I understand that I will be paying more without a contract (\$62/mo) and I am okay with that!
WHAT I HAVE RECEIVED: Internet and home phone with a contract. I was first notified of the home phone when the technician set up my internet service at home. He said he had to install the phone because it was on the order and I would just need to call customer service and simply have it cancelled. Nothing has been simple about that!

I made 3 calls/online chats to your office that I had to end without resolution because the time on the call exceeded what I had available to talk before I had to go back to work (45 minutes plus!). Finally on my day off, I spent 1 hour and 45 minutes to what I thought was a resolved issue. I repeated my needs time and time again... the woman listened but missed a lot of what I was saying and it felt like we were going in circles. She explained to me that ending phone service was not as easy as you would think. Finally in end, she repeated to me that: 1) The phone service has been cancelled. 2) She has credited my account any phone service charges or fees that were erroneously charged. 3) She ensured that my account was not set up with a contract and that I would indeed be paying the \$62/mo rate.

I'd like to say I'm surprised by receiving my first bill of \$333.00 yesterday that includes home phone services, but by your company's track record, this seems fitting and now I am just frustrated, exhausted, and upset! I'll say again that all I want is internet services without a contract at the quoted rate of \$62/mo! The only service I've ever used from you is internet for one month and to get a bill for \$333 is asinine! I am praying that this email reaches a manager or someone of a higher level of competency that can resolve this once and for all! For the love... please help me!!! Your new, frustrated & helpless customer.

Helpful? [Yes](#) | [No](#)



mike of Tumorsville, AZ on Jan. 31, 2016



Every time I call CenturyLink they tell me just what they want me to hear, I agree to the terms, and when I call the very next day they tell me that contract doesn't exist/isn't available. So I verbally agreed to a 2-year commitment under a false premise. This time I recorded the rep, had him state his name and employee number, made sure he reiterated the terms over and over. I called the next day and the lady contradicted everything he said. CLASS ACTION SUIT. WE NEED TO START ONE. THEY HAVE BEEN SCAMMING PEOPLE FOR YEARS!

Helpful? [Yes](#) | [No](#)



peter of Omaha, NE on Jan. 30, 2016



I requested telephone and internet service for our restaurant in the fall of 2015. When I called I was quoted one price to which I agreed but when I got the billing statement the price was much higher. I then tried to cancel the phone service but kept getting billed for it. In disgust after spending too much time on the phone with them I just canceled all services and got a confirmation number for this cancellation. The next month got another bill. Called again to cancel and they gave me another cancellation number and made it retroactive to the end of December 2015 (so I thought).

The next month January got a final billing for another month of service and a cancellation fee. When I called to dispute it they said that I had agreed to a contract. I asked them to show me the contract but they said they could not do that, that it was printed on the bill. Well posting on a bill is not an agreement on my part. Nothing but trouble and lies from this company. I would stay far away from them for those of you that are looking for phone or Internet service. This is the first complaint that I have ever filled in my entire life.

Helpful? [Yes](#) | [No](#)



Dan of Carthage, NC on Jan. 29, 2016



I have their internet service and it would drop out every now and then. I would unplug everything and plug it back in and it would work for awhile. I contacted their support and was told the modem was bad and would have to buy another one. I asked if I have to buy it from them and was told no and was given a few compatible types. I bought a higher quality modem and contacted them while putting it in. I gave them the information they requested and it started working. The problem remained the same.

After a few months of unplugging and plugging back in I contacted their support again. Even though they were told what has been I followed their instructions. I was told that the lines were good but since I was having a problem my modem had to be bad and I could purchase one from them. I asked how could their modem I replaced and the one I replaced it with have the same problems. I was told they don't know but I would have to purchase another modem. I cancelled the service effective Feb. 1, 2016 and received a confirmation number. I received another bill and my wife called and was told we would have to pay it and they would send the money back. She was told that they bill in advance. The billing date would be Feb. 9th.

I went to their store and spoke to their representative there and asked about the billing. She told me there was another bill and they do not bill in advance. I gave her the cancellation number I had received over the phone and she told me it was not cancelled and that was a work order. I cancelled it again and paid the bill. I asked her why their phone people and she do not agree on how they do their billing and did not receive an answer but was told they bill for the past month only not the next month. There should be negative stars for rating my experience with them.

Helpful? [Yes](#) [No](#)



Brandon of Lees Summit, MO on Jan. 29, 2016



I was charged for two months of service after I cancelled my service with them. I paid the amount, to avoid any possible late fees, and was told that I would receive a check in the mail. Several months later, in addition to me calling them numerous times, I finally received my check. I then informed them that I had their router still, and sent it back several weeks later. They charged me for it being late, even though I let them know that I had it in the first place. I tried to get the amount removed from my account, and was never able to do so. This was after being told that I would get my money back multiple times.

I dealt with all of this for six months. I eventually decided to just pay the amount, because the whole ordeal was stressing me out too much. The internet service itself was fine, nothing special. With that being said, the customer service and billing problems I had following this completely ruined the experience for me. I would absolutely recommend not using CenturyLink as any sort of media provider. I made an account on this site just to write this review, that's how much I despise this company.

Helpful? [Yes](#) [No](#)



Darline of Fuquay Varina, NC on Jan. 29, 2016



Ordered basic internet service on 12/29/15. Installed 1/6/16. Bundled with DirecTV. Monthly bill should be \$24.95 (before tax and misc fees). I am being billed \$48.88 (before tax and fees). I called at 5:18 pm tonight, transferred 6 times, hung up on twice. On the phone for 2 hours and 15 minutes. Nothing was done to correct the issue. CURRENT BILL IS NOT CORRECTED AND MONTHLY CHARGE IS NOT CORRECT. I could not get answers and everyone just transferred me to someone else. I have filed two complaints with CenturyLink customer service and the unresolved issue department. I just want my current bill (my first bill) corrected and my monthly charge corrected.

Helpful? [Yes](#) [No](#)



Michael of Santa Rosa Beach, FL on Jan. 28, 2016



Centurylink could not even complete a simple installation for my home-based business. I literally had to pack up all of their equipment and mail it back using their return UPS label. Interestingly, they include a UPS return label when they send you the equipment. Apparently, I am not the first person to send back all of their garbage electronics. Complete bush league operation.

Helpful? [Yes](#) [No](#)



Heather of Thornton, CO on Jan. 27, 2016



The only reason I gave them one star is because I had to. This company is by far the worst. I signed up with them back in November and regret doing so but that was my only option at the place I live. After being told that the best package deal was for phone, Internet, and DirecTV at a reasonable price. I decided to go for it. Then after being on the phone for a hour and a half the first call I still didn't get DirecTV. So then the customer service rep signed me up for home and internet and said that was the best deal for 63.95 a month. Not stating to you it's a premiere package and more expensive. He never mention the promotion of 29.95 for the Internet service if you signed a 1 year contract. Which thank God I didn't because I wouldn't want that now.

I called back in December to try and get someone out to my house to connect my phone line that hasn't ever worked and they wanted me to pay an additional 85 dollars. I told them "No way". They should have made sure it worked at the time they came out to hook up my Internet. Now a month and a half later my Internet is suspended and after being on the phone for 3 hours being transferred from person to person and no one knowing their facts still nothing was taken care of. They want me to pay a bill of 140 dollars for all these chargers and the phone doesn't even work. The supervisor stated that they will have to pull the call and if I agreed to it then I am responsible for that bill. The funny thing is they won't let you listen to the call and after reading the reviews on here they probably come back and say they lost it. I THINK SOMETHING NEEDS TO BE DONE WITH THIS COMPANY. I think a class action lawsuit needs to be filed. How do we start one?

Helpful? [Yes](#) [No](#)

Steven of Kirbyville, MO on Jan. 27, 2016



My issue has been going on for about a week and a half. It's simple, I want internet. I want internet and internet ONLY so I can run a video streaming box and be able to get rid of my satellite tv bill. Checking their website, looking for pricing and speed available in my area I got nowhere. It kept taking me to a page that showed the most popular bundles. I don't want a bundle, I want internet. Period. If I try to find more information it throws an error and says to call Cust Serv. (I just repeated the search and have included a screenshot [using kindle])

So I call customer service. The call, in its entirety took about 20 minutes. Outsourced call center, BTW. When I get a hold of (?) he tells me I can have a speed of 10M for the same price, "can I set this up for you right now?" I tell him I want to get rid of my phone because I'm paying \$90 per month right now for 5M and I don't use my phone. He says I CANNOT GET INTERNET WITHOUT A PHONE BUNDLE PACKAGE. I ask again, to make sure I heard correctly, that I can't get internet without paying for a phone service? He says no, but he can upgrade my service to 10M right now. I say "OK, may as well do it. I'll look more into the phone thing later." Then he comes back and says there's a \$50 connection fee. I stop, and say "what? Never mind." Well, he says, "I can take that off your first bill." "No thanks. Let me check around." We disconnect the call.

Shortly thereafter I get on their online chat, another while talking to them, and the lady tells me I can have internet without a bundle, but it costs a little more, has a connection fee, and need a new modem (\$99 to buy). I say "thank you," we disconnect the chat. Now I'm starting to get upset. It's the typical big business b/s. You know the type where you call to get a replacement item, you ask, they say \$60, you say no, they say for you, \$30, you say no, they say for you, \$30 but \$30 credit on your account, you say no, they say "OK, I'll send it to you right now \$8 shipping," you say no, they say "OK, I'll send it overnight no charge. Thank you."

So, I start to look at alternatives to CL for internet in my area. Mostly it's all limited data. I'm not sure how much I'd need, sooo... I call CL again. Get transferred. Get transferred again. Get transferred again. Finally I get someone that checks into it (20 minutes after my being on the phone). I wait a bit then she comes back and says "I'm sorry, our systems are down right now, you'll have to call back." Seriously? We disconnect the call. Back on chat I go.

ANOTHER TWENTY MINUTES AND *HOW MANY* TRANSFERS!? So at this point I am fuming! Giving me the runaround. I finally gain my composure, call back again. Go through the automated menu again, enter all my information again, get Cust Serv again, get transferred again, get transferred again, get transferred again, finally I get someone that will check into it. I get put on hold... Meantime I get another call I have to take after being on the phone for so long yet again. Thankfully (?) calls me back and gives me the information. It makes NO sense, but whatever.

I took a break from CL for a bit. The day before yesterday (not quite a week after my dealings with CL), was a Monday, the 25th. My wife says the internet is not working. So I go downstairs to the modem/router, unplug/plug it. Nothing. I log in to the modem, shows PPP status as down. Fine. It's 6pm. I begrudgingly pick up the phone, call Cust Serv, internet dept. I tell Herbert the problem, he checks the line, pings my computer. Nothing wrong with the line, no ping back. So he says it looks like I need a new modem. I tell him I'm about to upgrade speeds to 10M, and will this modem work and does it function as a router as well. He says yes, and yes. He is shipping it out today, I'll receive it tomorrow (Tuesday, the 26th). FREE OF CHARGE! Awesome, Herbert, thank you so much!

head home, hoping the modem/router gets there before long. We wait. At 2pm I get an email saying my equipment has shipped, here is the tracking number, estimated delivery date is the 25th. (Yes, apparently they are telling me it will be delivered the previous day) I hit the tracking number, UPS site tells me it's an invalid #, try again in thirty minutes. I do. Then again. And again. Finally I call CL Cust Serv, go through the automated menu, put in my information, get (?) on the phone. I ask (?) if he knows WHEN the modem got shipped and if I'm still receiving it today. "I'm sorry, I don't have any more tracking info than you do." "OK, but can you see at least when the modem got shipped at all?" He says no. We disconnect the call.

Again, I'm starting to feel my blood pressure rise. I call UPS, already knowing the answer, but talk to someone, give her the tracking info, she says it's an invalid #, it doesn't appear anything had been shipped yet. I say thank you, we disconnect the call. I call CL Cust Serv, go through the automated message, put in my info, and (?) comes on the line. I tell (?) "I would like to make a complaint about CL, who should I talk to?" "So you are saying you wish to escalate this call?" Yes. Whatever. I just want to talk to someone that will hear my concerns and actually DO something.

Jeff comes on the line, right away I apologize and tell him "I'm upset, I'm sorry if I get carried away." I recount the whole story of the past week and a half, the lies, the time I've spent, the runaround I've been given, etc. These are the first two things Jeff tells me, I swear I'm not making this up: "OK, now that you'll let me speak I'll address some of your issues. I listened to 90% of what you said..." and basically talks down to me from there.

"While you were talking, I calculated your numbers and even with your phone service not on the bill, with taxes, you'll maybe be saving 0.74 off your bill, if you went for straight internet service. The modem/router for a faster speed internet isn't, like, a normal modem. You can't just plug it in and expect it to work like you said you could so no, you wouldn't be able to do it yourself, you'd need a tech there to install it, program it, and get it all going. The modem you are getting is just a replacement of what you have now. And there's no way it would be delivered today, I don't know why Herbert told you that."

Well, ** me, right? So I say thank you, and we disconnect the call. I do a quick search online, find a CENTURYLINK MODEM/ROUTER that is good for speeds up to 15M. Sounds like a regular modem install to me. So I get on a tech help forum, tell them what is going on, and get back that if you get really fast internet there's a chance you may need a tech to upgrade the house wiring, see if the speeds are available, etc. BTW, this modem on Amazon is \$40! So now here we are again, out of the house, still no internet, still no modem, no closer to getting rid of my phone which I don't want, still no closer to having a faster internet speed. And I'm still paying \$90 per month. Customer service is DEAD with CenturyLink.

Helpful? [Yes](#) [No](#)



Sarah of Santa Fe, NM on Jan. 27, 2016



Since Day 1, I have had nothing but problems with CenturyLink and I rarely have poor experiences. This company takes the award for worst customer service, poorly trained staff that cannot even bring up your account much less help resolve basic problems, they will not transfer you up the chain of command (maybe there isn't one), worst internet service (think dial up speed) while paying \$90 a mos with fees, taxes, etc. The list goes on. In order to get a credit, I had to turn them into BBB. I know that all providers can have lapses, however save yourself \$\$\$, time and stress and use another provider. CenturyLink has more internal and external problems than they can handle for years to come.

Helpful? [Yes](#) [No](#)



Sharon of West Valley City, UT on Jan. 26, 2016



I had my DirecTV and Verizon bundled with CenturyLink and cancelled on April 1, 2015 and switched to Comcast. Here it is January 26, 2016, and I'm still disputing 83.47 with them because they continued to pay Verizon for my bill for the next 4 months even though I didn't have an account with them. I was already making my own payments to Verizon. I NEVER received a statement from them so I thought everything was ok until I got a letter from Integrity Solutions stating I owed 232.33 which after much arguing I paid even though I felt I didn't owe them just to get rid of them. Again a few months later I get another this time from Central Credit Services saying I still owed 157.46. I called them and again after much arguing I still paid it. THEN I get another letter from them saying I owe them 83.46 because they paid my Verizon bill for June.

Again, I NEVER received any statements from CenturyLink this whole time and don't learn about these charges until I hear from collections. I've tried to talk to customer service at CenturyLink several times regarding all of this and after being on hold forever and I finally get someone. They are extremely rude trying to talk over me and then "transfer" me to someone else and I get hung up on. I've even tried to talk with Verizon and CenturyLink on the line together but Verizon couldn't get through to CenturyLink either.

I don't know how a company like CenturyLink can get away with doing this kind of things and be so rude about it at the same time. They basically want me to be their collector for their mistake. Why would they continue to pay Verizon when I don't even have an account with them? They don't communicate with you about anything. If I could give them a zero rating I would. I'm telling everybody I know not to do business with CenturyLink and I'm filing a complaint with the PCS. Oh yeah. the best part they have now reported to TransUnion that I owe them 83.46. It's going to be a long



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Consumer Complaints and Reviews



Val of Nampa, ID on Jan. 26, 2016



We are a new small business needing Internet and phone service. After missing the first appointment of which we waited a month, they said they would call when an hour out. I don't answer no caller IDs. Well they don't leave messages!!! In this day and age! Next appointment I go to the store and wait there until they are a 1/2 hour late. Call after, waiting on hold so many times it ran my complete phone battery down. I was disconnected, transferred 5 times.

I finally am trying to explain and the customer service rep talks right over the top of me. I say "please stop talking" and she says "You are upset. I am going to put you on hold for two minutes"!!!! Excuse me? Now I am upset and ask for a manager. She says "certainly" and disconnects me! I call again, give a quick explanation and ask for a manager. He puts me on hold for 21 min and it disconnects. 3rd time she is genial, ready to serve, tries to find a sooner time but tells me what my choice was. I booked it. Centurylink is our only choice. Obviously they know that. Too bad for us.

Helpful? [Yes](#) | [No](#)



Nakayah of Copperas Cove, TX on Jan. 25, 2016



They are by far the worst company to deal with. Agents are very rude and ill-trained. They don't really care about customers issues and over talk the customers. I spoke with 6 representatives already and no one has help acknowledge the problem and come up with a reasonable solution. The billing and dispute representative spoke very harshly and inconsiderate and she hung up the phone when asked to speak to a supervisor. All in all this company is pathetic and a waste of time. I would rather pay a \$500 a month with Time Warner rather than deal with CenturyLink. Oh, and to all the people who had thoughts about doing business I would rethink that decision because they are always false advertising.

Helpful? [Yes](#) | [No](#)

D of Eugene, OR on Jan. 25, 2016



CenturyLink is UNQUESTIONABLY THE WORST company that I have ever done business with, internet or otherwise. If zero stars was an option they would surely receive that from me. Why am I so dissatisfied with their service? Here's the short list... and please note, just thinking about this company inspires long strings of expletive words and phrases to be directed towards century link but I will keep it clean and civil.

1) Extra fees that they do not tell you about when signing up. For example, there is \$10 monthly fee for not choosing paperless billing. Like I said this was not even posed as an option to me when I signed up for the service over the phone. When I was finally made aware of this charge I called to change to paperless billing and they told me that they would put in the request but it could take up to 4 billing cycles for it to go through. And of course, it did take 4 billing cycles to get the charge off of my acct and begin having paperless billing.

2) Deception: I signed up for 'up to 12 mbps' service. The speed I consistently got was 1-2 mbps and all I had on the wifi was my computer and phone. Don't expect to get anywhere close to what they advertise.

3) Abysmal customer service: expect to be transferred to multiple, MULTIPLE (3+) different departments before finally getting your problem resolved. Also, expect to have the call dropped frequently. They can resolve most all problems over online chat, but billing disputes must be done over the phone. I think they do this because they know that they will either have you transferred to so many departments that you give up, or you will have your called dropped. I am trying to dispute a bill right now and was first talking to financial services who said that they cannot give refunds, only billing can. I get transferred to billing and they say that only financial services can handle refunds...

Oh and another thing if you live in Oregon expect to be shuttled through even more agents until you get one that can actually access Oregon accounts. I could go on but I promised a short list. I hope you take my advice and use any other service. ANYTHING but CenturyLink.

Helpful? [Yes](#) [No](#)



Brad of Fort Collins, CO on Jan. 23, 2016



After paying \$100+ for only TV service that is DirecTV THROUGH CenturyLink for several years, and having my service go out at least 6 times a winter, I decided I'm a glutton for punishment and signed up for CenturyLink internet. In the 4 months I've had the service I've had a chat representative be unable to find my account using the same phone # and address that this atrocity of a company was very able to locate and hook

up service and send a SECOND bill to each month. Yes, not only do I not qualify for savings through "bundling" I've been told several times they can't even put both my services on one bill so I continue to get 2 bills from one "company" each month. How they stay in business I'm not sure.

Just called to ask why my brand new internet service keeps losing connection and I was told that there is a bad connection in the wiring and was given an "appointment" of 1-5 on Thursday. Today is Saturday. While the girl I talked to today was very nice, the last time I called in with my weekly service failure issues with Centurysuck, as I so affectionately refer to them, the guy was beyond rude, and I'm sure I was upset because the Centurysuck automated system had hung up on me 3 times. If you don't say what they want you to say to the prompter, yes, it will say GOODBYE and disconnect your a\$\$.

I constantly remind myself how much I hated dealing with Qwest and CenturyLink carries on that repulsive name in total failure in every way: products, service, support and billing are all facets that would alone make this company a failure. Let alone each department being a horrid reflection of the nastiness and rude contempt for their overpaying customers. It will be a great day when CenturyLink ceases to be a 4 letter word that everyone knows.

Helpful? [Yes](#) [No](#)



Judy of Douglas, WY on Jan. 23, 2016



I have been trying to get our bill (online and paper) in English. It has been in English for all the years we have been with CenturyLink. In October 2015, it suddenly went to Spanish and the bill amount is different every month! I have called every month, sometimes twice a month to get it changed and they simply won't change it. I cannot even pull up my account online because the last month they have is October!

Helpful? [Yes](#) [No](#)

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Bill of Aurora, CO on Jan. 22, 2016



In January 2015 I upgraded internet download speed to 40mbps. About 10 days ago, the internet speed dropped. Called customer service and was told internet speed has been reset to 12 mbps. I had not ordered this done. Customer service could not (or would not) tell me who ordered the change or why it have been ordered. Customer service place an order to reset back to 40 mbps. Has not happened yet. Called customer service to ask why and was told it would not be reset until the 28th of January. And apparently it will start to cost more than I previously paid. I would like

someone from CenturyLink to explain why my service level was changed and why it is going to cost more and why it will take until the 28th to reset the service.

Helpful? [Yes](#) [No](#)

Paula of Yakima, WA on Jan. 22, 2016



I have chatted with 5 or more agents trying to get the rate of \$6.99 rental fee for the modem, but I am getting billed at a rate of \$8.99 per month. I considered buying the modem, but for a year it is same as monthly rate. I am sure I will not want to continue with this service if they fail to honor the rate I was quoted. Will be searching for different internet provider.

I was originally given a loyalty rate by October (agent) of \$39.95 per month for internet, \$6.99 per month for modem rental. I printed out confirmation that shows these rates with a confirmation #. When I got an email showing my bill was \$88. I contacted agent to clear confusion of rate. First agent, Anne ** on 19th stated the rate was \$8.99 and said it couldn't be changed. She said she couldn't access my account. That was the end of conversation.

On the 20th I contacted Megan ** to again try to get my CONFIRMED RATES adjusted on my account. Again, I was told that my account was adjusted from the \$88 to \$51.66 monthly, which still showed modem fee of \$8.99. She also told me she couldn't access my account (?) although she was able to see an adjustment?!! She said she couldn't change any rates and said she would transfer me to billing department.

I chatted with Anne in the payment center who was extremely rude right from the start. She stated she could not change any rates. I tried to explain the situation, and she kept talking over me, to the point I said "would you please just listen to me" so I could get transferred to the correct department. This conversation went nowhere. I suggested she tell management they needed to better train their agents. She transferred me back to account agent... At this point I had been on hold or speaking with agent that was unable/unwilling to address the matter. After several minutes, I decided to email the help dept., my concerns and have yet to get a response. The first agent I spoke with did give me her email, which I also emailed but no response. DO YOUR RESEARCH BEFORE SIGNING UP WITH THIS PROVIDER...

Helpful? [Yes](#) [No](#)

Jessica of Tyler, Other on Jan. 21, 2016



The day after my new phone service was set up I started receiving phone calls from telemarketers. They addressed me by using my full name. There is a rule that we always use and that rule is never do we put our phone numbers on anything online or give anyone permission to sell our name and numbers. In fact, our family members didn't even have our new number yet. After I received my first bill and noticed that the telecommunications taxes and fees were 40% of my phone bill I quickly turned around then removed their phone service.

our broadband service but they are still charging us for our telecommunication taxes and fees when we don't even have their phone service anymore. After contacting them twice about this they refuse to remove it stating that its mandatory. I can see it being mandatory if you actually had telephone service. But for someone who doesn't have telephone service with that company then no it is not mandatory.

What you are doing is illegal. I have filed a complaint with FCC about the unlawful tax charges that are exclusive to telecommunications only enforced onto my broadband only bill. Run away from this company if you can go with someone else. If there were a class action lawsuit for this company I'd be first to stand in line. They are illegally billing and their customer service is the worst I have ever experienced.

Helpful? [Yes](#) | [No](#)



Rick of Salt Lake City, UT on Jan. 21, 2016



Background - We had a great deal with CenturyLink - 40 MB for 40 bucks for one year. When we sold our house in June, we called them and they said that we could put the account on hold for \$10 a month. That's great. When we bought a house in August we called CenturyLink, we wanted to continue our service to the new house. The next bill came it was \$212.27. We called and asked why our bill was so high and they said that our deal was no longer available and that we have a new contract.

It's now more expensive for the same speed. They said that we made this choice and I ask them "Why would we chose to have a new contract for the same speed and more money?" They answer is, "We just do what customers want." I suggested that maybe the new sales guy made a mistake. We obviously wouldn't do that and no one in their right mind would. I wanted to cancel the service and they want to charge me \$200 to cancel. I wish I could join a class-action lawsuit to sue this company. Even if I don't get any money, I would be will to testify against this company.

Helpful? [Yes](#) | [No](#)



Jeff of Fargo, ND on Jan. 20, 2016



Said they sent a bill to me for a modem I never returned. I had returned the modem and never got any bills. They sent me to collections and I never found out about it - even though I had my mail forwarded to my new address. Didn't know about the collections until yesterday when I got a collection letter. 1 1/2 years later! Obviously there was no way I could prove I sent the modem to them or that I never got the bills from them. So I was screwed. Customer service was not helpful at all - kept saying they couldn't look up my account, which wasn't true. Overall shady company.

Helpful? [Yes](#) | [No](#)



sarah of Hubbard, OR on Jan. 19, 2016



We have always only had one company to have internet, phone, and TV within our small town. When Centurylink came to town, we were excited at the prospect of other possibilities. We made arrangements to have our business phone and internet switched over for half the cost of what we were paying for with the competitor. It took several tries for them to get the hook-up date right; that should have been our first clue something was wrong. We had the service hooked up at the end of November. At the first part of January, we received our first bill, and the charges were OUTRAGEOUS! They billed us for TWICE what they quoted us per month (which is what we were paying with the competitor, only we had TV service with them, also).

When trying to resolve this, every single customer service representative was rude, unprofessional and condescending. At one point, we asked to speak to a manager and the rep said "DENIED" over and over. Needless to say, they REFUSED to make any accommodations or allowances, and disconnected our business phone number which we have had for 35 years. They refuse to answer any emails or correspondence, and we will be seeking legal help for loss of business due to this. We have happily went back to Wave Broadband, who has been so kind and accommodating, even if they are more expensive. Lesson learned. You get what you pay for. I can't believe that Centurylink would even employ workers like they do. Absolutely no skills and values. Worst company ever!!!

Helpful? [Yes](#) | [No](#)

I only gave one star because I was unable to give 0. We signed up for century link August 2015. A new line had to be installed. The field tech came and installed the new line (he was great). We were told the permanent line would be installed within two days... This turned into a nightmare. After hours of being on hold and transferred from person to person. We were told our work order had been lost.

Fast forward a month. We get our permanent line. The contractors tore our yard up and hit our septic tank lid causing a multitude of problems. Our bill is supposed to be 45/month... Bill was 175! Bill has been wrong every month. The customer service reps belittle and talk over you when you do finally get to speak with someone. I demanded to speak with a supervisor and was told there were none available.

Fast forward January after yet another screwed up bill. I come home from work one morning and no internet. 4 hours of being transferred and on hold I have a complete melt down. Our service had been disconnected (error on their part) new year's eve. No service until at least the 4th of January. Issue has finally been resolved. We shall see what February brings.

Helpful? [Yes](#) | [No](#)



M. of Albuquerque, NM on Jan. 18, 2016



Oh boy, where to start. Didn't occur to me to complain here till today. Been CenturyLink's customer through at least four name changes since 1972. Always pay my bill on time. Used to work for them in Rates & Tariffs, as well, so I know they could do better. Back then, they had an SCC liaison in my office, and when a complaint came through SCC, everyone snapped to attention and fixed the problem. No more local SCC contact. One time when I lost service, the repairman, despite my warnings to Repair that he not enter my yard without arrangements and my presence, jumped the wall, lied about how he had gotten in, tried to climb back over the wall where he had claimed he hadn't entered, and he crushed one of my hibernating turtles, who came up and died in the spring. All Risk Management wanted to know was its monetary value!

Last year a repairman, a nice guy, left me with no service at all and went home for his two-day weekend without even checking to see if I had service after his work. He had switched my T1 and left me with no service at all. Repair mimicked me when I called, and laughed at me when I cried out of frustration, said no help till next week. I then left a message on this guy's cell, he called back and said "you're kidding," and I said "didn't you even check before going home?" He called Central and reversed the T1 on the spot. So much for Central saying it couldn't be done until after the weekend. No improvement of the original problem, but at least I had some service again, such as it was. Last few months, it's becoming more prevalent to have calls dropped back to a dial tone. Length of call has nothing to do with it, they just drop my calls back to a dial tone.

It's not my home phone or inside wiring, they can't schmooze me because I used to work there. I foolishly decided today to call Repair, knowing I would get the usual superficial, cursory computerized scan and then "sorry, but the line shows clear." They refuse nowadays to let me speak to a Field Supervisor or a hotshot (their best repairmen). Many of them don't even know what a hotshot is. Put that together with speaking to a Filipino with a heavy Creole accent and a weak, tinny connection, and I start to get angry. Last year I got to the Executive Complaint Office and described how long my service has been impaired, and was told "no, we aren't interested in pursuing this any further," with a flat-affect voice. With all the cutthroat competition they have, you'd think they would want to try to keep your business, not to mention pride of craft, but no, they don't.

I used to have a market expansion line with a custom ring for my business, and neither ever worked properly, and then they "changed horses in midstream" and started charging me by the call a year later, even if I didn't answer, which was not the original agreement. I tolerated that, until one day I got charged for a ship-to-shore call out of San Diego, which is a physical impossibility with a market expansion line. The custom ring had been attached to my residential line with a third, "invisible number" so I couldn't ever include it on my business taxes. And the invisible number they had attached it to, had been a Pizza Hut number until a month before I got it, and I kept getting called by drunks on Saturday nights insisting I deliver their pizzas. I finally just got humorous and would say "thank you, sir, one large pepperoni pizza, fifteen minutes or it's free!" That would get rid of the drunks.

But with that final straw of ship-to-shore charges, I got rid of their market expansion business line and the custom ring that never worked right. Last year, I tried for over two months to get accurate and consistent information about getting their ISP service. Each time I spoke with someone I got new information, different information, bad information, corrected information, and then they said (I kid you not!) that I would have to wait two to three months to get web service and they would have to send me forms to fill out. I said "Wait a minute. I would be paying the same as anyone else, the full fee, and it takes three months? Forget it!" I went with Comcast, which was glad to connect me the very next day. And then, of course, CenturyLink Billing later tried to solicit me to rent their internet service, and I told them they had to be kidding, they were way too late, too bad, honey.

Let me tell you something, the head of that department I worked in ended up in prison. The other managers became rich, and retired, from what I heard. In private meetings back then, where I was present, they laughed at their customers and thought them stupid to want to break up into baby bells. Did you know, they can attach a marker to your number and track every call you make, to collect data to justify their newest rate hike proposals to the SCC, and you will be none the wiser, because it is their phone number and you just rent it? They knew during the breakup into "baby bells" when their monopolies were challenged, that service was going to deteriorate and prices would go up, and they laughed about it. I worked next to a former "humper," the people who actually climb the poles to do repairs, and she told me they are supposed to try to blame your

There was an expose that revealed on PBS that the two phone companies that were most implicated in installing splitters in a windowless closet so that the NSA could eavesdrop on us all, for about five years post-9/11...were AT&T and CenturyLink, which had a different name back then. And yet most employees I speak to at CenturyLink are totally unaware of that little item. They really don't know. I make comments to them because while you are on hold, you get a recording about how they value and protect your privacy. Ha! They are a communication company with broken-down intra-company communications. The left hand doesn't know what the right hand is doing. They cannot handle the increasing customer load they must attract to increase revenue.

When I had severe crackling on the line that got so loud that an operator asked me how I could live with it, and made me cry, it took several years for them to send out Repair that could find the problem and fix it. They'd tried to blame rain (I live in the desert), condensation, time of year, etc. I'm surprised they didn't try to blame the phase of the moon, or the color of my brassiere! And then, after the hotshots fixed it, I came home and found I had a deadline!!! Aaaaargh! They said "impossible," and I insisted loudly from my cell phone that my line was dead. They eventually sent out another guy who found that while a repairman had been at the switch box a few blocks away, working on another line, he had accidentally disconnected me! After all that!

We all did an honest job in that office, we liked each other and liked our work and gave them a honest day's work, yet one of those managers would come out once in a while from his cubicle and spy on us, and he never knew why it made us smile. It was because his chair squeaked, and every time he got up to see what we were doing, the squeak was like putting a bell on the cat. And we were all really hard at work. One final symbolic example: when this phone company moved into a new building downtown, they asked all us clerks which window seat we wanted. We weren't being rewarded. Rumor had it that we were being given the window seats instead of management, because if anyone took a potshot at the phone company (gee, I wonder why anyone would be pissed at them) we were more expendable than management. That sums it up.

They don't care about employees unless it becomes litigious and costs them money, and they don't want to help you unless it is either an easy thing to fix or they are forced to, one way or another, and if it is a billing issue or repair and a difficult problem, they would rather "release your call." They know there is no longer a place where you can escalate your complaint about problem or the treatment you receive, and they would rather lose your business. They are banking on you not leaving or getting organized. We have the best phone service in the world, in the United States. But there is a lot of room for improvement. It's their job to continue to attract new revenue, but their system can't handle the overload of new activity, and they would rather see you leave. Unless you have a class action suit, and they are banking on that not happening, of course.

Helpful? ☒ Yes ☐ No



TROY D. of Westminster, CO on Jan. 18, 2016



We've used Century Links High Speed Internet Service for approximately ten years. Originally we paid for 12mbps but always had trouble staying logged in and spent countless hours buffering with little to no result. So we decided to go with 20mbps thinking that 12 just wasn't enough for our household. This is when we discovered that no matter what we paid for, our service only provided speeds between 3 and 7mbps.

We called and the customer Service agent was amazed that our speed was so slow. He determined that the issue was absolutely on their end and scheduled a technician visit. First of all, it took them six days to respond and when the tech came out, he told us, "I turned it up for you", and left. We did a speed test only to find out what we suspected. The upload/download speeds were exactly the same! When we called back to complain, we were told that the tech that came out needed to forward our work order to a "different type of tech" because he wasn't able to help us. So the new tech would call to let us know when he would be coming out. Of course no one ever called.

At this point we realized that Century Link had not only been cheating us out of money for years for services not provided, they had also been lying to us every time we sought their help. No one ever told us the same thing twice and our call in notes were apparently "lost". Therefore no credit could ever be applied to our account for all of their shortcomings. We decided to close our account and go with a provider that would give us the service we desired and the service that was advertised. At 185mbps, we couldn't be happier!

Lastly we were told that in regards to our final bill, we should receive a credit of \$160.00. Well we received the bill with no credit and a balance owed of \$165.38. When we called in to question this, we were told that because our account is closed, they can do nothing to change our bill and of course, the notes regarding the credit we were supposed to receive were "lost". All we can say is, "What a scam!" We are so glad that we'll never have to deal with this company again. We can't believe that they basically scammed us for years!

Helpful? ☒ Yes ☐ No



Kris of Alexandria, OH on Jan. 15, 2016



The usual from CenturyLink, they have oversubscribed the area where I live and charge us for download/upload speeds that are not attainable. DSL

tech changed the settings, the next tech changed them back), "no it's a area wide outage affecting everyone," now "it's the modem and we will send a tech out Monday" (we called in Thursday). I do feel bad for some of the CenturyLink employees that actually care but are stuck supporting a crappy antiquated network. Next complaint to the FCC I think.

Helpful? [Yes](#) [No](#)



shan of Burien, WA on Jan. 15, 2016



CenturyLink, customer service is horrible! I had transfer my service after being with them for eight years, and they took over two months to get me service at my new address. After multiple calls and days off from work to get it setup, technician did not show up! The online automation is may be a scam! Tried setting it up numerous times and it seem to be active only to find out it's not, and still getting charges for late fees after speaking with a supervisor about the matter. It'd be 11 months and still unresolved. Also I was giving a price of \$32.99 per month guaranteed and my billing turn out to be 79.99 per month for only internet. This Company has the worst customer service ever, constantly putting you on hold and transferring calls for hours in a day! Total incompetent. I wish the Atty. General would investigate this company customer-billing department for all their inaccuracy so they may stop ripping off people.

Helpful? [Yes](#) [No](#)



Kathleen of Santa Rosa Beach, FL on Jan. 14, 2016



CenturyLink provides the worst customer service of any business that I have ever dealt with. If you have to speak to customer service plan on bringing sleeping bag because their hold time is always very long. Once, you finally do reach a representative they tell you to hold then accidentally on purpose hang up on you. This happens every single time I call. Has been a consistent pattern that their representatives do. The representatives have no interest in helping you resolve problems or issues.

What adds insult to injury is that they charge almost ten dollars per line just to pay the bill online. The only way to pay without receiving a charge is to mail in a check. I will be leaving. I have put up with despicable service and very poor Internet signal for much too long. I currently pay five accounts between my personal and business that I own. They are the worst company to deal with that I have ever encountered. I am currently taking every opportunity to tell every person that I can how despicable CenturyLink is treating loyal customers.

Helpful? [Yes](#) [No](#)



Randy of Greenwood, SC on Jan. 14, 2016



Had telephone issue... Every time it rained, nobody could call me. It happens every time it rains. Each time, they could not find the issue. They tried to sell me :I home service warranty instead of fixing the issue. The problem is NOT in the home, is NOT my phone, the problem is outside. (Neighbors had the same issue). Almost impossible to get a real live person. Used their "chatroom" where they again could do nothing, and tried to sell me stuff rather than fix it. They got really snotty and gave me a tech number.

Called the tech number and they kept on hanging up. The poorest service of any service I have ever had. I have since cancelled and oh my goodness no more phone issues!!! They lied... Repeatedly. Now that I have cancelled, I have to watch the bills, since they have a habit of charging for phone service anyway even when you cancelled. Same for internet... Paid for 10, get 3. They lied. Now get 24, and phone, at about the same price. A Pity, when they were EMBARQ, no issues. Three years ago, they weren't bad. Now? Corrupt.

Helpful? [Yes](#) [No](#)



Lynn of Temple, TX on Jan. 14, 2016



have run tests on her computer, it is not the computer, a new computer also barely functions off of the service. Another issue, we recently called to archive some disturbing calls we were receiving and CenturyLink claims to have no records. But they are required by law to store all records for 7 years as a business.

Now we have to call in lawyers to get some really simple and basic stuff from them. I know that when I move out there I will not be using CenturyLink. They are beyond horrible with no accountability. When you call them for help they play pass the buck or hang up on you. My mom had an anxiety attack just trying to talk to them. So thinking maybe they did not understand her, I called and she was right. They overtly try NOT to help you at all.

Helpful? [Yes](#) | [No](#)



Rebecca of Salt Lake City, UT on Jan. 14, 2016



We have CenturyLink for SEVERAL years and we have had NOTHING but trouble. Our phone and Internet is constantly down. We are bumped off the Internet several times every single day. The phone is constantly going down as well, especially in inclement weather. We pay every month for service protection because we have to have maintenance so often. Service men have told us there is a problem but they don't know what to do to fix it. I am so tired of paying for service that we cannot use. My husband uses the Internet for some of his job and can't do his work. On top of all this the bills never made sense and seem to have extra charges every month. I WANT OUT OF MY CONTRACT!!

Helpful? [Yes](#) | [No](#)



Judy of Gilchrist, OR on Jan. 14, 2016



Experiencing radical fluctuations of internet speeds from 1.35 to 5.43 when I am paying for 10. Ran speed test for over a week, finally 1/11/2016, contacted CenturyTel Tech Support. They ran me through numerous test then call disconnected on their end and rep never called me back. On morning of January 12, 2016 I again contacted Century Tel Tech Support explaining previous contact of 1/11 and my internet issues, rep ran me through numerous Router Channel changes then ordered Technician to come out on 1/12/2016. Nobody called or showed on 1/12/2016 so I went online to check "where is my tech" only to receive error message 503 Service Not Available. Went to Chat online via CenturyTel Chat, rep ended chat stating unable to assist me and suggest I call 800-788-3600 on 1/14/2016. Big frustration and enormous waste of my time.

Helpful? [Yes](#) | [No](#)



Naim of North Oaks, MN on Jan. 12, 2016



CenturyLink loyalty department quoted \$65/month for internet and DIRECTV for 4 TVs with no phone service. I told them that I would think about it. When I called them the second time, again I got the same quote and a \$75/month quote if I increased my internet speed to 20 megs. I agreed and when CenturyLink came out, they were unable to rewire the house to increase the speed so I stayed with the same speed, expecting a \$65/month bill. Instead, I was billed \$135 the first month. When I called, I was promised that the bill would be corrected. They had also had not removed the phone service. The second month's bill came at \$136. I called again, this time I got transferred multiple times from agent to agent, department to department with no success. They wouldn't even honor their quote. They were giving me prices over \$100.

Finally, I talked to a customer service manager, he said the best he could do was \$30 over the quoted price. When I asked about the call records, they came back a week later and said that the call records were lost for those dates. They just didn't want to admit that they were quoting incorrect prices. CenturyLink has to be the worst large consumer-facing company I have ever dealt with. If you are considering switching to CenturyLink, think twice and make sure that you have the quote in writing.

Helpful? [Yes](#) | [No](#)



SUSIE of Nashville, NC on Jan. 11, 2016



Where to start? First, the bills are bs, with it going up monthly. Second, my TV freezes up at least 5-20 times per day. The repairs techs seems to be clueless as to what the problem is...

Helpful? [Yes](#) | [No](#)



Carolyn of Clovis, CA on Jan. 11, 2016



We moved to another state. Before moving I called to see if service was available in the new location. It is not. I was told that I would not be charged cancellation fees since they don't serve the new area. I was then charged \$424 for cancellation. When I called the representative agreed it should be refunded, but spoke with a supervisor and was told that there is no record of the previous conversation and their policy recently changed. I have had repeated poor customer service with very poorly trained staff. I should not be charged for cancelling because they do not provide service in the location to which I moved.

Helpful? [Yes](#) | [No](#)



Teri of Thief River Falls, MN on Jan. 9, 2016



We first signed up for CenturyLink because we had heard that the speed of their internet was better than what we were currently receiving. Unfortunately, we never had the opportunity to see if it was true. After 6 months of phone calls and us never being able to get our service up and running but, still being charged. We needed an additional line added and made two appointments through them and no one ever showed. I also called multiple times to add my husband's name to the account so he could set up yet another appointment for when he would be home.

Despite the fact I was told he was added each time, each time he called they would tell him his name was not on the account. The latest issue is their customer service hours are limited to mon - fri and they state you can chat with someone online during off hours but if you try to do this it states to call. I have tried to be patient but, they really could care less about their customers and it is too bad because in this type of business the customers are what make your business.

Helpful? [Yes](#) | [No](#)



Marianne of Las Vegas, NV on Jan. 8, 2016



There is nothing I can write that is not already complained about. Getting my business under false pretenses, not honoring their own direct mail advertisement, hence false advertising, bills are 2-3 times the expected \$\$\$\$, lack of training for employees since they are pretty much clueless including sales, technical and customer service, phone wait time incredible, the list is forever. I wrote a very detailed letter to the CEO of CenturyLink and copied 4 other executives on 11/3/15. To date there is no reply, no adjustment, no apology.

I requested an investigation of CenturyLink by: 1. Nevada State Attorney General's Bureau of Consumer Protection, 2. Local TV station consumer advocate, 3. FTC (Federal Trade Commission), 4. FCC (Federal Communication Commission. I figured somebody will take up my case. I referenced the 2,174 complaints I found here to give them some incentive to go after CenturyLink in order to protect all of us from predators and liars like CenturyLink.

Helpful? [Yes](#) | [No](#)



Tammie of Emmett, ID on Jan. 8, 2016



This company is horrible! I work as a customer service rep, and this company has the worst customer service I have ever encountered. We became customers last year in April of 2015. From April until now we have had to call every month as our bill has changed each month. We were guaranteed a price of 24.99 per month for internet, if we bundled with DirecTV. We would save even more on both Direct and CenturyLink. It took

free month of service and spending at least 8 hours with multiple reps, they finally figured out why my bill went up to 114.00. It was their error!

So a month free for their mistake, I thought great! Now, maybe we won't have any more issues. In October, it was the only bill that was under 100.00. By November, my bill went back to over a hundred. I called then and they offered me a "promotion". No more contract and both DirecTV and CenturyLink combined was 58.00. Now the customer service rep, stated that it was incorrect and my bill is going to be around 75.00. Really? I have a confirmation number with the date and time, and the person I spoke with whom will make the changes. The rep stated today, that it was no good! At this point I am even more disgusted with this company, I said cancel me! The only good thing is, I got out of having a 2 yr contract and I never have to deal with them again! I guess I will have to pay my now due bill of 130.00 for this month! This is probably what they do to many people. It's "Robbery"!!!

If you ever have the time to spend 4-8 hours each month disputing your bill, then I guess this company would be a fit! Today I have spent a total of 6 hours trying to figure my bill out and got nowhere. I called DirecTV and they state I have a -4.62 on my account with them. I further went over billing charges from the past few months with DirecTV and the bills do not match. Spending 6 hours on the phone is not my idea of customer service! They don't have supervisors to take escalated calls, so my issue did not get resolved. At least DirecTV tried to do a 3-way call to resolve my billing issue and supposedly Century Link's billing department was closed. If anything comes of this, it would be, for them to lose their customers! I will never refer anyone to them and I am ready to have our local news investigate.

I would rather be without internet and not deal with incompetent people who do not care about their customers and essentially take hard earned money out every month and get away with it. I feel bad for the senior citizens and all others they "ROB". Please before you sign up services with this company, read reviews on social media and everywhere!! You will see the same complaints. If you go to their website, it states they are

accredited by the BBB. The BBB's website states they are NOT!!! Complaints on company is unreal. So if they lie about accreditation, they obviously will take your money like a thief.

Helpful? [Yes](#) [No](#)



Crystal of Las Vegas, NV on Jan. 7, 2016



I signed up for Prism TV a month ago. My services were supposed to be \$145 and some change every month. I received a bill for \$357.82 that is crazy. I am on SSI. There is no way I would Pay that for TV. My car note isn't even that much. I have 4 children 1 of my sons is Autistic so I teach at home, so I really need my internet. Do you think these people care? No way. I had 7 mpbs of internet speed instead of 10. The flyer on my door said \$24.99. They didn't honor that at all.

I have recordings where I have been on the phone for 4 or 5 hours a day getting transferred or hung up on these stupid jokes told me they can't call back if the call drops but I bet if you were in the middle of giving these crooks money they will call back. Such a big company can't make outbound calls right. I am in Las Vegas. And if there is anyone interested in going to News 13 Investigates Darcy Spears and the Nevada Commission Board that they are governed by. They are supposed to ask to raise any prices and they don't. They do what they want and I also have several people willing to go forward. We can do something in numbers. If you are really interested my email is **.

Helpful? [Yes](#) [No](#)



Kasim of Laramie, WY on Jan. 7, 2016



I was using Comcast in my old address and I moved to a new apartment where only CenturyLink is the internet service provider. I DID not knew that CenturyLink has very slow speed and that their customer service is only available for a limited time in the day. First of all, I did not get any promotions and the reason for that was because I have not setup an automatic payment. They tell you there is a promotion and nobody informed me about setting up my auto pay. Second, the internet speed was very slow and intermittent and their customer service closes when I get out of my job and it takes forever to get a customer service over the phone. Would somebody advise me how to get a reliable internet if only CenturyLink is allowed on the apartment?

Helpful? [Yes](#) [No](#)



Brian of Flint, TX on Jan. 7, 2016



We all know that utility, cable and phone companies are notorious for their poor customer service, but my experience with CenturyLink was by far the absolute worst customer service experience I have ever had with any company, ever. It was so bad, it became almost comical. I signed up for phone and Internet service at my new home to begin on Friday, October 20. The modem for the Internet was shipped to me and I precisely followed the instructions - but it didn't work. I called the technical help desk and we were unable to resolve it over the phone. They said they would send a technician out on a Saturday between 8am and 7pm!!! Although this is a ridiculous time frame, I agreed to wait because I had just moved and would be spending most of the day at home unpacking.

The technician never showed up. When I called back on Sunday, the tech help desk said all of the field technicians were off on Sunday and that they would contact me on Monday. Instead, I called Suddenlink on Monday and signed up with them, and I canceled with CenturyLink on Tuesday, October 24. So in all, I had "service" for 4 days, even though the Internet never worked (the phone did). Several weeks later, I received an invoice for service covering mid-November to mid-December. When I called CenturyLink, they acknowledged that the invoice was in error and that I had canceled on October 24, but told me that I had to go online and fill out a 30-day guarantee request for a rebate. I didn't understand why this was necessary, but I complied anyway.

A few weeks later, I received another invoice marked "Final Bill," stating that I owed \$93. It did not itemize the charges or explain what they were. When I called again, their customer service rep told me that it was for the \$40 Internet activation fee, the \$15 shipping for the modem installation, and \$16.25 for connecting and disconnecting the phone line. I asked them to waive these charges in light of my terrible customer service experience but they refused. Each time I called their customer service line, I had to spend over 30 minutes on hold.

All in all, I spent several hours on the phone dealing with these issues, and I ended up having to pay \$93 for nothing, essentially. It was a huge waste of time and money. I would never consider using CenturyLink again, even if they were the only Internet provider in my area - I would go without instead of giving them my business. I would advise anybody to avoid CenturyLink at all costs - if you have any other option, use it - and if you don't, then go without!!

Helpful? [Yes](#) [No](#)

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Consumer Complaints and Reviews



s of Kalispell, Other on Jan. 5, 2016



Wow. I found this site after so much frustration! I agree with the person who said CenturyLink's lack of customer service IE: just waiting for hours on the phone for anyone to pick up and I am sure their CRAPPY music doesn't help, was the closest to a heart attack they have ever come. I have been experiencing the same experience since Nov. 2015. It took me 3 calls covering not less than 5 hours of my time. (I never got thru to anyone over the 1st 2 calls covering 3 hrs.) The rep I finally talked to in November acknowledged "No they don't notify you when your "PROMO" rates EXPIRE. YOU have to call them and "RENEGOTIATE". Then there is a 1 month lag time before the NEW "Promo" rate takes effect. Seemingly nice "Lashonda" told me she was making the credits to make my cost reflect the new rate. HA HA HA. Never happened!

New bill for DEC 2015 now \$91.04. Back to the phone. I tried. The Product, Service, Billing # 800-201-4099, never got through (40 minutes hold) gave up. Called again few days later. Never got through (20+ minutes). Called 855-538-9446, after initial message, nothing for 10 minutes, then "All our representative are STILL busy", crappy music started up another 12-15 minutes. YEAH. "Sheena" answers. After 45 minutes with her, she has advised me that, Yes, she sees Lashonda's notes. Does not understand what went wrong that the rate Lashonda quoted is not in the system. Sheena assures me that she will credit the 24.00 that didn't happen on the December 1st call. Sheena says she is removing the \$7.00 late fee and advises me that the amount due is \$59.11. And tells me the new rate of \$34.95 (That Lashonda set up on Dec.1,2015) will NOT go into effect until Feb. 2016.

There is a "lag" time of 1 month. Sheena could not tell me the why of that. At the end of the conversation, Sheen again advised me total CURRENT bill is \$59.11 and that I can go online and make my payment. OKAY. I hang up. Go to CenturyLink online pay. My bill is now \$84.04. WHAT! Ok, maybe there is a lag time. Checked it this AM. Still \$84.04. Back to the phone. Tried # I reached Sheena on, 20 minutes. Tried the "Direct" # that Sheena gave me **, 17 minutes. Then tried a # In a large orange square on the CenturyLink bill that states and I quote "CenturyLink is dedicated to Perfecting Solutions that work for you and you life. Call us today at 877-343-2224 and LET US PROVE IT". REALLY! Are you ___ Kidding me!

Again after over 15 minutes and eventually more nerve wracking irritating music (same tune for all phone #s) I gave up and found this site. I did expect that others were having the same problems. My question is, WHY hasn't a class action suit been started against Centurylink? Also folks, how many are aware that CenturyLink merged with Qwest then laid off a 1000 or more employees? A good reason for not allowing monopolies. WHY IS THERE NO CLASS ACTION SUIT AGAINST THIS COMPANY! Wonder how long it will take me to get thru to cancel service!

Helpful? [Yes](#) | [No](#)



soni of Vancouver, WA on Jan. 5, 2016



I had CenturyLink internet service at my son's home. It stopped working in Jan of 2015 and a tech was sent out to fix the issue. It stopped working again in October. I was paying 51.00 a month just for internet. After working with tech support, they could not figure out why my PC, Xbox, or netflix would not connect to the network but I still paid October's bill. Same issue in November, same outcome no connection. So I paid the Nov bill and cancelled the service. In Dec they attempted to debit my account for the Dec service which I had the bank reject as I had cancelled the service.

Yesterday I received a notice in the mail stating that 51.00 had been sent to collection for the returned item for Dec. Really, I don't think so. I paid for 2 months of service I never received. They had the tech check and he stated that 8 gigs of data was used in Nov which is impossible because we only are allowed to use 5, I have spent well over 4 hours on the phone with these idiots and have been transferred at least 85 times. Done never again and I will let everyone know to not use this service ever.

Helpful? [Yes](#) | [No](#)



Melissa of Lake Oswego, Or , OR on Jan. 5, 2016



I have had CenturyLink for over 10 years - never that impressive but too busy to search for a better deal. They have had issues so I was not able to pay by phone or over my account as I usually do and my account was a little late. I went online and paid my entire balance on 12/24. I am looking at the credit card receipt for the entire amount right now.

Despite this they cut my service and shang highed my accounts on Jan. 28th - any phone number dialed CenturyLink off my cell phone and my internet only went to their page saying I owed money. When I went further on that page it said never mind, looks like you paid your bill but my service was still off. I called, on hold 23 minutes, spoke to someone who said he could see that I had paid and turned my service back on. Today at 9 AM they shang highed my cell phone and internet again. Called on hold for 28 minutes - the man on the phone said there was no record of my payment and took it again to get my cell and internet back on which took almost 2 hours. They are the worst. I am getting out and recommend no one use them.

Helpful? [Yes](#) | [No](#)

Tanya of Lincoln Park, NJ on Jan. 4, 2016



I must agree... Centurylink has lost my business. I have been a customer for almost two years. I was recently on the phone with one of their reps about billing questions. He said my bill was high because my contract expired. I asked if I renew my policy how much the cancellation fee would be if cancel our contract in the near future (b/c we knew we might be moving). The guy said it would be \$12. So I said, "Ok let's upgrade". 3 months later we found out for sure we'd have to move out of centurylink's range (here it's optimum). So I called to cancel and they say cancellation fee is \$200. I tell them the story and they insist on 200 cancellation fee even after speaking to a manager. I ask him at the end of the call if he's aware they are losing a customer for life. He said he's aware. Glad they appreciated my business.

Helpful? [Yes](#) | [No](#)

Jackie of Hurricane, UT on Jan. 4, 2016



I called CenturyLink to change my bundle for a lower price. The person I talked to said my phone and internet bundle would be about \$80.00 so I took it. Then my bill arrived saying I owed \$124. I called customer service and they asked for my information. When I gave it to them the lady I was on the phone with said my information was incorrect and that I was someone else. After I told her that I have been with them for many years using all of my information and never had a problem, she told me she wasn't going to risk her job to help me, so I asked to speak with a supervisor. While I was speaking to the so called supervisor he said that he couldn't help me either because the information I was giving him was false. He yelled at me saying I was not the person on the account. So I then asked him to cancel my service with them because I would go with another company. He said he wasn't going to cancel it and then hung up.

Helpful? [Yes](#) | [No](#)

How do I know I can trust these reviews about CenturyLink?

- 784,695 reviews on ConsumerAffairs are verified.
- We require contact information to ensure our reviewers are real.
- We use intelligent software that helps us maintain the integrity of reviews.
- Our moderators read all reviews to verify quality and helpfulness.

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Anne of Henderson, NV on Jan. 4, 2016



Went with a two-year contract for internet and that was supposed to lock in a set price every month. My bill has gone up every single month I have had the service. Customer service is a total joke. This company is the worst. You will sit on hold endlessly and get no results.

Helpful? [Yes](#) [No](#)

chris of Valdese, NC on Jan. 4, 2016



To be such a large company there must only be 3 people working there. Every time I call with an issue it's a minimum of a 30 minute wait time. I actually screen shot the call today. I hung up at 30.03. Still no answer. I sent the pic of the screenshot to Century link. Awaiting a response now. Doubt I'll get anywhere. Either their service is that bad and requires everyone calling in at once or they need more staff. Either way the wait times are ridiculous.

Helpful? [Yes](#) [No](#)

Dawn of Plymouth, NC on Jan. 4, 2016



I just recently signed up with CenturyLink. I purchased the bundle package which is cable/phone/internet for 1 lump price. Took the tech 2 weeks to finally come out and get the phone in service. After a few days the line had a horrible buzzing noise. After a week had to have the tech return to fix problem. My wifi has not worked right since installing. I have called the company on 2 different occasion, which I was on the phone at least an hour. 90% of that hour I was on hold waiting for a tech to pick up. Long story short it's been 2 weeks and I am still waiting on tech to come fix the problem. Long story short I thought I was upgrading from Mediacom but I was wrong! Would not recommend this cable company to anyone.

Helpful? [Yes](#) [No](#)

Sloane of Saint George, UT on Jan. 4, 2016



This company is so shady. We were flat out lied to. They had a rep come to our door and tell us that we had fiber optic services not available in our area. We signed up and come to find out that they lied and we only have DSL available in our area which is not the same thing. Upon cancelling within the 30 day satisfaction guarantee period I was assured by a rep that I would not owe anything and that they would send me a shipping label to return their modem. I never received a shipping label and I did get a bill. I can't get ahold of anyone to solve the problem. This is the worst company I have ever dealt with by far.

Helpful? [Yes](#) [No](#)

Brooke of Denver, CO on Jan. 1, 2016



My husband ordered CL internet service back in early April of '14 and I just NOW got them to leave us alone. The service was never installed like they promised it would be, so we never used it, but try telling them that. We waited for weeks for a tech to come out and correct our issue (we had

their equipment was coming back to them. We were so fed up. They obliged and we thought we were rid of them, then a bill for almost 50 dollars came. When we inquired about why they said we owed them, they informed us that because they took the time to 'activate' the internet at our address, they were charging us an activation fee. Unreal.

We informed them that we cancelled our services because they NEVER WORKED and that we were well within the 30 day free cancellation period. They said they'd handle the bill and for months we heard nothing from them until we got a letter from a COLLECTIONS agency for that same nearly 50 dollar amount. We called the collections agency direct to get the details on why we had an account there and they were so rude about everything. It took 3 days of being on the phone with CL to finally clear up the issue and get the collections account closed down. The only positive in this story is that they didn't jack up our credit with their ridiculous hissy fit. STAY AWAY from these people. They don't provide good services nor do they know how to do business. They lie, they cheat, and they do not care how that plays into your life. I'd rather be with Comcast, and that's saying something!

Helpful? [Yes](#) | [No](#)



Chrisnol of Naples, FL on Jan. 1, 2016



This company is a living hell. I got cable, internet, and phone with them. First my phone and my internet was supposed to be for 52 dollars plus tax, and add so many charges and unknown taxes my bills was like \$191 and counting. I can't count how many times they hang up on me and how many times they lied to my face. They would tell me one price, hang up, call back in the next 5 minutes. The next agent would have no clue about what I'm talking. The last one I called them and paid all my bills. That lady said since I cut my cable, my bill will be about \$47, taxes included...that's for a local phone and internet. She said to give a huge discount, my bill just comes in the mail for \$118. CenturyLink is a joke and it's a waste of time trying to speak to their agents. I will call to cancel my service, this time for good. IT'S A NEW YEAR AND DEALING WITH CENTURYLINK IS LIVING NIGHTMARE.

Helpful? [Yes](#) | [No](#)



Kurt of Fort Collins, CO on Jan. 1, 2016



Was quoted a bundle for DirectTV, Internet and Long Distance of \$85.91. Only activation and set up was \$21.43. Was charged for other activation costs. They gave away my existing phone number and it took 3 weeks and several hours on the phone to recover. Monthly bill is over \$165! Have spent up to 1 hour and 47 minutes on hold trying to get to Customer Service. Have been hung up on more than once. Do NOT do business with this company. Refused to honor their own sales associate's quoted price and service.

Helpful? [Yes](#) | [No](#)



Robert of Layton, UT on Dec. 31, 2015



In July 2015 I called to discontinue my internet service, this request was somehow twisted into a seasonal disconnect and ended up billing me for the seasonal service. In August I had \$32 credit, I recently checked to see why I had not received the refund. The CSR attempted to go back to July and conveniently was not able to. He process the disconnect order and said I now have a credit for \$8.99. In the end I paid \$23 for ABSOLUTELY NOTHING, the more he explained the billing the more confusing it became, I just hung up!

Helpful? [Yes](#) | [No](#)



Marie of Alamosa, CO on Dec. 31, 2015



Centurylink adds on a bogus charge of \$9.99 for Centurylink Ease??? never ordered it, was just added on. Called on Dec 19th, kept me online, chat

19th. Really after 45 mins I was told it was taken care of. Also in Sept of 2015- I returned a modem- was told they never received it-really - unfortunately we misplaced to postal receipt, charged me \$115.00. I am shopping for a legitimate company to work with. By the way, my credit score is over 800. They need to be accountable for their business actions. I will be shopping.

Helpful? ☒ Yes ☐ No



Crissy of Gretna, NE on Dec. 31, 2015



Worst company ever to deal with. Two months I have been trying to stop my auto pay that should have stopped when I cancelled service six months ago. They are not authorized to be pulling money from my account. I have no services with them. Their customer service people are incompetent and they refuse to escalate my ticket even after providing transaction codes, screen shots of what is being pulled from my account and my info multiple times. 6 months of close to \$200 per month being pulled from my account and nobody can tell me what I am paying for. They have confirmed that I do not have an account with them so why are you still taking money out of my account? I have not received a statement since April (9 months ago) and they will not provide any transactions of what my money is going to. STAY AWAY FROM CENTURYLINK, THEY ARE A FREAKING NIGHTMARE...

Helpful? ☒ Yes ☐ No



Laren of Spokane, WA on Dec. 31, 2015



I was told by the representative (that sounded like they were from India) that I would get a FREE hookup for High-Speed Internet. Imagine my surprise when I got a bill for \$240. After arguing the charges I disconnected my service. I filed their form for their 30 DAY GUARANTEE but have not received any credit to my account yet. They will not honor their 30 DAY GUARANTEE that they claim refunds your expenses if not 100 percent happy with their services including hook-up charges. They have now turned me over to a debt collection service and I have no idea what to do. I have a email I received from CenturyLink verifying they received my form and I have copies of my bill showing I disconnected with-in the 30 days required for the 30 DAY GUARANTEE. Here is a link to their 30 DAY GUARANTEE <https://30days.centurylink.com/>.

Helpful? ☒ Yes ☐ No



Wendy of Helena, MT on Dec. 31, 2015



May 2015, ** business ceased to exist. CenturyLink has STILL been unable to make name change correction, they have me as Wendy ** not Wendy ** regardless of how many phone calls I have made to correct this problem. Dec. 1, 2015, the statement I received showed \$0 balance. Dec 8, 2015 I received a disconnect notice statement saying balance due \$62.93. Dec. 10, 2015, I received a credit adjustment of \$55.93. Dec. 29, 2015, my service was cut off. I made two phone calls spoke with 5 people and was hung up both times. Nothing was resolved. Last person stated there was a \$200 charge for early contract release and hung up. CenturyLink Employees communication is difficult due to language barriers. They get angry and hangup with no resolution made.

Helpful? ☒ Yes ☐ No



Diona of Phoenix, AZ on Dec. 31, 2015



I've had CenturyLink for almost two years now. They've been great up until we decided to try Prism TV. First off, the salesperson lied about the cost of it and never disclosed the fact that it didn't come with HD, and we had to pay extra in order to get. Then, when we called to cancel it, the same day they cut our internet off for two day when the customer service rep specifically told us that even if we canceled Prism our internet would not cut off. OK this isn't that bad, right?

Speed up to two months later. we get a bill for 337 dollars for not returning the Prism TV box thing. when we definitely returned it because we have

receiving reject to him as for money. I have been waiting to receive the problem, repeatedly. He live in an apartment complex and the only service offered to us is CenturyLink. Please, if you have a choice do not get CenturyLink. Customer service is not helpful at all and they're usually rude and lie about everything. You'll be stuck on the phone for hours because they'll hand you off to different departments.

Helpful? [Yes](#) [No](#)



Jen of Salem, OR on Dec. 31, 2015



Our internet connection has been cutting out every 30 minutes to 4 hours. We're paying \$45/month for under 1MBPS. This month, our phone line stopped working, so we called for a repair. A WEEK later was the soonest we could get our phone back on. The technician who came was helpful, friendly and knowledgeable, but he was the only bright spot in this whole debacle. He recommended we upgrade (at no cost) to 12MBPS and was dismayed too that CL did not communicate that we'd been eligible for this faster speed for over five years. FIVE YEARS we could have been getting this speed for the same amount of money.

So I called a week later to get a credit for the week of no phone connection. \$10.04 credit took me 45 minutes to obtain and two separate representatives attempted to upsell me on services during this process. Then, when I attempted to get a credit for the poor internet connection, I got

passed around to three departments and ended up with the final guy telling me, "My job depends on me not issuing you a credit." So I hung up. I thought going through the chat option might be less stressful. When I finally got through to Technical support, I had this rousing exchange with Noel in Boise. So, it's been 20 minutes since I had this exchange, and he's not communicated with me any further. I am still waiting in the "Engagement Window" for this technician to return to "troubleshoot the issue with [me] and have it fixed." Nice work, CenturyLink. Nice work.

Helpful? [Yes](#) [No](#)



Wendy of North Las Vegas, NV on Dec. 31, 2015



We were internet customers for three years. When our contract ended we were billed at the off contract rate which is about double. We re-upped and were promised that we would have a \$5 credit each month to compensate. That credit didn't show up and when I called I was finally told that it would be a \$10 credit for the next 6 months. Are you surprised that it didn't happen? So when our contract ended we cancelled. It was supposed to be effective after our new service was set up but they cancelled three days early. The bill shows a reconnect fee!!! Then we were charged two cancellation fees -- one for the internet and one for the protection plan. Now, a few months later we get a bill for the router. I called in November and gave them the information from my receipt showing that it was returned. A month later and we have received another bill. We have been on hold for 45 minutes waiting to talk to someone.

Helpful? [Yes](#) [No](#)



Matthew of Junction City, KS on Dec. 31, 2015



I signed up for a bundle, detailed billing to be \$135/mo 5 months ago. Have been charged over twice the amount I agreed to for both internet and TV. Supposed to pay \$35/mo for internet, have been paying \$76/mo. Supposed to pay \$34.99 for DirecTV, through Century Link, have been paying \$79/mo. I have been trying to contact ANY customer service personnel for 2 months now to try to correct this. I have been unable to reach them in any capacity. I have even tried the contact info for the Board of Investor Relations and Board of Directors without success. The links to "chat" don't show up on the website. The numbers I have found have had me on hold for 3+ hours at which point I had to leave and hang up. They lied to me to get me to sign up and now I will have to pay >\$500 to get out of my DirecTV because Century Link lied about the price I would pay.

I have filed a complaint with the Better Business Bureau, 2 complaints with the FCC and am going to file a complaint with Ft Riley, KS to pursue having them put on the "off limits" list of local businesses. I have emailed my situation to local news agencies as well as contacting the local and State legislatures and the Chamber of Commerce and would recommend any others in my situation do all the above as well if this is to end. And still no word from Century Link... if that tells you anything...

Helpful? [Yes](#) [No](#)



Catherine and Roy of Gretna, NE on Dec. 30, 2015



CenturyLink has to be the worst Company I have ever dealt with. Just installed new services with them, was promised internet service for \$34.99, so far I have received bills ranging from \$84.00 and the latest was \$245.00. I don't call this a promotional price. Had a online chat with 2 different persons both after about a hour or so each time, told me to call Customer Service. So that's what I did, to try and find out what I will be paying for the service, no one could answer any simple questions. Was hung up on about 5 times.

I had statements sent to me in the mail but, Customer service could not pull up information on my account. So if you people read all these terrible reviews maybe you can give me a call so maybe you can give me some information. Sales people must be on commission because what you get is not what you were told. I would love to start a Class Action Suit against this Company. Don't sign up with CenturyLink they will cheat you out of Money. Especially if you have good Credit Rating and you want to keep it. Very Untruthful!

Helpful? [Yes](#) [No](#)

Aaron of Portland, OR on Dec. 29, 2015



Called with respect to an offer in mail for \$29.95 internet for 36 months. First bill was close to \$70. Still working with customer service to resolve the issue.

Helpful? [Yes](#) [No](#)

B of Winona Lake, IN on Dec. 29, 2015



When we started up with CenturyLink, we were quoted a total price. The service tech that came out to run the internet line to our house connected the line to a dead port, but apparently, didn't realize it. Therefore, the first two weeks of our "service" we were without internet and, despite many calls to CenturyLink, we were told that the issue was on our end.

Finally, we got the company to send out another tech person, who said that the first tech connected us to a box that hadn't been in service for over a year. After finally connecting us to a box that was in working order, the tech left me to finish the inside set up because he "had things to do" and said that "it should work". We were billed for both tech visits (although CenturyLink denies this) and our first bill was more than twice the originally quoted price. After many calls, debates, and transfers to other people and other departments, CenturyLink did credit us for the extra charges. Throughout our service period, there are random times when we cannot load up commonly used pages like "Google" or "Yahoo" because the internet connection didn't recognize them. The internet is often too slow to stream videos and we have to reboot the internet to get a show to play through without buffering.

This last month, although enrolled in "AutoPay", our bill was not charged to our credit card on file and we were charged a late fee on the account. We were never notified so that we could correct this problem and when bank statements were checked from the billing time frame, there was money in the account and no reason for the credit card to go through. After calling CenturLink to discuss this and ask why the payment didn't process and why we weren't contacted about the issue, the customer service agent informed me that there was nothing he could do about that issue. We weren't contacted because it was all automated and no one would have seen that the payment didn't go through until days later, which would have meant that even if they had contacted me, the bill would have been late anyway.

Fed up, at this point, with CenturyLink as a whole, I requested for my service to be terminated, only to be informed that I would have to pay a \$200 early termination fee for canceling my contract. When I told the customer service representative that I didn't think I should have to pay for terrible service and nothing but issues, I was referred to another agent who basically refuted every complaint I had and said that I had not been billed for several things we have paper statements for. He also said that there was nothing on my account that would let him waive the fee, so he was "sorry, but there was nothing he could do".

If there was a way to cancel without paying this fee, we would have already left. CenturyLink not only has poor quality internet service, but also poor customer service. The company does not seem to truly care that their customers are dissatisfied. If you want my opinion, I would go with just about any other internet provider and pay a little more to avoid dealing with CenturyLink and all of their issues! We are extremely unhappy with this internet provider and we have no plans to do business with them again after our contract is complete.

Helpful? [Yes](#) [No](#)



Kristen of Portland, OR on Dec. 29, 2015



After a few years of living 'off the grid' depending on Netflix for our sole entertainment my boyfriend and I decided it was time to sign up for cable and internet at home. I did my diligence of researching all of the providers in our area and comparing the packages they had to offer. At the time Centurylink seemed to have everything we needed so I went on their website and signed up for Prism TV and internet. Seemed like a simple enough task, I followed the prompts, got to the end of my order and received a confirmation in my email. The first red flag should've been there. I opened up the email and I noticed the install date was over 30 days out... I found that odd but at the time it didn't cause enough concern to call/cancel.

So the 30 days rolls around and they arrive to install service, again, simple enough. My boyfriend waited for them at our home, they installed the cable and internet and left. I arrive home excited to explore all of the channels I scored (through their bundle offer) however I come to find that we have the basic service. At this point I'm miffed, so I call their customer service center and this is where the fun began. My first phone call to them was after 6 pm, and I got nowhere! The automated system that I had to use to get me to a breathing live body kept dropping my call or it would transfer me and I would wait on hold until I finally gave up and ended the call myself (top time was 45 minutes). I come to find out the next day when I call at work that the customer service center is closed after 6... So why the hell did my call keep getting transferred to an empty office.

Anyways I go through the whole process again at work calling, getting transferred, call is dropped, so I call again and finally get lucky enough to hangout on hold for almost an hour until someone finally answers the call. I explain to her I signed up for a bundle deal online, HBO, Starz, Encore all of the cable channels plus the NFL ticket for like \$80.00. She tells me she is not sure how I saw that package because as she is looking at the current and past offers there isn't anything close to that. So I nicely offer to on go to the website with her on the phone and show her what I saw. We get there and I begin to show her the steps and she says, "Ohh I see what you did. You signed up for Dish not Centurylink Prism. There is no way we can match that offer. Do you want me to go ahead and order this package for you through Dish."

First off, why isn't Dish mentioned anywhere in the the process, secondly instead of trying to scrape me off to another provider, why aren't you trying to keep me as a customer by explaining what you have to offer... at least try! I told her "Sure" because thus far I'm disappointed in the service. So she says "Great but we will have to charge you for the equipment to be shipped back to us and the install for Dish will be about two weeks out" (this all happened around Thanksgiving). There is no way I'm paying for your things to be shipped back to you nor am I waiting another two weeks for service, forget it. I asked her what they had to offer. I could tell she knew I was at the end of my rope and ramping up for the "Let me talk to your manager speech" so she gently went over all they had.

We finally ended up with a package about \$60 more but offered about what I expected to get in the beginning. She offered to add a \$50 credit to my account and promised that the changes would take effect immediately. So day 2 I come home, turn on the TV annnd nothing, same **. I wasn't calling their 'customer service' line because I knew where that would get me so I let it be until the next day. Day 3, I call again, shorter hold time now only 30 minutes, I talk to a different person this time who explains to me they don't see any order from the day prior... "You're serious? I talked to an agent yesterday, we were on the phone including hold time over 2 hours and now you're telling me you see no record of this?" I'm at work trying to manage my own team and work load I don't have time for this so I told him I would call back with the order confirmation number the girl gave me the day before that lucky me was at home.

I get off early that day, drive home and call. I talk to another person, I explain EVERYTHING that has gone on so far including the missing order. He says "Yes I see the order (Thank God) looks like it was never fully processed (WTF) let me submit this for you (Thank you)." Hang up, turn on the TV annnd YAY! The Blazers are on! I turn the game to HD and nothing... Back to basic, and it's there, flip back to HD nothing... So we settled yet again another night, at least we had TV. Day 4 I call this time around 5:30 in the evening when I'm home so I can see for myself everything is as it should be. I talked to a kid who immediately transfers me to tech support without letting me explain the whole situation. I can imagine by this time the comments on my account were less than nice.

I follow tech support's steps and nothing happens so I hang up and call back. Thankfully I get someone other than the person I spoke with prior. I explain to her everything that had happened from the beginning and she listens to me without interruption. I keep telling her that "I'm sorry that I'm venting I'm just so frustrated". Short and sweet she fixes all of the issues, every single one in a 5 minute call. I was so impressed I asked for her manager's name so I could leave a vm with her about how happy I was with her service. And I did, a very long vm about the 4 days of BS and how one intelligent person solved them in 5 minutes.

The long and short of it is I do not recommend Centurylink. They need to provide a lot more training to their call centers to ensure that every employee is giving the same answers and have the ability to fix problems in one phone call. I would also suggest they work on their selling ability and their automated system needs to be adjusted to filter calls to the correct places without being dropped. We are in our second month and thankfully I haven't had to call. We are currently looking at Xfinity and other providers. STAY AWAY. It seems like all of the reviews echo the same issues.

Helpful? [Yes](#) [No](#)

Amanda of Tacoma, WA on Dec. 29, 2015



I have spent hours - approximately 4 hours on the phone with CenturyLink customer support reps to get my refund for a modem I was charged for but returned. Since early November I've been calling to find out how I can get reimbursed for a modem I was charged. When I noticed I was charged \$110 for a modem I called and was told I needed to request a return label and send it back. I called again and was told I would not get any refund and CenturyLink would keep my modem. I didn't believe it, so I called back and was told I have to talk to the finance department. The finance department told me they couldn't help me and I need to talk to billing. Then I was told I would be credited \$109.39.

I then noticed my account was charged this month for \$43 so I called again asking why I wasn't credited or get a refund check. I was told today that the modem has been received by CenturyLink and a credit for \$99 will be posted to my bill (still doesn't cover the amount I was charged back in November) and was sent to financial services to inquire about a refund instead. I got someone in finance and as I started to tell them my number the phone hung up (not on my end!) so then I call back again and get someone in billing and explain what is happening. They tell me I need to wait and call back tomorrow. I ask to speak with someone in finance and then am told that a refund request for \$111.79 was submitted for approval today - but nobody I spoke to on the phone told me they would submit that. The reference number for the request is **.

Every time I have called, someone tells me the refund will be a different amount, I get passed around to multiple departments, and I had one person actually tell me I would NOT get a refund AND CenturyLink would keep the equipment!! I am thoroughly disappointed with the lack of service and am shocked that I've spent hours on the phone and talked to probably 12 people who have ALL told me a different story. This is quite simple - I was charged for an old modem. I sent it back and it was received by CenturyLink. I now want my money back.

Helpful? [Yes](#) | [No](#)



Geraldine of Vancouver, WA on Dec. 28, 2015



Service was disconnected 2 days early leaving no way for all my moving services to reach me. I called 4 different numbers trying to get someone to help me, put on hold MANY times and spent hours I did not have in the middle of a move. I eventually got a woman who contacted several departments and said my service would be restored in 30 minutes and then my internet also went down. I told her that I wanted some form of discount for my time, trouble, and stress. She put me on hold again but then disconnected me. Terrible service and if Comcast was any better, I would change provider right now. I totally understand why so many people are discontinuing their land lines.

Helpful? [Yes](#) | [No](#)



Al of Grand Rapids, MN on Dec. 28, 2015



Bait And Switch. Signed up via chat on their site. I told them that 3 mbps was not very much and asked if I could get upgraded. Rep said "sure no problem. How's 7 mbps sound?" I thought well that would be better. After install, I was only getting 3 mbps and I complained. They sent an email to me that I could get a rate reduction. After calling them to get that reduction they said, "Sorry, can't help you." In addition, when I signed up, Century Link was running a bundle special to receive a \$150 gift card but I received a postcard in the mail that says I will be getting a \$50 one. I dropped them after one month of service. Very, VERY unsatisfied customer, and will never go back to this company ever!

Helpful? [Yes](#) | [No](#)



Karene of Grandy, Other on Dec. 28, 2015



I have had several issues with the same thing. The most recent being I chatted online with someone on Dec. 19 because my Internet had been out since Dec. 13. I was given a repair ticket and told that someone would be out before 6:00 pm on Monday, Dec. 21 and that someone over 21 would have to be there. My daughter came over and sat all day and no one showed or called. I called again on the 22nd and was told it would be taken care of by 6:00 that day. No one showed, no one called. I called again on the 23 and was told it would not be fixed until after the Holidays. I told them it was totally unacceptable as I had already been given ticket numbers and times and no one showed.

I was then told to call someone higher up in dispatch for technicians. I did and was told I had already been dispatched and the problem would be resolved by 6:00 that evening. Well today is the 28th of Dec. and I have still not got Internet Service nor have I heard from anyone from Centurylink. I am in an area where they are the only Internet Service Providers and so I have no choice but to stick with them or have no service. They also will not credit my account for periods that my service has been out. They will only credit a fraction of the time the service was out.

monthly service cheaper than just upgrading my Internet speed, my speed is no quicker than it was originally and my monthly service charges have not reflected what I was told they would. My \$60.00 a month service is over \$100.00 a month. Can someone do something about this???

Helpful? [Yes](#) | [No](#)



Darrell of Richards, TX on Dec. 31, 2015

★ ★ ☆ ☆ ☆ 1

Finally, I reached a competent customer service agent who said he could program the various calling features that I wanted. I don't know why none of the other dozens of agents I spoke with over the last two months couldn't have done the same. As far as I can tell, he got things working correctly and sent a new modem, which I purchased instead of leasing month to month. My internet speed is much faster now. I guess they just let you lease old out-of-date equipment and over bill you for service until you complain or ask for a discount. My phone service, with unlimited long distance and DSL, is still around \$90 a month.



Darrell of Richards, TX on Dec. 27, 2015

Original Review

CenturyLink is the only carrier I have for landline service in my area. When my monthly bill for phone service and DSL internet went up from around \$85 a month to \$110 for no apparent reason (I have unlimited long distance, so that was not the problem), I called customer service to see how to save some money. I was told I was eligible for a discount down to around \$60 a month with a great increase in internet speed. Wow! Great right? Next bill came along for \$110. Called back. Was told it wouldn't take effect until the next billing cycle and that the "programming" for my new package wouldn't happen for another week.

Three days before the "installation" we could not make outgoing calls. Guess what? Next billing cycle = \$159! What? I was charged for long distance calls. Called back. Was told that the unlimited long distance feature had been removed. By who and why? Called customer service again (going through hours on hold and "authenticating" my account with name, phone number, account number, last 4 SS, last bill amount) and they did something to get it working. I was told I would have all calling features.

After the new programming my caller ID didn't work. Called back and they said it wasn't checked. They fixed that. Call blocker and anonymous caller features don't work either. I just called about VoiceMail not working and was told that there is a programming problem that sends calls to a CenturyLink VoiceMail recording, even though that feature is deactivated and that I needed to call back during the day on Sunday. Also contacted online chat for internet support about my slow internet speeds and was told that the modem I lease from CL for \$8.99 a month is discontinued and probably the reason my speed is so slow. REALLY? They are charging me \$9 a month for a discontinued modem that is not even compatible with my service? I found a modem by NetGear for about \$50 that should work, so less than 6 months of their lease will buy my new modem. What a company!

Helpful? [Yes](#) | [No](#)

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Consumer Complaints and Reviews



Kristine of Kailua-Kona, HI on Dec. 26, 2015



Absolutely the worst service ever. I would give them no stars if it was possible. I have been a customer since 1998. They are one of the few that service Whitefish, MT. where I have a rental home. Even though I pay a small fortune for phone and internet, every single time I visit the property, I have to spend hours on the phone reconnecting the internet service. My account is set up on auto-pay, a fact that Century Link forgets from time to time so they can disconnect and charge you a reconnect fee. They also say they have "package discounts", yet they forgot to show that on the bill even though they quote it on the phone. When you reference your account #, they can't find it. They will transfer you from agent to agent, even to their "legacy department" and to the Philippines and never find it. You will spend hours with them trying to get one thing done.

Today, tried to reestablish internet service and spoke with Amanda (transferred), Ryan (cut off), Lynn in the Philippines (clueless) and finally someone in internet department who referred me back to customer service where I originally started with Amanda and by then they were closed. Tried the on-link agent and she told me my account number had to be 10 digits although it clearly shows as nine digits on my invoice, so she couldn't locate it. They are absolutely the worst. Not one agent wants to do what is required. They only want to transfer you from department to department. If there is an alternative for phone and internet service in Whitefish, I am all for it. CenturyLink is absolutely pathetic. I'd be happy to join a class action suit on this company.

Helpful? Yes No



Imr of Albuquerque, NM on Dec. 26, 2015



6-month promo that never showed up on my account. I was given a six (6) month promo offer that never showed up on my account. I called them a couple of times initially, and all the time they promised me to fix the issue in the following billing statements which never showed up. I got the six-month promo offer of 14.99 + tax for the 5MBPS basic internet service in my area. They do not offer more than 5MBPS speed at my address anyway. I have all the chat conversation records with me recognizing the offer given to me. I got the bill of \$36 in the first billing cycle. I called them a first time after the end of the first month of service and they told me that promo code was never added to my account. They apologized for the inconvenience and asked me to go ahead and pay the due payment as stated in billing statement before the due date, to avoid any late payment fees. They offered me to credit all the overpayment amount in the next billing cycle.

Next billing cycle they neither showed any credit nor they applied any promo offer. I called them again and an agent told me that I never had any promo offer added to my account. He transferred my phone to the manager and he promised me to fix the issue then onward. He told me that he added the promo offer for six months from that day and going to credit extra amount in my account, and that will take care for next consecutive two months of the billing cycle. That credit did show up in my account for next two billing cycles. After two months I got a bill of around \$54. I called them

again and they informed me that I never had any promo offer associated with my account. Eventually, they did not find any offer on my account after spending more than one hour. They asked me to go ahead and pay the billing amount as stated on the monthly statement to avoid any late payment fee. I did pay statement amount for another two months.

I called them back to fix all the promo offer issues after a couple of failed attempts. This time lady agent told me that I never had any promo offer on my account and she cannot do anything for me. There is no offer available at that time for me to help. She kept me on a long hold and then she came back and offered me a 12-month contract and offered me to transfer the only last months credit to next 12-month contract on a one-time COURTESY basis! What the! She informed me that they cannot refund my overpayment that I made to stay away from any late payment penalty. I eventually paid extra each month assuming that overpayment will reflect as a credit in my following months billing cycles! She finally hung up on me... I called three times after a very long wait time, and all the time they put me on a very long hold (around 35 to 40 min) and they hang on me...

I am so fed up with them. Their internet speed is around 4MBPS or less for my address. Now they sent me \$104 bill for this billing cycle. I did try to contact them and they find some technical glitch and could not able to access my account to fix any issue. They asked me to contact after some time! Please please please give me some advice or direction to fight with this evil company. I have all the chat conversation with them and all the dates when I had phone conversations with them. Is there any way I can make any legal complaint against them in consumer court or any government department to raise my issue? This is clear fraud.

Helpful? Yes No



lisa of Naples, FL on Dec. 25, 2015



5 times can't get it right. Transferring service to another location 5 min away. No service at new location. 9 people, 7 calls. Over 3 hours on phone. They can't get it right. Then give cell phone because no home phone service. They still call home number even if not in service. Then close ticket everything fine! Done... Canceling service idiots!

Helpful? [Yes](#) | [No](#)



carole of Portland Oregon, OR on Dec. 23, 2015



I was given a 12 month promo that never showed up on my account. I emailed them, they ignored me. I filed complaints with the BBB and FCC. I just spent two hours on the phone with cl, being given the major scam, run around by the four or five agents I dealt with. I guess they finally realized I was not giving up and had notes with times and names of agents I had spoken with. Always take notes, date and time then to show to a judge if you have to go to court. Finally they credited my account generously, gave me a new promo for next twelve month. Fairly sure Comcast is just as bad, so just hang in there and get ready to go to court if you need to... you will win, but so tedious. I will contact FCC again and see if we can file a class action suit.

Updated on 01/17/2016: Original issue was resolved and a credit to my account and then this next month... \$75.99 instead of the agreed upon \$34.95! I don't want to make myself sick trying to work it out. So I guess I'm headed for comcast at last! And actually it seems this website, consumer affairs is just a place to rant. Has anyone ever had an attorney contact them when they request it? I guess I will search for the federal dept of consumer affairs and see if I have more luck. Onward!

Helpful? [Yes](#) | [No](#)



J. F. of Vancouver, WA on Dec. 22, 2015



Tried to speak to rep, was told I was not on the account, only my wife. Was put on hold when I requested to speak to a supervisor. Supervisor refused to speak to me because I was not on the account. I requested to speak to someone regarding poor customer service, was put on hold again for 5 more minutes. The rep came back (Laurie) and stated "Sorry, you are on the account. I just did not see it the first time" and asked how she could help.

I told her that this was still the same problem - slow DSL & ridiculous high pricing. She looked for a minute, said she may be able to offer a 10 dollar discount for 12 months but could not help with the speed without charging us more money. I told her thank you and hung. No apology for the poor treatment, bad customer service, or the long hold time. I can't decide if the lack of hold music was good or bad, though. This company should be ashamed of treating a long-standing customer this way (been with them for close to 10 years or more).

Helpful? [Yes](#) | [No](#)

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Patricia of Bellevue, WA on Dec. 22, 2015



Last summer CenturyLink worked our neighborhood hard with numerous CenturyLink 4-5 different sales people in the past six months. We were billed an initial fee to set the process in motion. Part of the package deal was to receive TV through DirecTV, phone and fiber optic Internet. DirecTV came out to the house and told us we could NOT receive the signal to our home due to the trees! So, we canceled the whole order and were credited back the initial fee to our account.

CenturyLink sent us a bill! So I got on the phone and explained the cancelation and why. The first person informed me we were stuck since it was past the date, and tried to force us to be stuck. So the call went to another employee, assuming up the line, but not certain who told me that I would have to set up an account then file a complaint to get a zero balance. I did not trust this since we continued to receive mail as if we were customers! We have been billed 26.26 and hear different things from CenturyLink as to what that is supposedly for.

CenturyLink today came selling again saying the new satellite signal has been added. I said okay, so there are two things: The bill for 26.26 for services we never received and in fact had canceled the entire package & first we need to verify if DirecTV signal is now available. We were told we would be charged \$250 by DirecTV if they came out if we as customers called, but free if CenturyLink called then the story quickly changed and we were offered internet only. We brought up the old bill which was never zeroed out! So, the CenturyLink sales lady called and in one call was given different reasons, all of which we said NO! We never did have phone service, we canceled the entire package! Then, the next supposed explanation was it was a bill for DirecTV. I said, I highly doubt it but I will contact them.

So I set up a chat with DirecTV who verified they had no such account for our address and they were NOT billing us! I told them I knew it, and asked them to e-mail me the chat dialog which they did. Now, once again on long, long phone calls with numerous CenturyLink employees over this \$26.26 charge billed for what? We never received one service.

Helpful? ☒ Yes ☐ No

Jacqueline of Albuquerque, NM on Dec. 22, 2015



We have been with CenturyLink for more than five years, after moving from Chicago to Albuquerque, NM. In Chicago we had AT&T DSL service, which was excellent, and never had a complaint on service or fees. With CenturyLink, we are considered "Loyalty Customers" for being with them five years, and we have been referred to the "Retention Department" after our current 12 month contract ends. In 2014, we were paying \$26.99 for 7 MBPS speed, we only have DSL with CenturyLink.

We were told last year we would get an automatic upgrade to 40 MBPS speed for our loyalty, but we had to buy their modem for \$120, which only works for 40 MBPS speed. We were locked in at a base price of \$19.95. Well, the first modem did not work. We were shipped out a second modem, and within a few days noticed our speeds had decreased from original service we had, down to 5 MBPS. We had four separate technicians come out to our house, each giving us lip service about the main hub. The fifth technician told us since we lived in a new community, CenturyLink had created patches each time a new home was built. So the service was not streamlined or reliable, and much lower speed than advertised.

Six months ago, CenturyLink sent three drivers to permanently fix the problem in our subdivision. Now we are at month 12 of our Loyalty Program. We are now quoted \$39.95/month, NOT \$19.95. My neighbor, who is a new customer, just locked in \$19.95/month for DSL service alone. The manager in Phoenix (Omar, ID **, phone number 844-633-7806) said there are several Loyalty Packages, it does not matter that we paid for a new modem for 40 MBPS and if we want a lower cost for DSL, such as 12MBPS, we have to buy a different modem!

He quoted us the highest rate of all four customer service reps! Omar also spoke over me, not allowing me to talk, and would not give me the name of the CEO of CenturyLink. I found out it was Glen F. Post III, 100 CenturyLink Dr, Monroe, LA 71203. This turned out to be a "Bait n Switch" from our old DSL service, which OMAR told me is now a \$74/month product.

Who would pay that expensive price for lousy DSL service? My husband is a disabled Vietnam Veteran. We ask only to be treated fairly and with

the last one. Cycle judging and telling me to have a "better" experience. So removed rate pay and plan to cancel this today. DSL service. Why can't we get AT&T DSL in New Mexico?

Helpful? [Yes](#) | [No](#)



David of Fort Collins, CO on Dec. 21, 2015



I was a CenturyLink customer for one year. After six months, I could not wait until the day my "promotional period" pricing ended and I could move to another internet service provider. First of all, internet service was slow ("Up to 5 GB/sec" might be true at 2:00 AM on a Monday morning!). Second, service would cut out OFTEN. I was not on the Internet more than a couple of hours while at home (I do not work at home, so that means for a while in the morning, and for a while in the evening). SERVICE WOULD CUT OUT ALMOST DAILY DURING THE SHORT PERIODS I USED INTERNET. It was so frustrating I called CenturyLink more than a dozen times before giving up on getting any resolution (I never got resolution to the problem).

Once my "promotional period" was up, I happened to be moving. I stupidly kept CenturyLink until I closed on the sale of my home -- two months past the promotional period. I closed the account, paid the balance I THOUGHT I was supposed to pay for the month and a half or so with the higher rate.

Months go by, and I suddenly get a letter from a collections agency for an amount greater than two months of what was my "promotional rate." CenturyLink never tried to contact me about this amount, never explained to me that its rate nearly tripled what I had been paying each month (for crappy service, to boot). To get a collection agency letter was the last straw. I urge you, DON'T USE CENTURYLINK. They are the worst company I've ever dealt with, by far. Stay away!!!

Helpful? [Yes](#) | [No](#)



Larry of Thornton, CO on Dec. 21, 2015



We just cancelled our internet service after almost 1 1/2 years with this company. Some of the most notable experiences are: Rudest and most untrained customer service reps in the business. Not one is on the same page. Billing dept adds on fees and expenses to your credit card at the drop of a hat without notification. Try to get the expenses dropped from your card takes months. Cancellation fee even when they tell you are not under contract. Just done arguing with this company.

Helpful? [Yes](#) | [No](#)



michael of Galesburg, IL on Dec. 19, 2015



Well it all started some years back and, we can't understand why we are still with CenturyLink. But first when we got the service it was fine for a few months and then our service would go down at specific times. We complained till we were blue in the face. Finally, one of the techs told us it had to do with one of the roadside boxes and they would not fix it till the entire area that was on the box was complaining about, but there was only 2 houses in the neighborhood that had CenturyLink. Long story short we had to upgrade to bounded service to get past the problem in the box. And now years later my wife and I went into a payment arrangement with them, and we got our DIRECTV service suspended last night. After I was on the phone on hold for 2 hours I got someone on the line, and within 5 minutes they hung up on me, then spent another 2 hours on phone and got another person.

He was in touch with the so-called credit department trying to find our payment we made for a total of \$603 and some odd change, bill was only \$600. Well the person on the phone apparently transferred me to someone else, had to explain everything to her, I kept asking where our \$400 payment that we needed to start the payment arrangement with was at, and then I also started asking why we had a bill for \$600 when in the past 6 weeks we paid them \$600 and some change. They are now wanting us to fax proof that we paid, even though payment was taken out of our account. And to top it all off they told us that the payment arrangement did not go through, like I told here, if it didn't we would not of had service. They are lying thieves in my opinion. And like I told the tech, when we move we will not be going back to CenturyLink again. For the past seven years we have given them enough chances to get ** right.

Helpful? [Yes](#) | [No](#)



Todd of Columbia, MO on Dec. 19, 2015



The DVR box has caused the PRISM ENTIRE CABLE to falter. In other Words, the DVR will receive upgrades from PRISM and lockup. They can't do anything for this remotely. So, a tech has to come out or they will send you a box. I've had CENTURYLINK PRISM before (year 1/2 ago) and I know they don't have techs work on weekends but the customer service person will tell you (as they've told me) that someone will be out tomorrow, Saturday. In the past three months, I have gone without cable five weekends, numerous calls to customer service, and three DVR boxes.

Helpful? [Yes](#) | [No](#)

stephen of Loveland, CO on Dec. 18, 2015



For starters the phone salesperson lied to me. He stated that you had to purchase a phone line with internet service... Not correct! After I ordered service I saw an ad for centurylink internet for 19.95 per month. When I called I was informed that "many people" were told the same thing by the sales department but they could fix it... And she was right. It took from June to December to totally resolve all of the issues on my account. Between customer service representatives just not doing anything they promise, being handed off to one department after another, and hours on the phone just trying to resolve my issues... I would strongly discourage anyone form using CenturyLink. They have no communication between departments and the customer service is the worst!!!!

Helpful? [Yes](#) | [No](#)

trudyb1929@commspeed.net of Prescott, AZ on Dec. 18, 2015



I am 87 yrs old, physically handicapped, live alone, which CenturyLink was advised of in order to be sure I would have access to telephone service all the time. I am able to drive. Last July a new telephone line was required and it was installed from post to dwelling apx 70 ft. and left lying on top of the ground. The CL service man said they [CL] would come back to bury it. By fall I was calling repair service frequently about this. There has been NO response at all.

November came and went and the phone line was acting weird with static, callers could not hear me, nor could I hear them. [70ft or more of telephone line is out there covered with leaves the local critters have been over/under all of this since July.] Now we have had plenty of rain, hail, and now snow... It is December 18 and my telephone has now been out of order for two weeks! My friends have all reported that my phone is not working! All my friends as well as the local firehouse nearby have personally reported my predicament with CenturyLink! Anyone that can help me get a response from CenturyLink?

Helpful? [Yes](#) | [No](#)

Jennifer of Denver, CO on Dec. 18, 2015



Service supposed to be set up 14th. I waited all day. Never showed, never called. Tech lied and claimed building was locked. 5 hours of phone calls over 4 days to correct problem. I have been hung up on, transferred to wrong dept. Wouldn't get supervisor for me. Couldn't send someone to install service. Rude customer service. Promised they would call me. Promised they would email me. Still not installed. I will probably still get a bill for service they never set up.

Helpful? [Yes](#) | [No](#)

joel of Englewood, CO on Dec. 18, 2015



Worst possible experience ever encountered by this user of a company. According to our contract, we should be getting 40 MEG... we're lucky to get 5 MEG. Internet speed locks computer, kicks us off of our streaming video constantly, contacting the service dept. is the most frustrating experience, supervisor is a complete ASS, constant billing screw-ups. and overcharges... Who in their right mind would use these ** for service? Man, I thought the government was bad. These guys make them smell like roses. Total joke. They should be barred from any forms of business with the public.

Helpful? [Yes](#) | [No](#)



C of Las Vegas, NV on Dec. 18, 2015



Non existent customer service, non English speaking customer reps. Shady company, shady charges, horrible phone service. Spent hours on their chat trying to cancel my service but I was transferred from one Filipino, to another Filipino, to another and go nowhere. I sent an e-mail to the CEO who did not respond but instead sent me countless "executives" trying to retain me as a sucker. I mean, customer. I told them never to call me again. I got COX and am very happy. I also got COX internet after the fiasco I went through with Sprint. COX has emerged as a winner and cannot recommend it enough. They have the latest technology & all their reps. can't do enough for their customers. Do yourselves a favor and drop CenturyLink & Sprint.

Helpful? [Yes](#) | [No](#)



Ryan of Denver, CO on Dec. 17, 2015



I called and set up 1GB internet bundle with PRISM TV for \$119 and scheduled an appointment for a Saturday installation. I called back weeks later to confirm Saturday appointment and after 35 minutes on the phone and being passed to 3 different people I found that my appointment had been arbitrarily changed to Thursday without my knowledge or consent (forcing me to take a half day off of work). When the techs showed up for installation, they told me that my PRISM tv was standard definition not HD (which I was told I was getting).

I was also promised a DVR service and HBO. All of these services were promised in the original agreement yet they were not part of my installation package and they wanted me to pay a lot more money to receive the services I desired. I sent the techs away and called CenturyLink back to get on the same page... They eventually sent me to the Retention department.

The rep in the Retention department heard my store and said he could make it alright and save me a bunch of money. After 20 minutes, he told me he could get me the entire package for \$185 for the 1st year and then it would escalate to \$300 after that. I have never encountered worse customer service in my life. No one knows what they are talking about in customer service and they all say different things. AVOID LIKE THE PLAGUE.

Helpful? [Yes](#) | [No](#)



RICHARD of Ocala, Other on Dec. 17, 2015



Worst company I ever dealt with. Was online with their chat service for 1.5 hours. Talked to 5 different people, still can't get issue resolved. Wanted to downgrade service. It's like they don't want to hear that. I bet if I was upgrading, the first person would have resolved it.

Helpful? [Yes](#) | [No](#)



Soyam of Renton, WA on Dec. 16, 2015



I have 9 accounts with CenturyLink for my business phones, internet. Phone lines does not work, fax lines does not work and internet don't work for many of my stations. We made call several times and now they gave us four weeks out date to fix phone, one place internet and two places fax lines. My business has big issues, losing patience. My account numbers **. Above all account number business having issues after issue with phone line. fax line and internet and rest five accounts also but CenturvLink does not care. Thev are threatening to send me in collection if I cancel

Helpful? Yes No



gary of Olympia, WA on Dec. 15, 2015



I have auto pay for years and they stopped taking american express cards, but to correct I have spoken to 5 persons and mostly they take your info. And put you on hold a second time or route you through a maze of choices. Today they put me on hold and hung up after 10 minutes and now the call center is closed by one minute. I installed internet at another home and I had 5 person that could not follow throw with solving a issue and all were offshore. Not until I got a local center did the 4 week problem end... Poor phone customer actions just pisses us off.

Helpful? Yes No



Jane of Gallup, NM on Dec. 15, 2015



I got a call today about my bill by a rude customer service representative, telling me how much I need to pay and she wants the money NOW. I got billed \$360.00 which is due NOW. She sounded like my principal from 9th Grade with long pauses in between, and how she talked to me, I didn't like it. I asked her how the bill went up from \$109 I usually pay to \$360, and how I paid \$121 + \$60 which adds up to \$181.00 I paid. I had changed my phone number the last week of November because of constant telecoms and stuff. So I didn't know that when they change the number, my account and login info has to be changed to a new account with a PIN# to access my bill info. I login into the old account and paid the bill!! \$121!

All of a sudden after the money was deposited into their Auto Pay, it said "Account has been deleted, Log In to Access Account." Everything went to **. Within 1 week and a half it get this \$360.00 BILL! It's almost Christmas, rude customer service agents, and I had CenturyLink service for 3 YEARS! 3 years of my money going to them and now they are trying to fry me. Called them again, but the service agent said to "Deal with it and pay the full amount. If not, your phone and internet service will be disconnected and you will be billed another \$120.00 to turn service back on in the total account of \$470.00 plus Late Payment fee \$22.19 and the Surcharges and Tax fee of \$18.21. The total amount you will pay will be \$630.40. Thank you for being a Valued Costumer with us since 2013. How would you like to pay?"

Helpful? Yes No



Stephen of Colorado Springs, CO on Dec. 15, 2015



Disconnected 3 times, transferred 6 times, 3 hours on my cell phone off and on, pass the buck to others experience, the very worst customer and billing service in the world. Dissatisfied and upset customers - me and my wife. Charges questionable and their incompetence in service and inability to provide answers to my questions.

Helpful? Yes No



Il of Portland, OR on Dec. 14, 2015



Over a 6 month period I have been overcharged every month for services I can't use, don't want, and shouldn't be billed for. Every month I have telephoned, been put on hold for extended periods, transferred repeatedly, and required each time to repeat my story usually to at least 4 different individuals who push me up the food chain. I've even been disconnected numerous times leaving me concerned whether the company is folding. Ultimately each month I receive an apology and assurance that the bill is corrected. Then the next month another erroneous bill arrives - and the same process repeats with another wasted hour and another promise of correction.

and promise it's resolved only it never is. And each time they confirm there is a note that I was to be credited for the amount but the company has a system of review of those "credits" and upon their "review" the customer service reps efforts are reversed by the mysterious wizard at the top of the pyramid. As I am writing this I am on the line again with another "supervisor" Joe, the rudest most unpleasant I have dealt with yet.

Joe doesn't care whether he's rude or helpful. But maybe that means he actually knows what he's doing as he's again promising to permanently correct my account. He's also insisting I was misquoted what my monthly charges will be, that they will be at least \$30 higher than I was quoted by the previous 6 people. And in response to my frustration at this Joe insists that the previous support folks were just ignorant - that it's not Century Links responsibility that their staff misquote charges. In other words take it or leave it. I'm shopping for another provider.

Helpful? [Yes](#) | [No](#)



David of Tucson, AZ on Dec. 14, 2015



They are horrible. They will transfer you and purposely drop the call. I ordered service for \$29 introductory. It became \$59 within weeks. Said because I did not have direct payment. So set it up but it never took. By the time I caught on 3 months later it was another 2 hours on the phone. They will not credit the difference. One person acknowledged their mistake. The next people I spoke with denied it. There is a culture of lying and denial that is unsurpassed. They will wear you out. I bought a modem in June, want to return their modem that I rented for \$8 a month. Can only return by mail in their envelope that they provide. THEY WILL NOT SEND THE ENVELOPE AND LIE THROUGH THEIR TEETH THAT IT HAS BEEN SENT. I cancelled service. Oh and bills are sent in Spanish so I cannot see changes to my account!!!!

Helpful? [Yes](#) | [No](#)



Jaime of Lehigh Acres, FL on Dec. 14, 2015



On Friday December 11, 2015 had an appoint to have new modem/Router installed. I was to received prior notice when Technician was on its way and of course this never happen. He just showed up and said he was working on it. He just need a few more minutes to make some changes to the line as I was getting the higher speed line and need to use double wiring. When he came in the house he installed the modem but say he did not know/ has not done router configuration before. I told him that I was able to configure it since I have a static IP and I am familiar with the configuration. I enter the configuration and confirmed it with the online technician. This was at 2:30 PM EST and this when all hell broke loose.

I had not internet services, they could get the modem/router to work. They reboot the modem at 5-10 times. Reset it each time a new technician escalated. By the time I was off the phone with them it was 9:00 PM and it was still not working. They escalated to a system engineer and he said he would work on it and not reboot or make changes to modem/router and he will send a text message when completed. Well I call in again next day Saturday because I didn't hear from anybody from CenturyLink.

I call three times and each time I was told they were still work on it. By 4:00 that afternoon I called again and was told they don't work the weekend and I will have to wait until Monday. Here I am Monday the 14th of December and still no internet services. I have already called at 8:00, 10:00 and 12:30 PM. Now I was told they are still working and it take another. This is absolutely bad services and the lies each representative told me. I hate the non sincere apologies and told them I did not want to hear it. I cannot believe I have been with this company for 11 years and through all their transition and changes.

Helpful? [Yes](#) | [No](#)



Debbie of Las Vegas, NV on Dec. 14, 2015



I started service with Century Link for internet in conjunction with our DirecTV on or about October 24th. I paid a deposit of \$120.00. I was not satisfied with the service and I canceled, returned equipment, and completed and submitted the online 30 day satisfaction form on November 4th. I was told that my \$120 deposit would be refunded in 3 billing cycles, or 90 days.

The trouble began when I received a billing statement in the mail indicating that \$41.45 had been deducted from my credit balance for the period of Nov. 20 thru Dec. 19. I called and explained that I had canceled service on Nov. 4th and demanded that my \$41.45 be refunded and that my deposit be refunded immediately. The representative told me that I would be charged each month for 3 months and then everything would be refunded. I let

At that time (Dec. 3rd) she said she would put in a request that a check be issued right away for \$120.00. One week later, Dec. 10th and I still have a credit balance of \$120.00, so obviously nothing has been done, so I called again. They said I would have to call a different number. Each time I call it is at least an hour on the phone. I am old and don't have the strength to continue to deal with them in this manner. I emailed the "unresolved issues" section on December 11th and received a "standard response", "Refund checks are mailed after 90 days to insure there are no long distance calls that have not been billed yet..." I had internet only.

Helpful? ☒ Yes ☐ No



Dan of Columbia City, IN on Dec. 14, 2015



They charged 76.70 to disconnect my phone and was never told up front, and their service rep. (Angelica) was rude and no help. Buyer beware!

Helpful? ☒ Yes ☐ No



Ronald of Pelham, NC on Dec. 12, 2015



My service agreement has expired, so you know how I found out by a large bill increase from \$46. to \$70. No email from CenturyLink was sent to update me **! So I called CenturyLink and was then told agreement had expired. To get a better rate or agreement, I could get service with Verizon so an ellipsis 8 and would pay about \$50.00. So after activation of device CenturyLink would send a Visa card for 50.00 because I had not gotten/received "one/visa for one year??? Now I wait 2 months for that visa. I then get a email finally to tell me I would pay again century link in same month- two payments, one for the 70.00 12/3/15 and the new amount 46 something on 12/10/15. SAME MONTH! By the way it is 12/12/15 when I got the email! So I payed 70 new bill after expired agreement + 46 same month Century bill + 50 for the tablet + 10 monthly version service + 40 activation fee= \$216.00 IN DECEMBER!!! Christmas!!

Now you tell me why I had to jump thru hoops??? PAY ALL THAT MONEY??? And the service IS SO BAD you say 10MB dsl. No, we get glitches in internet. Can even do something online- takes so long I get mad!!! You can't fix it because it is bottlenecking, yes it is! 6 months ago said it would be fixed with new lines. Hmmm NO. Tell me when I can get another carrier and I will be so happy!!! You are the only service in this area. I HATE CENTURYLINK!!! I am going to send this to BBB service and on the net anywhere I can!!! Commissioner!!! Someone must help!!! Really \$216.00 dollars to get an agreement for 2 years. REALLY MERRY CHRISTMAS CENTURYLINK!!! Posting to new agency, news 2, Facebook.

Do something for your long-term customers, like email them to update service agreement at same price if not expired!!! Offer \$50.00 gift cards at Christmas without buying something just for keeping bill up to date. You are terrible. This is wrong, so wrong!!! \$ 216.00 at Christmas to get a service at 46 something a month check the record! YOU JUMP NOW and do something!!!

Helpful? ☒ Yes ☐ No



Gary of Rapid City, SD on Dec. 12, 2015



We moved location (in the same town) and just recently changed providers for Internet and VOIP phone service to save \$18 a month. It has been an \$18 nightmare. Century Link promised one day, then the next and showed up, but didn't knock on the door, just left a note. Their manager the previous evening said no one needed to be home. They rescheduled us 3 weeks out, so we dropped them to go back to our old provider. Furthermore they promised again to fix the problem later that week instead, but I didn't trust their half-truths. I wonder if these companies, once they have your money, are all the same?

Helpful? ☒ Yes ☐ No



Debra of Missoula, MT on Dec. 11, 2015



October 23, 2015, I discovered they had charged me for two months of service after I cancelled. I called, and after being rerouted to ten people, the problem was resolved and the money was credited to my account. On November 3rd, I received a bill from CenturyLink for \$300.00. I called them, and they told me it was resolved. On December 10, I received a notice from them. They were sending my bill to collections.

I spent four hours on the phone with them today, December 11, being rerouted to dozens of people, disconnected three times, and finally spoke to a supervisor who told me even though I had cancelled my service three months earlier, it had been entered into their system incorrectly, and I now have no choice but to pay more than \$300.00 for services I did not receive or have my credit ruined. Has anyone else ever encountered this? And, does anyone have any ideas for recourse?

Helpful? [Yes](#) | [No](#)

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Consumer Complaints and Reviews



Rod of Portland , OR on Dec. 11, 2015



We ordered a bundle package with CenturyLink (internet) and Prism (TV) and can't express how unprofessional the service has been. The salesperson sold me a 'too good to be true' deal which I told him while on the call. He assured me that because PRISM is new to Portland, OR. They are offering this in order to build their customer base. My monthly bill was \$100 over what I was quoted. I have spent at least 15 hours on the phone with various departments trying to sort this out. Every time I spoke to someone, they had no idea or record of my previous calls. The last person I spoke to in the escalation department cancelled my service because he didn't want to deal. I HIGHLY recommend choosing a different provider and will continue discouraging friends and family from using this company. This is fraud. This is a scam.

Helpful? [Yes](#) | [No](#)



Adam and Alysha of Tucson, AZ on Dec. 10, 2015



We are a new customer with Centurylink and can't express how unprofessional the service has been. We have been billed for a greater amount than agreed upon when we signed up for our contract, along with a couple other problems. We have made several calls to try and resolve this issue and have received little to no help. Additionally, all representatives were unwilling to transfer for us to a manager or provide any information on how to contact any individual with higher authority. I highly recommend choosing a different provider and will continue steering friends and family away from this company.

Helpful? [Yes](#) | [No](#)



mike of Brooklyn Park, MN on Dec. 8, 2015



I been with CenturyLink for 2 years. I think your customer service is terrible. I'm lucky to get 3 bars at any given time. Gee what a great deal at \$70 a month. Believe it or not that's just for internet on one computer. This company needs to go out of business. What a joke!

Helpful? [Yes](#) | [No](#)



jeannie of Salem, OR on Dec. 8, 2015



Internet very slow. They charge 45.00 dollars a month for less than 1mb of internet. When using computer every other page says, "diagnose internet connection." I called several times to complain. They give every excuse possible. They don't offer any higher speeds for my area. Why don't they tell people that before they lock into an agreement and then charge for early termination fees? Worst internet provider ever. Will not ever recommend to anyone.

Helpful? [Yes](#) | [No](#)



Liz of Avondale, AZ on Dec. 8, 2015



If I could give no stars, I would. CenturyLink has the worst customer service I've ever had to deal with. It's not just one person, it's multiple! They

refund the amount to my card and confirmed my card number. After a week, noticed I never received the refund so I called back. The rep confirmed my card number again. A week later, still had no refund. Called back and the rep told us it was our bank causing the delay.

Called my bank, no refunds pending. I checked my mail and there was a paper check. Why confirm my card # if they're sending a paper check? After that, I called to make the correct payment for one month since they had to refund the full amount. I asked to turn OFF automatic payments since the amounts were never consistent and they gave me a confirmation #. Here is where I am over my limit with this company. Checked my account this morning before paying our bills and CenturyLink withdrew \$314 when I just made my monthly payment!

First, that's almost 3 months of service... Second, I turned off automatic payments so WHO authorized for this amount to be taken from my bank account? They kept telling me that I never asked for the automatic payments to be turned off. I asked for them to pull the call where I requested since they confirmed all calls are recorded and even had a confirmation #. They offered me \$5.00 off a month. Really?! You took out triple my bill... unauthorized!

When no rep would assist me, I asked to speak with a manager and the last rep told me there were no managers and hung up on me! Refused to give me his name, wouldn't let me speak, kept telling me there's nothing they could do with no explanation and hung up on me. This was from the "customer loyalty department!!!" Needless to say, I do not recommend them and have canceled. Fortunately, we only had CenturyLink as a convenience to bundle with our cable but will be making sure DirecTV knows how they service the customers who bundle with them!

Helpful? [Yes](#) [No](#)

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Tanya of Odessa, MO on Dec. 8, 2015



I tried to disconnect my internet service through CenturyLink and was put on hold two different times for over 25 minutes each time. Each time when a representative came on the line, my call was disconnected. The third time, again, after being on hold for 20+ minutes, the representative told me that I would have to pay \$200 for breaking a contract. I have never been under contract with CenturyLink, never seen a contract, never heard of a contract until I requested to disconnect my services.

When I asked when I signed a contract, I was told it was a verbal contract. Then the representative put me on hold for another 20 minutes and came back to say after talking to a supervisor, they would waive the fee. The worst customer service I have ever encountered. Now I will be sent a label to return a router - am holding my breath that something doesn't happen where it is "lost" in the mail and I am charged an astronomical amount for that. One of the reasons I cancelled my service is that I was told I was getting 10 Mbps and a technician told me it was not possible to get more than 1.5 Mbps. Slow, slow internet in my area and poor customer service. I'm glad I have an alternative.

Helpful? [Yes](#) [No](#)



Doug of Denver, CO on Dec. 7, 2015



Being dependent upon Social Security, I was more or less OK with paying \$34.88 per month for DSL Internet Service. At least it was half what Comcast was charging me. THEN without warning, CenturyLink deducted \$75.99 from my checking account on November 27th. I almost missed this since I don't read bank statements in detail. I phoned CenturyLink December 7th and the only way I could get the service continued at the original rate was to commit to 24 additional months of service. And no, they said they can't refund the overcharge (difference). Very deceptive. Especially as compared with 30 countries in Europe where 80 Mbps service is standard for about \$20 per month.

Helpful? [Yes](#) | [No](#)

Matt of Arizona, AZ on Dec. 7, 2015



Despite spending over 90 minutes with customer service on three separate occasions and getting hung up on 2x when being transferred to supervisors, CenturyLink makes it very difficult to resolve billing issues. We were self-installed, yet over three billing cycles now we have been charged for installation - this despite an email exchange with one of their reps saying the charges will be removed. Sadly I'm stuck for 24 MONTHS with them (or will be on HOLD yet again) but am now increasingly willing to eat their contract cancellation fees and be DONE with them. It's worth every penny to avoid this business and stick with other providers. BEWARE.

Helpful? [Yes](#) | [No](#)

Jeremy of Riverton, UT on Dec. 7, 2015



They are charging more than they offered. Service is much slower than initially promised. Their disconnect notices on a bill that's only a week or two overdue gives me two days to get back to them, or they shut off and charge me roughly \$30 for a reconnection - PLUS they charge me for the time when it was disconnected. Calling now to disconnect and they have had me on hold for over 15 minutes.

Helpful? [Yes](#) | [No](#)

Donna of Copperas Cove, TX on Dec. 7, 2015



A week ago we are supposed to be getting CenturyLink come out today to give us internet service. Had to be home between 12 and 4 so I took off today. They called at 10:45 and said that we can't get internet service here because it's limited service in this area now. I ask to speak to a supervisor. Tim said he was a supervisor then would not give me his ID number, said he did not have to. Said there was nothing else he could do for me and hung up. Call back, got the same information...just rude people.

Helpful? [Yes](#) | [No](#)

Ernest of Tallahassee, FL on Dec. 7, 2015



On October 4, 2015, I began receiving 150-300 spams per day that required as much as an hour to sort through and send to my spam folder. It was as though CenturyLink had turned off its spam filter. I contacted the Company and a rep told me they were having problems with their spam filter but it was fixed and I should start receiving much less spam. The massive spam onslaught continued.

I complained eight more times over the next three weeks and got the same answer seven times. On the eighth call, the rep told me "the spam

Thanksgiving...almost a month and a half to the day. But it did confirm what I had suspected...CenturyLink was sponsoring this spam. I filed formal complaints with the Florida Department of Agriculture and the Federal Trade Commission for help but got no response from either. How do you stop unethical behavior if neither the state nor federal governments want to get involved. It appears that no one cares about the consumer anymore.

Helpful? [Yes](#) | [No](#)



TERRI of Junction City, KS on Dec. 7, 2015



I had CenturyLink with no time lock! I repeatedly called & asked to be sure this was done as it was what I asked for. I cancelled my service in MID September '15. I was told repeatedly that I had a refund coming. Huh! Every month I get bigger bill & am told something different. Nobody knows what they are doing and they only want money! They argue with me and tell me something different every month. This month I was told that I was on a 30-month contract! The first I've heard of this! I am ILL and cannot take anymore! All the promises each month of refund checks have never happened!

Helpful? [Yes](#) | [No](#)



Lillian of Arvada, CO on Dec. 7, 2015



My internet has been out for three days now and tech service cannot come out for another six days! When I tried to get this expedited, they first try to sell you more services. After troubleshooting with technical support they finally gave me a date of two weeks out for a technician to come out to fix my service. Called after hours and again on the weekend to get this expedited again, which, by the way you will get someone with an English name but they are from the Philippines, and these little girls who answer the phone can't do anything to help you. I actually feel sorry for them taking calls from already irate customers. So, long story short, I am stuck with another six days of no internet service, six more months of a contract with a business that does not know what they are doing. I will never recommend CenturyLink nor DirecTV.

Helpful? [Yes](#) | [No](#)



C. S. of Thornton, TX on Dec. 5, 2015



So they say, CenturyLink offers people that have a low income (poverty level) internet service for \$19.95. I qualify and told I could receive this price. When I filled out the application and sent it to them I was contacted several weeks later that I would have to shut my service off for 4 months to get that price. WTH? After a few more, more months of internet only service and paying \$80 a month, I called to see if I could get the \$34.95 a month I was previously offered. "No," I was told. They don't have that offer anymore, but, I could get a bundle with Verizon and a "free" cell phone for \$70 a month and my internet monthly price would be \$27 per month. I said "Yes!" So I received an order confirmation dated the day after I made the new changes, about 10 days later. I was told my cell phone would be arriving in 2 days.

When I called to find out why my cell phone had not arrived (2 hours waiting), I was told the order was never placed and was hung up on. I didn't call back and just thought I would forget about it. Then I received the cell phone 2 days later! Ten days later I have a bill from Verizon for \$146. I called to find out why (2 hours holding) so much higher, I was told there was a connection fee and that my monthly bill would not be \$70 but \$86 instead. This was supposed to be a bundled special offer from CenturyLink and was supposed to receive the bill from them, not Verizon. Verizon tells me they have nothing showing that I have any service with CenturyLink. I thought that was very strange. I did not place the order with Verizon; I called CenturyLink. Today, 34 days later, I received a bill from Centurylink. The package charge that was \$63.95 a month has increased to \$103.26.

They did a prorate charge and added some days to the bill and deducted \$27 from that amount. Don't know where the \$27 deduction came from and then added on taxes equal to the charges. The bill that was supposed to be \$27 per month is now \$58. They scammed me. Because I didn't terminate within 3 days, if I cancel service, the charge for an early termination fee will be \$200. I have called these people continuously since I changed my service and spent HOURS holding for the next representative. There is no way I can afford all these charges and had I known how much this was REALLY going to cost me, there is no way I would have agreed to this! I am so upset I am sick. I am disabled. Because I made this change they made me reapply for the Lifeline benefit and now waiting on that. This comes to over \$200 in charges and originally thought it would be a little over \$100 and that's stretching my budget.

They have made me hold for hours. They have told me a different thing each time I talked to them. They have told me a different price each time and they have hung up on me every time I have been on the phone with them. This morning 5 times they hung up on me. This is worse than TracFone

Helpful? [Yes](#) | [No](#)

Robert of Killeen, TX on Dec. 5, 2015



I placed a order for service with CenturyLink and they promised me good rates and everything and got service like was told, but my devices or computer or anything would work right! Complained many, many times in just a months time and they always had a excuse so after just a few months I say heck with it and ordered Time Warner cable to replace them and I get a bill from CenturyLink for over \$1,100! Everyone knows internet even for the best is nowhere near that so I called customer service to see why it's so expensive and they tell me since I terminated early I have to pay the early disconnection fee plus for every month that was left in the 1-year contract which is outrageous! I even tried to get them to renegotiate with me to get it affordable and they wouldn't work with me for one dime. Now it's all over my credit report! Never use this company! They will rip you off!

Helpful? [Yes](#) | [No](#)

Pat of Hoquiam, WA on Dec. 5, 2015



Ordered 25 Mb internet service as advised by CenturyLink Reps when asked what we should have as we were planning to purchase a Smart TV. We already had 10 Mb service but decided to spend the \$100.00 plus the additional fee for the faster speed. Ever since we got it the internet drops frequently, usually only for a minute or so. This makes watching, streaming video rather difficult, or if you are in the middle of something on your computer and the connection drops you can lose what you were doing. After a few complaints, I was told that the system in my rural area has had this problem since it was installed a couple of years ago and there is nothing that can or will be done by CenturyLink to fix it as it would be too expensive.

I feel that I was sold a bill of goods and that I have wasted my hundred dollars. I can't tell any difference between my old 10 Mb service and what I have now. CenturyLink Tech support scheduled a technician to come out twice now and both time I received only a phone call to say what I have written above. Today the tech called at 4:45 PM and said that he could come out to show me a spread of the recent droopiness, but that would be about all he could do. He even went so far as to say that complaining, even to the top tier of CenturyLink wouldn't do any good as there are really no regulations that govern problems such as this. I'm not sure what I am going to do, but I will not be giving CenturyLink anything but the worst possible ratings whenever and wherever I happen to be.

Helpful? [Yes](#) | [No](#)

Joey of Spirit Lake, IA on Dec. 4, 2015



Problem was not taken care of. Instead of dealing with a situation they transferred/disconnected me not once but six times 78 minutes later... Disconnected again (didn't call back) and never resolved! This business is the worst customer service I've dealt with in over 40 years! THE ACTUAL PROBLEM: I received a call today that I was in collections for \$119.08 (not an amount I would argue over) and never had any documentation of a final bill from March 2015. The funny thing is they are my current internet carrier. My point is I would have paid a bill if I would have received one. They said I received a new modem, but that never happened! My credit is highly important and would never let this go into collections. Extremely poor communication and terrible customer service!!!

Helpful? [Yes](#) | [No](#)

Veronica of Denver, CO on Dec. 4, 2015



CenturyLink has got to be the WORST phone and internet service provider known to mankind! Unfortunately due to my business location I HAVE to use them but let me just say this, IF and WHEN I can switch to a new provider I will in a heartbeat. They are lying, cheating incompetent people that

Helpful? [Yes](#) | [No](#)

Jordan of Meridian, ID on Dec. 3, 2015



I had been on the same plan which was supposed to be \$35.00 dollars a month. Had been paying it for 4 years due to our connection speeds being 4 Mbps. CenturyLink technicians came and went and it was decided that due to my location unfortunately that's the best I was going to get and I would not be getting better speeds even if I upgraded to the fastest package they had. So I and CenturyLink seemed to be in agreement that 35\$/month was a fair price for 4 Mbps. My wife and I go out of town and I come back to a past due balance of \$170 after recovering from the heart attack from seeing my bill. We called them and we're told that they would be looking into it and that we would be in touch. Afterwards I didn't receive one call or email and neither did the other person on the account.

Called them back and cycled through disconnects and rude representatives who seemed to keep insinuating the solution was just to pay past due and pay over \$50 a month for 4 Mbps. A supervisor even told me that he doesn't get paid ENOUGH to talk with me. OBVIOUSLY someone is getting paid enough if I'm getting charged that much for 4 Mbps every month. I have talked with too many supervisors recently that just keep saying

there is nothing to be done and even chatting online. I am treated as if I do not matter. Just today I have a screenshot of chat online with CenturyLink where the advisor states "I think that question is very simple enough for you to know the answer."

Then shortly after telling him his opinions mean nothing to me and that he should not be assuming the intelligence of his customers I did not receive a response after that. I have a screen shot with this info and will be doing another formal complaint and this one will also probably not get a response. So now our bill is OVER \$260 for 3 months of service and CenturyLink seems to only want me to pay and keep paying these outrageous bills. I keep telling them I'm not getting the service they state they provide and all I keep hearing is, "You need pay for the services we provide." Will never be getting service with CenturyLink or any companies they partner with in the future.

Helpful? [Yes](#) | [No](#)

Robert of Rogers, MN on Dec. 1, 2015



Called CenturyLink at end of month about Internet speed. Said they are aware of issue in my area. A couple days later I have no internet. Call them again. They send out tech to check outside lines. Said they were ok. Leaves a new modem. Hook up new modem and password they supplied does not work. Called 11-30-2015 to cancel. Sat on hold for 20 min 2 different time. I called 12-01-15. Sat on hold for an hour to cancel Internet service. Then they tell me I have 16 left on contract and early termination will 63.00. Requested to speak to supervisor. Sat on hold another 20 minutes. Said nothing can be done. I informed him about the 1st call with slow speed in my area. He said no records of that. Imagine that, he said they would have to send out tech, to confirm issue. Extremely frustrating with poor customer service. I suggest anyone look elsewhere for Internet service.

Helpful? [Yes](#) | [No](#)

Eric of Aurora , CO on Dec. 1, 2015



They told me a price then charged me more. Called them and they said they didn't care that their employee lied to me and I have to pay no matter what. I said I was lied too many times and they didn't care.

Helpful? [Yes](#) | [No](#)

Vicki of Goshen, IN on Dec. 1, 2015



For the last five months. I have periodically had DirecTV show up on my CenturyLink bill. I do not have DirecTV. I spent two hours on the phone with

Exactly what I owe (and pay early, incidentally), I am getting late charges compounding for the Direct TV that I can't and won't pay. CenturyLink admits I shouldn't owe it but refuse to take the late charges off. I am struggling to pay my bill as it is but can't afford to pay for what I'm not getting. I always pay on time... my normal bill is 66.59. They wanted me to pay 191.57 and wait for them to maybe credit it back. I'm not stupid... and fortunately, CenturyLink is no longer a monopoly in this area! I am so happy now that there is an alternative to this disgusting lack of customer service.

Helpful? [Yes](#) | [No](#)



Christy of Copperas Cove, TX on Dec. 1, 2015



I bought a home in June 2015. The only internet provider was CenturyLink so I chose not to have Internet due to past experiences with them. In September, against my better judgment, I decided to give them another chance. Had an appointment for install on Sept. 17th. Received a call Sept. 16th that they would not be able to install due to an issue on their side and they would have to reschedule. Never heard from them and ended up canceling that order a month later. In November I tried again. Had an appointment for install on Nov. 25th, they never showed. Emailed a complaint and received a call early on the 27th saying they would be out the next day. Again they never showed. Emailed again and never heard from them. A

tech showed up unannounced the morning of the 30th as I'm preparing to leave for work. He said he could get it done before I had to leave and it'd be working when I got home. 12 hours later it is not working.

I had the misfortune of wasting over an hour on the phone with tech support who had to contact another department who said it had to do with programming who of course was closed. This is the absolute worst company and the only reason they are in business is because consumers like me are forced to use their terrible products and services because they are the only providers in our area. If we had a choice none of us would be with CenturyLink. Even the tech said everyone hates CenturyLink. They need to be shut down. Do NOT use CenturyLink, you will regret it. Even if they are the only providers. I will continue with my unlimited cellular Internet until a reputable company comes to my area.

Helpful? [Yes](#) | [No](#)



Lori of West Valley City, UT on Nov. 30, 2015



I was quoted about \$20.00 less per month for regular monthly payments, and they also charged me over \$100.00 what was first quoted to me for my first month's bill. After calling many times, I was able to get my bill down a little. Don't change!

Helpful? [Yes](#) | [No](#)



Lisa of Raleigh, NC on Nov. 30, 2015



I am a customer and a former employee of CenturyLink. I have no problems out of my service and I don't receive a discount. I must say that customer service can be very rude especially if you're not buying anything. The company expects and wants their reps to sell, sell, sell regardless of what the issue is. Unfortunately your complaints won't make a difference. Some reps do care but unfortunately the company doesn't care about their reps unless they're making a sale. The techs could care less too. My only advice is to have patience and pray that you get a rep that really wants to help. Complaining about things, using profanity and yelling to the top of your lungs doesn't make the situation better. You're only aggravating the rep and making yourself madder.

Helpful? [Yes](#) | [No](#)



Meng of Rolla, MO on Nov. 30, 2015



They charged us 200 dollar extra. and the store is closed most of the time. Guess they know they are overcharging. Their customer service is

work. Their business philosophy is: there are plenty of people they can screw so just move on to the next innocent customer. I am looking forward to see them get into trouble.

Helpful? [Yes](#) | [No](#)



Howie of Carlisle, PA on Nov. 28, 2015



When I first talk to the people at CenturyLink I told them I was single and had no children and only needed unlimited high speed internet. They basically told me I would need to bundle to get a fair price and after an hour of going through their script of ** I said "forget it I'll go somewhere else." I did call back just to see if the next salesperson or idiot I should say would give me the same rhetoric. I finally talk to an honest women who said "yes sir you can get what you want, high speed unlimited internet for \$34 a month." The service is ** and I am sure it is not high speed although fairly fast.

Well here it is about three months later and my bills just keep going up for the same service. My last bill was \$45 up from \$34 so yes I am also going back to Comcast. I'll pay a little more but the service is good. I don't think anyone at this company knows what the hell they are doing including the CEO's whoever they may be cause if I owned this company you can bet your ass I would clean house. So yes stay away from this company and I will make sure this is seen on all social media platforms.

Helpful? [Yes](#) | [No](#)



Delores of Henderson, NV on Nov. 26, 2015



Century Link (CL) contacted me to tell me that due to my good record as a customer I would be rewarded with \$10.00 deducted from my monthly bill. I spoke to CL's customer service to confirm the offer and was told that their records show I was entitled to an additional \$10.00 off per month. I agreed. I have received the bill and was shocked that my bill has increased by more than I've paid all year.

Helpful? [Yes](#) | [No](#)



JUAN of Las Vegas, NV on Nov. 25, 2015



CenturyLink is the worst company I ever had to deal with. Their customer service is really bad. I called to get internet service and they said that had a promotion for \$35 a month so I agree to it. And then, when I received my first bill, it was for \$45. I called right away to see why the bill was for more than what we agreed on, they said that \$45 was correct and that they apologize for the inconvenience. So what do I do now? I made a year contract.

Helpful? [Yes](#) | [No](#)



Kendal of Saint Paul, MN on Nov. 25, 2015



We have CenturyLink Internet and it person on the phone said we could package for free for a year with this since it came free we decided to go cost (\$184.93). I called and asked all that and we have to pay the bill. We us that false deal and they said they TV contract without paying \$20 even Internet contract that's an additional year in one sum. We don't know all pretty often and the person that sell anything we can do?

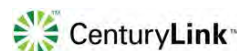
We have CenturyLink Internet and it's awful. We upgraded to get fiber-optic Internet and the person on the phone said we could get a promotional deal where DIRECTV came with the package for free for a year with this upgrade. So we said, "Why not?" We hardly watch TV, but since it came free we decided to go for it. Well, got a bill this month and it's triple the normal cost (\$184.93). I called and was put on hold for over an hour. Finally, when I reached a consultant, I asked why and they said there was never any promotional deal like that and we have to pay the bill. They were remarkably rude. The man asked for our account number, then I didn't hear anything for a minute and kept saying, "Hello?" He finally answered then said, "Oh I was doing another task, please give me your account number." I told him he shouldn't take calls if he's not prepared to help the customers, where he then was remarkably rude to me.

whoever sold us that false deal and they said they have no record of it. They then said we can't terminate our TV contract without paying \$20 every month for the next two years and if we terminate our Internet contract that's an additional bundle termination fee (pay for the service for the next year in one sum). We don't know what to do and feel scammed. On top of that, attempted to use the chat feature on the site and instead of answering my questions, the man kept trying to sell me different deals and then after finally reading what I said, he says, "I can't help you with that, call 800-***-****."

Helpful? [Yes](#) | [No](#)

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Consumer Complaints and Reviews



Genny of Butler, MO on Nov. 25, 2015



Six days ago we lost our CenturyLink phone service. After repeated phone contact and internet contact with the company, I was assured that my phone would be repaired yesterday. It wasn't! I called (cell phone) CenturyLink and told them that we have a critically ill member of our family and needed phone service. The person I spoke with said he would send an expedited repair order today. So far, no one has shown up. Again I phoned and the Customer Service persons disconnected from me.

Helpful? [Yes](#) | [No](#)



Don of Somerset, NJ on Nov. 25, 2015



are transferring you to a supervisor. The call center is so loud in the background that you can not hear the person who you are trying to speak with. I had to listen to them talking about ordering pizza in the background. Once I finally got to speak with a Supervisor all he did was say "I will pass that on" as an answer to my comments. This is a cookie cutter I don't care answer. The unfortunate part is that this worthless company has a Monopoly and are the only company that services many areas. It shows that they know this fact as to how they treat their customers.

Helpful? [Yes](#) [No](#)

kel of Alb, NM on Nov. 25, 2015



This company has, through customer service representatives scammed us multiple times. ** this company, ** their monopoly. The only reason they have any customers is because there are only two internet service providers where we live. On top of it all their customer service reps are horribly rude and only available half of the day. ** this company. I hope they go bankrupt, they deserve it.

Helpful? [Yes](#) [No](#)

Rebecca of Port Orchard, WA on Nov. 24, 2015



On November 6th we signed up for regular phone service through CenturyLink. The service was supposed to be turned on November 12th. On November 12th I spoke to SIX representatives from CenturyLink about the fact that our service was not active. One representative hung up on me (accidentally I am sure), one could not find my account until I asked to speak to a supervisor and another tried continually to sell me additional services.

Finally we established that someone would come to my house on the 18 or 19th. They arrived on the 18th and could not correct the issue that was preventing my phone service from working. He left and we heard nothing from CenturyLink. I called today to find out the status and was hung up on (accidentally again, I am sure). I actually was not being rude in any way. I called back and after being transferred again (six more reps today), I finally asked to speak to someone who could cancel my order. She said she did and she provided me a confirmation number. My only concern at this point is that I will be charged from a service I never received. The failure of CenturyLink's customer service skills are impressive. I really didn't think there were companies out there so uninterested in having customers (happy or otherwise).

Helpful? [Yes](#) [No](#)

Menu



Debra D. SIC, UT on Nov. 24, 2015



They are trying to charge me for wifi for 2 months \$300.00. I have called and called to try and get my bundle fixed. I have tried since the 1st of November and instead of helping a new customer they canceled my wifi and phone. So my 85 year old mother has no internet and phone. Thanks Centurylink.

Helpful? [Yes](#) | [No](#)

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M. T. of Tempe, AZ on Nov. 24, 2015



I setup service with CenturyLink as it was the only service allowed at the apartment complex I had just moved to. As a new customer I was supposed to receive a \$75 Amazon gift card and new customer discounts on Internet and PRISM TV. Consistently I was charged between \$40 and \$50 beyond the price that was quoted to me. When I talked to customer service, they said this was the service I agreed to and it could not be changed. For the gift card, I found that you had to follow instructions on a form mailed to me, in order to receive the gift card. I never received that form. Their automated payment system was very inconsistent, sometimes it would not process for a month and then hit as a double charge the next month.

Finally, I got tired of paying all these extra fees for not great service and decided to go ahead and cancel early and pay the termination fees. They wouldn't allow me to terminate. BUT they offered to put my plan into vacation mode that would last until the end of the contract. I would only have to pay \$10 a month as long as I didn't use the TV or Internet service. I agreed to this. My account was never put into vacation mode and I received the full charges as usual. I reached the end of the contract and canceled my service. They still billed me for an entire month but promised I would receive a refund on the remainder of the month I didn't use.

It has been two months and I still haven't received the refund. What's more, they charged me for an additional month beyond cancellation! Since this was an expense I wasn't expecting to hit my bank account, it sent my account into overdraft. So now I have overdraft fees. When I requested an explanation, they said, "Well you left you account in auto-pay. But you'll get it back in your refund." (FYI you can't take it out of auto-pay once your account shows as terminated, I tried). No amount of begging, pleading, crying, would make them reimburse me for the overdraft fee. As for my refund? They can't tell me the amount of it and I should expect it "next week". All I need now is for them to lose the equipment return and charge me for that for this pretty picture to be complete.

Helpful? [Yes](#) | [No](#)



Scott of Fountain Hills, AZ on Nov. 23, 2015



Sept of 2015 I opened a basic phone account with CenturyLink. Two months later in Nov of 2015 I cancelled this account. I originally got the landline service to use my grandma's antique phone. First, CenturyLink failed to inform me that power is no longer routed to the phone through the telephone wiring. The phone never rang due to no power. Secondly, I was never able to set up an internet account, thus unable to set up payment options. After several attempts and receipt of a special CenturyLink Security Code I was still unable to set up my web account. Third, while working with their support team my phone was cut off due to no payment. I was trying to pay, but the support team was unable to provide me my user products.

In summary I never used the phone except to test it with my cell phone. I was charged \$25 for restoring service... "what service?" Basically I have spent around \$200 for nothing. I am very unhappy and do not recommend CenturyLink for home phone service. I will now choose to go with Cox's huge modem next to my antique phone.

Helpful? [Yes](#) [No](#)

william of Hot Springs, AR on Nov. 23, 2015



Since this company bought out smaller telephone companies it has ruled ruthless and uncaring. The service is of the worst I have ever encountered. For two years I complained about a cable being above ground that a subcontractor of theirs had left above ground on my new installation. I called and complained at least 10 (ten) times. Once underground the phone had static and a bad 'ground' due to water getting in from a tear in the line from cars running over the cable. The wifi signal (internet) would go off almost weekly and calling for help was a long wait for an answer from a person. Their 'automated' system is also horrible. Any call to customer service takes at least a 30 plus minute wait. NEVER AGAIN WILL I DO BUSINESS WITH THIS COMPANY.

Helpful? [Yes](#) [No](#)

Philip of Nashua, IA on Nov. 23, 2015



We are somewhat limited in terms of available ISPs in our area so we decided to give CenturyLink another try after a lackluster previous experience. We have only had the service for 3 months and have yet to receive a correct billing statement. My most recent bill came with a disconnect notice saying that we owed \$61 after having confirmed a credit of \$67 just five days prior. Now, these are arguably minor amounts, but the issue here is that we are being told one thing, and CL is doing something completely different. Add to this the fact that they can not seem to understand their own marketing tactics such as incentives or discounts for services and you have a recipe for a completely mismanaged billing and customer service experience that I wouldn't wish on my worst enemy. Needless to say, I have already contacted their competitor in my area and will be disconnecting their services as soon as humanly possible.

Helpful? [Yes](#) [No](#)

mik of Littleton, CO on Nov. 22, 2015



Poor installation, inconsistent bandwidth and the TV Guide feature is worthless! You can record and watch from any TV if you only could find what you wanted to record. Stay away from CenturyLink! Wireless TV does not extend to the basement. On a positive note you will watch less TV as you can't find the channels or programs you loved to watch on Comcast. Sales will tell you get every channel, beware of this - it's a tactic. I specifically asked "do I get the NFL Channel and Red Zone with this package" and the response was yes. Not true - you have to pay for red zone or normal channels that came with Comcast. My bill would be the same if not more with similar channels, but at least I could find what I wanted to watch. The Guide feature is the worst you will ever experience. Stay clear, as I am locked into a contract and this awful service for a year. Way to screw us CenturyLink.

Helpful? [Yes](#) [No](#)



Vickie of Boise, HI on Nov. 21, 2015



Modems are defective. The ethernet connectors aren't properly made so I can't made a solid connection. This adversely affects the quality of the internet service. The technician refused to go to his truck and get other modems to test them, to find one that wasn't defective. He tried to blame my cable, but the cable works fine on my old modem, my computer -- it's not the cable. He said the modems were all alike. If this is true, CenturyLink is defrauding its internet service customers by providing defective modems they sell or lease.

The technical support person said she was shipping a new modem. I received a confirming email that the new modem was being shipped. It never arrived. I was supposed to return the old modem, but when I went to the UPS store, I was told I needed a prepaid return authorization, not just the number she gave me. She lied and manipulated me. She didn't give me a return authorization, just a number. The internet speed is supposed to be 12mbps. I was able to get 10mbps, but since the technician "repaired" the service, it has steadily declined. Now I get 6-7 mbps for download -- and only .49 for upload.

Several years ago, when the company was still Quest, I tried to have phone and internet service with them. It was successful, but I switched to Cable One. That didn't work out. So I went back to Quest. Even though there was less than a week between the two companies, the phone service and internet service didn't work. The technicians couldn't repair it. The technical support personnel kept having me do things to try to make it work. This went on for 13 days. Finally, they told me my outside phone line needed to be repaired and scheduled the repairman. He never showed up.

I called Quest and after getting the run around from several staff -- I finally got through to a supervisor. He told me there was no record of any of the 13 days of technical support -- 2 hours or more per day. There was no record of an appointment to repair my phone line. Then he invalidated my complaint, gave me the runaround. I lost my temper. Then they billed me -- two different bills -- for over \$150 for services not rendered. They sent the fraudulent bills to a collection agency. They refused to fix my phone line so I had no service for several years. This company is the worst experience I have ever had. But they are the best opportunity for internet service in Boise that I can afford. But I have to pay extra for not getting autopay. But that is the only leverage I have with them.

Helpful? [Yes](#) [No](#)

Kaeli of Syracuse, UT on Nov. 20, 2015



We signed up for CenturyLink several months ago and it has simply been awful service. I asked multiple times to review all of the charges before signing up, and my first bill was well above what they said. They have repeatedly charged me for things I don't sign up for, and refuse to return the money. Rather than provide customer service they try to sell you additional things when you call/chat. They say they've signed you up for paperless billing, then don't, and charge you \$10 more a month for not signing up-without telling you. The internet stops working every night and we have to reboot our modem several times each evening. It has truly been an awful experience.

Helpful? [Yes](#) [No](#)

Jacqueline of Denver, CO on Nov. 20, 2015



I agree with other posts regarding being told you will receive one rate and then being charged another, charges for a modem that I purchased myself and then being charged for renting a modem, etc. For example, I signed up for auto pay and never received the \$5/credit per month as promised. I was told I would receive a certain rate, and then was charged something else. You have to closely examine your bill each month and then set aside a minimum of one hour to call customer service, explain the situation, document this and get a confirmation number, and then follow up the next month because the majority of the time, the changes are not applied and you have to start all over again. So frustrating and time consuming to stay on top of this! I agree that they really don't care either. Very unethical company!

Helpful? [Yes](#) [No](#)

Laura of Mesa, AZ on Nov. 19, 2015



November 19th, I received a call from Convergent Outsourcing on behalf of Century Link to collect a debt. I then called Century Link to find out why I was in collections and was told that my account was still current. The final bill of \$154.00 was not due until December 3rd. The agent I spoke with today said that my account was turned into collections on Monday, when it shouldn't have been because my account is not even past due yet. I actually have a perfect payment history. The agent then said that she would be sending me a letter to verify that my account should not be in collections (should receive that in 3 days). It concerns me that I had been turned into collections unjustly by someone who took my call and didn't like my demeanor.

Helpful? [Yes](#) [No](#)



John of Fruitland Park, FL on Nov. 19, 2015



I finally took a close look at my CenturyLink bill and saw that they had been charging me for local calls even though my plan includes local calls unlimited. After dealing with two customer service reps (one disappeared on the call) the following was determined. The local calls I had made were coded as DD in their system. This means the call was made with the support of calling #411 to get the number and be transferred to it. Before the first Rep was disconnected she indicated they would go back only 12 months to credit my account for the erroneous charges. The second Rep said I would only be credited for 6 months of their mistakes. She said there would be an investigation that would take up to two months. Check your bill!

Helpful? [Yes](#) [No](#)



Shannon of Stephenville, TX on Nov. 19, 2015



We were lied to about a package with DirecTV through CenturyLink being 55.00 total a month. I was paying 65.00 before I was deceived into purchasing the new package and I was perfectly happy with the services as well, but 55.00 dollars sounded like an awesome deal. I knew it sounded too good to be true so I made sure to ask several questions to make sure my bill was only going to be 55.00 a month. Sure enough, just like I anticipated... our bill 4 months later is 120.00. It's a ritual that every time we receive a bill we have to call CenturyLink, because once again the bill is incorrect. In the past 5 months, we have spent approximately 10 hours on the phone with CenturyLink and our issue is still unresolved.

I filed a claim with the BBB and received a call back from Robert. He was nice at first, but then he began to get rude and decided to tell me that I was exaggerating and looked at the bill wrong. There was no exaggerating! CenturyLink has the capability of replaying all of our phone conversations dating back to 5 months, but they continually refuse! He credited us \$100 (so he says), but that does not resolve our issue. Our bill will still come next month and be back to \$120.00 and the following 19 months as well.

Every time I call CenturyLink all the employees are super quick to switch us to DirecTV without notifying us that they are doing so. The issue is not with DirecTV. The issue is with CenturyLink as they are the ones who bold-face lied to us. They are the ones who tricked us into getting DirecTV when I could have cared less for it in the first place. We have DirecTV THROUGH CenturyLink, therefore, CenturyLink needs to resolve our issue! DirecTV's customer service is great by the way and they have helped us as much as they can... CenturyLink is the COMPLETE opposite.

Helpful? [Yes](#) [No](#)



Brent of Denver, CO on Nov. 19, 2015



We had Century Link Prism TV and internet installed a month ago. The technician cut the old cable line from our house and left it in our back yard. It was still attached to the other lines and we had to call Excel for them to remove it. Century Link refused to come out and fix it. The TV has not worked. I've made two (2) appointments for a technician to come out. No one showed up for either appointment and no one called. I contacted them again and was told they had no record. This company is not Century Link. It is Qwest all over again. Disgusting company. HORRIBLE SERVICE AND DEPLORABLE CUSTOMER SERVICE.

Helpful? [Yes](#) [No](#)



Charles of Yakima, WA on Nov. 18, 2015



CenturyLink overcharged me and because this happened repeatedly, I believe I can accurately conclude that they lied. In one instance, I paid \$5 a month for modem rental. I did then buy a modem, but they wouldn't let me stop the rental charges because they claimed the modem to be obsolete, even though it was identical to the rental. I continued using their 'obsolete' rental modem another 3 years, before ending my business with these cheats. CenturyLink illegally turned a rental agreement into a subscription.

When I first started an account with the CenturyLink corporation, (alias Qwest at the time), in autumn 2006, I was told by the sales person CenturyLink would waive the modem rental fee for the first year. When I received my bill from CenturyLink, the rental fee had in fact NOT been waive. Only after hours of work on the telephone, was I finally able to get a supervisor to correct the billing, such that CenturyLink would be honoring their initial agreement.

In about May 2012 I contacted CenturyLink, (alias Qwest at that time), asking that they help me activate-initialize a modem that I had purchased so that I would no longer be paying modem rental fees. The modem I purchased was the exact same model as the modem I was renting at the time. The customer service person refused the request, instead saying that I needed to purchase a new \$150 modem because the modem I was renting was obsolete. I continued using this allegedly obsolete modem for 3 years until August 2015, at a cost of about \$200 in rental fees.

When I cancelled my account with CenturyLink, I attempted to return this rental modem to CenturyLink. I had been instructed to place the modem in the same box CenturyLink used to send it to me, then deliver the box to UPS. I delivered the package to UPS, but CenturyLink apparently refused to pay delivery charges. The modem had such little value that Century Link would not pay for return shipment. The 'modem rental contract', was a complete bait-and-switch. It was never a rental contract at all, it was instead a perpetual subscription.

In 2015 CenturyLink again made false billings with excessive charges so I cancelled my phone and internet. This all occurred at the expense of more wasted hours on the phone. NOTE - beware answering CenturyLink emails on your home computer, I now go to the library. They tried to run a spy program on me and Windows played that two tone 'program failed' message as I opened their Email.

Helpful? [Yes](#) [No](#)



Jason of Pinedale , WY on Nov. 18, 2015



We purchased the 10 mbps internet service in October 2014. From day one we had nothing but problems. At times the speed was .25 mbps, and usually averaged less than 2 mbps. Countless hours were spent on the phone without resolution. They admit they have oversold the bandwidth for my area, yet refuse to correct it. They bill us 100% for the service while providing less than 20% of the rated speed. This company is downright criminal. Stay far, far away.

Helpful? [Yes](#) [No](#)



Trevor of Groesbeck, TX on Nov. 18, 2015



I would NEVER refer anyone to CenturyLink based on the experience I had with the company. I relocated to the area for work and need internet for my job. I spoke to a representative online via chat on 11/3/15 who told me I will have my internet on Thursday 11/5/15. I did not get my modem that day so I called your company and I was told it would be 2-6 business days. Well, the next day on Friday I got my modem in the mail and the activation date said on it "after 8pm on 11/6/15" so I waited till 9pm that night to plug it in. As you can guess, no connection. And that is where it all started.

From 11/5/15 to 11/12/15 I called a total of 13 times and got the run-around from your representatives every time. I was transferred to the wrong department, transferred to departments that were closed and had an expected wait time of anywhere from 5-10min between talking to people. Even when I was connected to the supervisor they offered little to no input on how to resolve my problem. I spent a minimum of 30min on the phone every time I called and was on the phone for as long as 60min in some cases, that's over 7hrs of time spent with nothing accomplished. One of the main reasons I called so many times was because, like I said before, the supervisors offered no help and kept telling me I had to call back the next morning to talk to "the Clearinghouse" to schedule my service or I had to call to speak with the technician. Both of these did not happen when I called the next day.

Tell me again, why do I have to keep calling back to do their job for them? I frequently got a lot of attitude from your employees for questioning why multiple sources told me they have no idea why my service was past due. I then received another modem on Tuesday 11/10/15 in the mail, with the activation date in the letter saying "after 8pm on 11/9/15." Does that make any sense at all? Well from that moment on every time I called all of a sudden the system changed and said my activation date was 11/9 and not 11/6, which I corrected them every time. But the reps tried to justify it saying "well it's only a day. or two past" when no. it was almost a week past due. Just because you change it in your system doesn't mean my

So finally on 11/11/15 I called and the rep told me that the technician had connected the service, but it must be a problem with the connection inside the house. So I set up an appointment for after 5pm on 11/12/15 (after work). Well I made sure I was home at 5pm on the dot, and the technician NEVER SHOWED UP or even gave me the courtesy of a phone call. So I called back at 6:15pm and was told "oh they will be there by 6:35pm" and was then transferred to another dept that was closed. So at 6:40pm I called back again and was immediately transferred to another dept that I let ring for 10 minutes before finally just hanging up. And finally 7:00pm on 11/12/15 I called back, mind you this is the 13th time calling, and told them to just cancel my service. Out of all the reps I talked to maybe 3-4 of them were actually considerate and nice and I respect that, but overall no one had any clue what was going on.

Helpful? [Yes](#) [No](#)



JW of Grants Pass, OR on Nov. 17, 2015



CenturyLink has ads on their website. \$94.99 Tv, Net, Phone. Then you get the bill its \$149.80. They blame everyone but the bills are higher than the ad. The whole co. is run by stupid people. I had charter, was paying \$140. Why would I switch.. Why would anyone pay more to deal with these clowns. Its a war. These people are crazy. I am shocked anyone runs a business like they do. And they do not care.

Today a guy from their office, "omar" told me "well you're unhappy lets get you over to disconnect dept." I like direct tv, centurylink is a joke. Take my advice RUN!!! They are Liars. Dishonest, POOR business people. Run!!! I for the life of me do not know how they get away with this, it's classic Bait & switch. Its one price now then you get the bill its another. Its all taxes & user fees. Bunk! Lies..

Helpful? [Yes](#) [No](#)



Paul of Golden, CO on Nov. 17, 2015



Was a CenturyLink customer 2 times and both times the bandwidth was only a 20th of what I was paying for. Both times had to cancel and still paid off my accounts without fighting the fact I didn't get what I paid for. Last month found out they sent a bill to collections for 2 routers from over a year ago. Only had one router for a week before cancelling and sent that one back as well. Called and even offered to pay the bogus charge to get it off my report and they said, "No". I can pay but it is on my credit report. So they ripped me off for almost \$600 and I never had a working service. And now a credit report that includes a bogus collection for almost a year. Stay away. They don't care.

Helpful? [Yes](#) [No](#)



Paula of Tempe, AZ on Nov. 17, 2015



I arrived home one day with a line attached to my telephone box and running down the street. I called the police, since I thought someone was stealing my service, a report was made for "Theft of Services". The officer said the line was attached to a house 2 doors south of me. There was no note or card on my door. Two days later and several phone calls a man came to my door stating that he had attached the line. I asked why he had not attached a note on my door, he said he didn't have to. I later found out that the ITC company was sub-contracted by CenturyLink. I was also contacted by a super. from CenturyLink. Again, told that a note was not required. I was very upset that a company would be that inconsiderate.

Helpful? [Yes](#) [No](#)



kathy of Klamath Falls, OR on Nov. 17, 2015



I moved from Aurora, Colorado, and had to report for duty March 8, 2015 and contacted CenturyLink that I wanted to keep them and buy a modem. Turned in the leased modem February 2015 in the box provided. CenturyLink turned me into collections said that I did not return the modem until May 2015 and 207.99 was past due. I never received any notification about this until November 2015 and I have been here for 9 months.



Darin of Phoenix, AZ on Nov. 17, 2015



I was promised 2 years of service on Prism TV, phone and internet without any increases. The salesman said that because they had few accounts in our area they can offer this. I was also promised a \$100 Visa card. It took 7 months and at least 20 calls to receive it. After 12 months, my bill went up \$40. Because I had the payments directly taken out of my bank, when they raised it, I was "short paying" my bill and they interrupted service. I had to pay \$30 to restore and they still won't reduce my bill to original agreement. I have attempted to call for other service issues and you get the impression that they have 1/10th of the amount of people in the customer service department because I have waited over 1.5 hours several times.

I tried the chat line on their website and have always gotten the runaround there stating that they cannot help and would transfer me to another chat representative that never comes. Its like they expect nobody to hold that long and resolve their issues with Century link. This by FAR is the worst customer service department of any service that I have had, EVER! If you have Cox, Direct TV, do not leave them. The devil you know versus the devil you do not know are more truer words for me.

Helpful? [Yes](#) | [No](#)



Courtney of Isanti, MN on Nov. 17, 2015



I've heard of companies playing games with their customers but they are just ridiculous. My fiancé and I have had CenturyLink for 4 months now and haven't had any problems, until now. Our internet randomly stopped working and my fiancé called them to try and figure out what was going on. He was on the phone for at least 25 mins and go on to tell him that our modem is bad and that they will have to send a new one that will take about 2 days to get. So we say "Whatever" and order the box and go to Best Buy and buy a new one for the time being. We plug it in, the same day, and what happens? The Internet doesn't work. So he calls back and they now tell him that there's an outage in our area. It's not the box anymore now, that we found a different problem. They go on to say that it would be back up by 3pm the next day and we get home and 6pm and it's still not working.

So my fiancé calls back and asks what's going on. He was tossed around, put on hold and given false statements about what was happening. And after 20 mins of that ** they finally decided to tell him that the Internet should be on the next day or the day after and that they will reimburse us for the days we lost. It's not even the money factor here, it's the fact that we're being lied to and they don't see it as being a big deal. If I were you, if you have other options in your area, don't go with CenturyLink. They are ridiculous.

Helpful? [Yes](#) | [No](#)



Kenneth of Dammeron Valley, UT on Nov. 16, 2015



CenturyLink (Qwest) lied when I set up my account initially. Then after numerous phone calls and long waits on hold I was finally able to get rid of them - or so I thought. They kept on billing me EVEN AFTER I TERMINATED SERVICE! They will not refund my money and no one is able to explain why I am still being charged. We have never before ever dealt with such outright dishonest people.

Helpful? [Yes](#) | [No](#)



Kate of Dade City, FL on Nov. 16, 2015



Internet service very slow and gradually over 2 weeks quits working completely. I have contacted them over 6 times in the past year to fix the same issue. Service person says they come out but they leave before I even know they are there and they say it's fine but 2 weeks later same issue. I have to wait 30 minutes trying to get thru to someone to help each time. Errors build up on the line then the internet goes down.



Dina of Milford, MA on Nov. 16, 2015



We moved away from Iowa high in February 2015 and returned our equipment to CenturyLink. I have never heard anything from them since. Today on November 16, I received notification that CenturyLink had turned me into a collection agency. I called CenturyLink and asked what was the problem and I have had no correspondence from your company since we moved. He clarified my current address which they did have so I didn't understand why they couldn't contact me - they also had our telephone number but did not try to contact us that way either. The CenturyLink representative said we were turned into the collection agency because we had not returned our equipment. I told him we most certainly did and he said "give me a minute to let me look." When he returned to the phone he said "oh I guess you did return your modem."

Are you serious, you could have contacted me and we could have resolved this months ago but yet you turned me into a collection agency! I then called the collection agency to make sure that the representative had indeed taken care of this like he said. In my conversation with the representative from the collection agency he said it is quite common for CenturyLink to turn their people into collection agencies without ever having correspondence with them first. What kind of person would want to do business with a company such as this? I have the best credit possible and now have these jerks turning it me into a collection agency. It is resolved but still burns me! Thank goodness I live in Massachusetts and don't need to deal with these morons!

Helpful? [Yes](#) [No](#)



Taryn of Portland, OR on Nov. 15, 2015



I spent weeks, and hours of phone calls, trying to get internet installation sorted out. Internet. That's all. They just had to flip a switch on. They couldn't get anything right -- my email, the dates. Each person told me something different. And now, my first bill, is more than TWICE what they quoted me. However, the billing people apparently can't fix the bills. You have to call loyalty, and wait forever, and then beg someone to give you the price that you were quoted. Seriously? What kind of way is this to run a business?

Helpful? [Yes](#) [No](#)

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Consumer Complaints and Reviews



L. of Highspire, PA on Nov. 14, 2015



CenturyLink has a verbal policy which holds the consumer hostage. BUT they forget to tell you this works both ways. I just got off the phone with a Prsicilla company number ** who told me if I move today to another State, another area or even out of the country that does not have CenturyLink they will hold me to the discounted contract of what is left of the year. If I move to another community that does not allow CenturyLink then they will release me from the discounted contract. With this agreement does not make sense.

They are forgetting if I move to another country or another state and I demand their service which they don't have in that area they then owe me for breaking the verbal contract. It works both ways. The contract is also there to protect you. So don't let these morons who read a script who are not the courts who are not there to interpret the law, push you around. I am looking into filing for a class action lawsuit against CenturyLink and any of these moron companies who are trying to threaten each consumer they have or had with a verbal contract, They are not the only kids on the block with rights. Anyone interested in a Federal Lawsuit please contact me on here. We could do this Pro Se and flood the courts and them with these cases.



Candi of Las Vegas, NV on Nov. 14, 2015



If I had just one penny for each minute I have spent talking to customer service attempting to sort out their mistakes, I could take a trip around the world. Firstly, if they offer a service such as an ISDN, then they should bloody well know what this line and service is. We have had an ISDN for 18 years and then all of a sudden, two months ago, the bills started coming in with charges we know nothing about. I sorted it out and the following bill was fine. Now, the current bill is back to charges that are not ours.

What the reps fails to realize is with ISDN, it is for broadcast recording. You do not use it as a phone as the lines goes through a mixing board, so it is impossible to use it as long distance as the person you are calling must also have an ISDN line. I have explained this over and over to them until I am blue in the face. Now I have to call them once again. It seems once CenturyLink makes an error, it is virtually impossible to have it rectified. If you have a choice stay away from CenturyLink.

Helpful? [Yes](#) | [No](#)

C. of Fayetteville, NC on Nov. 13, 2015



I signed up with CenturyLink & DirecTV in order to get a \$5 discount on my bills. I have called in numerous times to ask when will I receive my discounts & I was told that it will take a few billing cycles for it to reflect the discounted amount. Needless to say, I have had awful speeds at 6 mbps when I was supposed to be at 10. Called customer service at wait times of 30 minutes or more just to be hung up on & have to wait all over again. A year has passed, I'm out of my contract & I have cancelled my services. Never received my discounts or the proper amount of mbps that I paid for! Never again!

Helpful? [Yes](#) | [No](#)

Mark of Solado, TX on Nov. 13, 2015



Internet is down multiple times a day and finally was out for a week. I called and scheduled an appointment and no one showed up after I waited 10 hours. No one called so I finally called. They said they would be here tomorrow and I waited. Another 10 hours and no one showed up and no one called. I called again and am now being told they will be here tomorrow. I'll believe it when I see it. They are quick to come out and set up your service and get your money but after that they are as good as gone.

Helpful? [Yes](#) [No](#)



don of Glendale, AZ on Nov. 13, 2015



I ordered the advertised Prism TV and High speed internet package for \$65.00, my first month I was charged \$169.00. I was told the girl that took my order made a mistake and I would have to renegotiate the price for the following months but there would be no refund. I canceled the TV service and am now being charged \$80.00 per month for just internet. I would not recommend this company because their word is no good, their advertised price means nothing. They also made it difficult to return the equipment. Customer service? All wonderful promises but nothing but deceit.

Helpful? [Yes](#) [No](#)

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susan of Fort Myers, FL on Nov. 12, 2015



I was evicted from a home of 22 years. I had EMBARQ which changed to CL. In October, I had the landline disconnected and just kept the internet, which was 19.95 bundled, and became 42.00 on its own. I was suddenly evicted in December as the house was being sold. I notified them as to the circumstances. My last bill was for 33 cents. In February, I was sent a bill for 211.00 for early termination. I refuse to pay that bill, as I was evicted w/o notice from this home.

I am tired of the loopholes and the problems with this company. It doesn't matter how good a customer you are or what occurs in our lives. They do not care. So now this sits on my credit history as I am still homeless as of today. I am disabled and alone living in a 1977 camper in a parking lot. I am using the library's PC to write this. Hopefully CL will fall like the cable companies will be doing in the future. America is not land of the free. But it is home of the brave (me).



Dillon of Murray, GA on Nov. 12, 2015



My wifi has always been mediocre and I haven't had much of a problem with it besides it being constantly slow. Im a patient person so I don't care much about slow internet. My wifi was recently at 55% strength and wouldn't load anything so I called centurylink and asked for help. They fixed it and it worked for about 5 hours after that and then it was back to the 50% range. A centurylink guy came and "fixed" it and now my wifi doesn't even work. Good thing there's 3G so I can say go ** your own mothers, centurylink.

Helpful? [Yes](#) [No](#)

mark of Carthage, NC on Nov. 11, 2015



Have had Internet service with CenturyLink for years. Have tried for several years to have my speed increased several times. On first attempt I was upgraded but the system failed often. According to the technician, my lines would not support the higher speed and should not have been connected to start with. Paid the higher price for a year and they would not refund my money. A year later I was told the system would support the higher speed, so I ordered the upgrade. Two weeks later, not have I not received the higher speed, they have knocked out my service altogether. Numerous phone calls later and for over a week, I still don't have service and they will not look into it for several more days. I count on service to run my business. If another service is available in your area, I would definitely go in that direction.

Helpful? [Yes](#) [No](#)

kenneth of Sioux Falls, SD on Nov. 11, 2015



I was lied to so much by their customer service and sales depts. and lied to by their attorney trying to collect a \$27 bill. I would never do business with them again! I had their internet service for less than 24 hours. When I got their first invoice I could not believe a large company like CenturyLink does business like this. Their installer came to my home to help me get started. He was very helpful and professional but he stated "I wish our sales and customer service people would stop lying to customers". I think they train their people to lie to get new customers knowing that many will not complain.

Helpful? [Yes](#) [No](#)

Nathen of Lake City, MI on Nov. 10, 2015



Was quoted 35\$/month. My bill is 60\$/month!! I currently only have .512 (half a meg) internet and VERY RARELY do I EVER pull around .4k! Most of the time, the internet speeds are around .28-.35 speeds. Correct me if I'm wrong - but didn't AT&T get SUED over selling internet and not offering the advertised bandwidth?! Constantly slowing down! NEVER as fast as promised. If you can purchase a different internet provider than CenturyLink - DO IT! They're ** terrible!

Helpful? [Yes](#) [No](#)

Susan of Belen, NM on Nov. 10, 2015



No phone service on CenturyLink line. When repair order was called in, I was told that the first available appointment was a week away. This is my

- pronto!! Absolutely horrible customer service.

Helpful? [Yes](#) | [No](#)



patricia of Punta Gorda , FL on Nov. 10, 2015



I am very dissatisfied with CenturyLink T.V. They tell you by locking into a contract for a year or two years that your bill will be a certain price and stay that way. After a month or two the bill goes up. If we break the contract we need to pay them two hundred or more, however, you promised your bill will stay at 78.00 including taxes and then the next bill is 89.00, 91.00, 98.00, 101.27, now over 102.00. How can a company be allowed to deceive people and get away with this? Plus the movies never change. Rip off!

Helpful? [Yes](#) | [No](#)



Lindsay of Surprise, AZ on Nov. 9, 2015



We were with CenturyLink for about 2 years and our bills were more time wrong than right. For example the one I attached should have an adjustment of \$47.33. They did not give that to me. After calling and being on hold for 33 minutes it was finally adjusted. As for service, we had 2 techs come out in the month of October to fix Prism. Come to find out someone had taken us off our circuit. It hasn't worked right since. Once when we called, the gentleman actually told me to turn off my Prism boxes and then I could use my internet! Overall experience was more frustrating than enjoyable.

Helpful? [Yes](#) | [No](#)



megan of Lehigh Acres, FL on Nov. 9, 2015



We have now had CenturyLink for 3 months. Not one single bill has been correct. Each month, we spend 4+ hours on the phone attempting to get the corrections made. Even when the corrections are claimed to be made and we pay the new amount, we have been charged late fees. We have had to call and get removed (again). Then this month, I am being charged for another phone jack installation... which I paid upfront before the installation even occurred. They showed a week and a half after the installation appointment to do the set up and we were hoping our troubles with them were over. Oh no, they were only beginning.

First bill came in over double what we were quoted. Got that "corrected". The next month, late fee and another large bogus fee listed only as "voice". Get that removed, or so we thought. This month, my bill should be about 50 bucks... it's 137. This time, they refuse to make any corrections to account and will disconnect if we do not pay another "voice" fee.

Helpful? [Yes](#) | [No](#)



Jessica of Albuquerque, NM on Nov. 9, 2015



I contacted CenturyLink for internet I was transferred many different times ask for my personal information by each person and in the end I ended up being disconnected/hung up on.

Helpful? [Yes](#) | [No](#)



Stuart of Phoenix, AZ on Nov. 9, 2015



We had accounts at three addresses, now down to one (and we are working on that). Our experience is typified by a 3-hour wait to try fix an internet connection ("No, we can't call you back") after which the internal wait at CenturyLink was still the 27 minutes I was quoted three hours before. I asked the service rep if it wouldn't be quicker to get Comcast, and she said YES! We have lost money owed us on cutting service at 2 houses because the wait was just too long. This apparently, is not uncommon.

Helpful? [Yes](#) | [No](#)



Tushar of Little Canada, Other on Nov. 9, 2015



I will suggest don't go for centurylink internet ever. These is worst internet service I ever. They keep on changing your activation dates. Keep on messing with your account no. For me they took 15 days for activation then they told me to cancel the orders. I never recommend this centurylink internet Service to anyone.

Helpful? [Yes](#) | [No](#)



Skayhuston@comcast.net of Salem, OR on Nov. 9, 2015



Century link tech team came through our neighborhood attaching their equipment to everyone's house. I didn't know this was legal, but the team said it was "routine" maintenance. Happy with my internet service, I called Century Link's office after recovering a package from them full of equipment. They told me to return it, at their expense, unless I wanted to try Century Link. I mailed it back, unopened. I thought that was the end of it. Two months later I received a bill for a month of "service" I have never had, and can easily prove, if necessary. Called them again, thinking this was a simple mistake. Century Link says that "because I had their equipment, I could have had service."

Second past due invoice arrived the next month from Century Link and I called again. Told them what happened. They asked me if I wanted Century Link, I repeated that I did not, never asked for it, never had it, and had returned their box unopened. This time they yelled at me, and told me "I would never have it". Happy with that I believed the problem was resolved. I did not receive another invoice for service I never had, but Century Link has sent me to collections! How do I proceed?

Helpful? [Yes](#) | [No](#)



Desiree of Maumee, OH on Nov. 8, 2015



CenturyLink has been nothing but PROBLEMS since I started their services in October!!! First stating my bill would be 30\$ then sending me a bill for 50\$ and saying they would never say that price yet I wrote everything down the representative told me on the phone. Second, after my month was over miraculously my internet started to slow down. So slow that my DIRECTV kept disconnecting.

None of the shows would do the 72 hour rewind and none of my movies would download. Getting CenturyLink was only for my DIRECTV. What's it's purpose if it doesn't work!!! Third, I call and call and can never get thru to anyone but a machine. When I have gotten thru I constantly get hung up on. I'm so fed up with this company. I have them a fair chance and they are literally screwing me over, their customer who they stand by, and will not let me cancel because I've had it for almost two months. Seriously!? Two months out of a two year contract!

And everything was perfect my first month now all of a sudden they want me to upgrade because it's not working properly!!! Last Friday the lady told me I would not have to be home for a guy to come look at my internet box. That he can fix it from outside. When I got home there just happened to be a letter in my mailbox stating they need to get into my house because they can't fix the problem from outside. HM. And on top of that, they said I can get a fee for having to even come inside to fix it!!! Worst mistake ever getting involved with this company!!! I called again yesterday to hear an automated service tell me my service will be disconnected Monday. IF I GET A DISCONNECTION FEE I AM REPORTING YOU TO THE BBB!!!

Helpful? [Yes](#) | [No](#)



Lyrics of Nv, NV on Nov. 8, 2015



It has taken 4 attempts to try and install and we still don't have Internet and my child's home. They schedule another attempt in the morning and don't show up. They say they will send an email, no email. They promise another appointment first thing in the morning. You guessed it, no one showed. This is after 2 days of working all day to try and install. Do not waste your time on incompetence like CenturyLink, Embarq. This is ridiculous!!!

Helpful? [Yes](#) | [No](#)



Matthew of Lees Summit, MO on Nov. 8, 2015



Do you want internet you can rely on? Do you want Internet that actually stays up? Do you want to actually do anything online? Then CenturyLink is not what you're looking for. Internet always goes out, and even when it isn't out it's slow. I would not recommend this Internet to anyone. It took me 5 minutes to even google how to write a review because this Internet is so slow. Surprisingly all the reviews are negative. I don't know how this company is still afloat, but if they keep up this Internet they won't be for long and don't deserve to. Worse Internet award goes to CenturyLink. Congrats. Do not get CenturyLink.

Helpful? [Yes](#) | [No](#)



Johan of Edina, MN on Nov. 7, 2015



We have CenturyLink WiFi and it does not work. Every 5 minutes the WiFi it will go off and not work. Which does not work for a family that need to use the WiFi everyday for work and homework. Also their customer service is horrible. We sit on the phone waiting for 1 hour trying to get a hold of them. Then when we do after 20 minutes of arguing with them we get a time for them to come over and fix it. They come over at the time we told them to but without telling us they were here. They do a test and they tell us that it works good and then leave. But they tell us this all on the phone after they left. Because we did not know they showed up. But we do that same thing we test our WiFi and it should be 15-20 which is good WiFi but we have a bandwidth of lower than 1. We have been back and forth with the company for 4 years and it never has gotten fixed. If you are looking for WiFi to get I would not recommend CenturyLink.

Helpful? [Yes](#) | [No](#)



Ani of Shoreline, WA on Nov. 6, 2015



Horrible-horrible customer service. I would like to give CenturyLink zero stars if that would be an option. I called to add internet services in addition to phone services. The representative was really helpful and spent over 1.5 hours to explain my options and set up a service order. I was told that they would send me a modem that I would need to set up, and then my service would kick-in on the date requested. Since I haven't received anything, two weeks later I called them, and they couldn't find my order and later said that the order was put on hold. Yah, I could have been waiting and waiting. So, the representative told me that the only option I have is to set up a new service order.

So, I spend another hour on the phone to set up my order to find out that they wouldn't be able to activate my account for another month because their technicians are so busy, and not available till that date. Also, this representative was giving me different quote on the price and various fees than what was previously told. My call was dropped, and when I called back right away I talked to another representative who gave me another different set of information regarding the prices. When I asked to talk to a supervisor I was informed that everyone was gone for the day and I should call back the next day. I called back the next day and the representative said that he could move up the activation date by five days.

I asked to talk to a supervisor and I was transferred to the escalation supervisor. After I explained my situation, he asked if I wanted to cancel the service order. It was obvious that he could care less if they lose a customer. He did offer his sympathy and offered to check if an earlier activation date would be available. He put me on hold and came back later telling me that he has good news and bad news. The good news was that he could put me on the wait list and if someone cancels their order then I may get my services activated. The bad news was that he could not move up the activation date. He said that the activation date five days earlier was not available either (even though I was told a few minutes earlier that was an option). His solution was to offer sympathy and the option of cancelling my order. One of the worst customer service experiences ever!!!

Helpful? [Yes](#) | [No](#)



Patricia of Vancouver, WA on Nov. 6, 2015



Worst service and customer service that I have ever experienced. Charged me \$322 for three months of internet service. Spent over four hours on hold and being transferred around and was told that I should've paid attention to my bill even though I hadn't received one in over a year since I was on auto pay. ** and never getting their service again. Highway robbery. Not to mention the final bill was in Spanish. I don't speak Spanish!!!

Helpful? [Yes](#) [No](#)

Sam of Rock Springs, WY on Nov. 6, 2015



The speed is the worst I have ever seen. And even when it's performing at its best (which is awful), you still can't do anything because the connection drops all the time. I will live without internet until I move rather than pay these guys for their crap.

Helpful? [Yes](#) [No](#)

Karyn of Hyrum, UT on Nov. 6, 2015



This company is a nightmare to deal with. If I could rate less than one star, I would. Every issue I have had has never been resolved. I have had the same experience as so many others, being transferred around, given different answers to each question, and eventually getting disconnected. I cannot believe they are still in business. Even the basic login page is a joke. Impossible to log in unless you create an email account with CenturyLink. I really don't understand. I am in my 50's and have dealt with a million companies in my lifetime and no one has ever been so bad as CenturyLink. Avoid this company at all costs. Go elsewhere for internet or phone, or I can promise you will regret it. They are truly the worst!!!

Helpful? [Yes](#) [No](#)

M. of Butler, PA on Nov. 5, 2015



I wanted to save some money on my landline. One of their awful customer svc reps switched me into a more expensive plan with less features. I am actually still on hold, in my third hour, while I get the plan switched back. I am speaking with a supervisor named Michael. He said he'd track the horrible customer service reps and report them to their supervisors. Anyhow, I'd better get back my old service. If not, I'll shut off my landline and go strictly on cell phones. Well, the voicemail now works, but I did inform the supervisor about Century Link's low rating on the internet.

He has probably been trained to show no emotion, and he didn't. Anyhow, something's gotta give. We need to lower our costs with our cell phone plan because this month, it was almost \$200. I'm not going to try to budget with Century Link because they'll end up giving me the same problem again. Next time, I'll just get rid of them and sell my great Panasonic phone system. Total time on hold today: 3 hours. The only worse company is my old health insurance, Highmark Blue Cross.

Helpful? [Yes](#) [No](#)

Barbara of Whispering Pines, NC on Nov. 5, 2015



I called and ordered the CenturyLink Cable and Internet service. They set up an appointment to install my service on Tuesday, November 4, 2015 between 8:00 am to 11:59 am. When no one showed up by 11:15 am and I did not receive their email notification 30 minutes prior to arrival - I called CenturyLink. CenturyLink informed me that a serviceman was at our location the day before and tested the cable at my location and the cable was bad. They never called me to let me know that there was a problem and no one showed up to install the Internet.

they could connect my service. I spent 4 hours waiting for their service representative and 3 hours and 7 transfers on the phone trying to get someone to explain what my options were. I ended up contacting my previous Internet provider and told them I needed to continue my service with them. CenturyLink is a terrible company - I would stay clear of them. I wish I would have read the reviews before I ordered their service. They wasted 7 hours of my time and I have no service.

Helpful? [Yes](#) [No](#)



Parviz of Ocala, FL on Nov. 4, 2015



Dealing with CenturyLink is a nightmare. The company screwed my account beyond repair. Every time I call to resolve the issue I get lousy customer service and my problems with this ungodly company piled up and my bill is beyond repair. I went to the store manager several times but nothing accomplished. I have spoken to many customer service persons but with no resolution. I am treated like garbage after 20 years with this company. My internet is roaming most of time and made numerous calls to technical department and these Indian operators don't have no idea how to fix the issue, it is waste of time and long wait on the phone. I am fed up.

Helpful? [Yes](#) [No](#)



maria of Provo, UT on Nov. 4, 2015



I signed up for DirecTV and decided to bundle with CenturyLink. It has been a nightmare since. First their customer service hours suck, 8 am till 6 pm Mon- Fri. I, as most work those same hours. Second, after a couple weeks of signing up I never received a call to set up for a installation appt. and when I did finally get a hold of a customer service rep he told me that it comes in the mail. And to make things right he said he would rush it since I had not yet received a modem in the mail yet, I was told over the phone when signing up a rep would be calling to set up appointment. Plus told I would get a \$50.00 credit on my bill and that the service was under \$30.00 a month, everything in, because I had bundled with DirecTV. First bill came and was \$79.00 and since it was a Saturday when I got the bill in the mail I couldn't call customer service until Monday.

Instead I paid the bill with the autopay option only after figuring out this was not taken automatic from my bank account. I was under the impression would be taken out monthly, so I paid over the phone with their autopay option you get because customer service is closed. Next month bill was \$114.00 and overdue I decided to call and find out what was going on with my bill and why I had not been credited the \$50.00 and why my bill was almost 60.00 for one month when it should have been \$30.00. I had to call on my lunch break to talk to a live person and had to explain the situation and was transferred several times and every person told me something different and when they couldn't help I would be transferred to someone else and the call was cut off. Being that I was on a land line and not my cell phone I thought this was strange. I called back and same thing was transferred twice and hung up on.

I made a point to call at 5:30 right after work and called and was hung up on six times before 6 pm when customer service closed. Pissed at this point I went online to their chat service and had to explain what happened over chat, which took over a hour. I was told I never bundled and would have to call DirecTV. I asked to cancel my service and was told I was in a contract. Confused how I am contracted in but not bundled, the rep did not have a answer for me and told me to call customer care. I explained how customer service kept cutting me off and asked if there was a manager that I could call directly, NO there was not. The rep said since it showed I did not have DirecTV (even though I do) on their end that there was nothing they could do. I will be calling customer service tomorrow and canceling my service.

I wish I had read reviews before signing up for this service because it seems they do not take care of their customers in any way. Not one time in all the several calls I made was there any attempt to solve, rectify the situation. Instead I was told to call DirecTV and have them fix this? I am floored how it is my cable companies responsibility to have this fixed. I was also told that I had probably talked to a DirecTV rep and they are the ones who promised the prices and credit? WTF? I do not appreciate being told that I am mistaken and implying I am a liar when I know without a doubt I talked to CenturyLink rep when setting up service and about the credit. NIGHTMARE...

Helpful? [Yes](#) [No](#)

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Consumer Complaints and Reviews



Thomas of North Las Vegas, NV on Nov. 4, 2015



I was promised a two hundred dollar pre-paid card, received a \$100.00 card & was told that when I receive it, it would not be good so take your promotion and shove it where the sun doesn't shine. I will never recommend CenturyLink to anyone.

Helpful? [Yes](#) | [No](#)



douglas of Seattle, WA on Nov. 3, 2015



I had Comcast but wanted to have a back up internet service because my Comcast was acting up. I called and they said it was 30.00 a month and had some sort of sales pitch. I did not need phone or any other service. this was strictly back up in case my Comcast had interruptions. (I was filling

days). I had no problem getting the sales department or hooking the equipment up but the service was horrible and would not work most of the time. I had several techs come out and check the equipment and they even had a hard time figuring out the problem (the phone lines were fine). The tech said that we were on an old system but one block away they had fiber optic and the service was great. This was not what the sales department said. They said this area was upgraded .

I live several blocks from the University of Washington This is not a rural area. After a month or so I called and wanted it to be shut down because it had never worked properly and it was going to be a waste of money. I was on the phone for over an hour getting transferred from one person to another and eventually ended up in the original prompts I started so I gave up. I tried several times too after this to call them and I got the same run around. Now the bill is in collections and even to this day I cannot connect with anyone to pay this bill. I tried just yesterday (November 1, 2015) and I ended up on the same chase your tail game and was on the phone for over 45 minutes. I would not recommend this company and I will file a dispute about the service, how they handled my account and the finance department. This is the worst company I have ever dealt with.

Helpful? ☒ Yes ☐ No



Saree of Albuquerque, NM on Nov. 3, 2015



NO STARS IF I COULD! These people are terrible! Do not go with this company. Always changing rates on you. Hidden contracts! Representatives are rude and hateful... They do not do a good job of disclosing terms and conditions! I completely hate them.

Helpful? ☒ Yes ☐ No



Douglas of Casselberry, FL on Nov. 3, 2015



give me an even better rate going forward! Great! Can that rate be applied to my past due? "Sure, hold on..." To make a very long story considerably shorter: after talking to 4 different people, each with a wait time of at least 15 minutes, I was informed that the new rate can NOT be applied retroactively, and when I threatened to cancel... THEY DID NOT CARE! No one was willing to work with me. I cancelled.

Issue 2: Started an account with DirecTV, but they don't provide internet... Guess who they bundle with?? CenturyLink... Not my choice, theirs... Fast forward 5 months, my tv service is turned off, a call to DirecTV has service restored immediately. Then I notice my internet is off, a call to CenturyLink tech support revealed (you guessed it) a billing issue. The billing people aren't there over the weekend, so 2 days later after a callback and the most surreal conversation ever, I learned the following: CenturyLink pays DirecTV for what they say I owe, then bills me!!! So, even though I initiated service through DirecTV, I'm billed by CenturyLink... I never received a bill from either... So, after FIVE MONTHS, they disconnect my service and say I owe them over \$700...

Helpful? [Yes](#) | [No](#)



Jim of Lewiston, ID on Nov. 3, 2015



CenturyLink screwed me over and still trying. A representative from CenturyLink called my business and claimed to save me money with lower phone service rates. He promised to be cheaper than the current phone service provider. I told him to give me a quote in writing and he did with some extras. What he did not tell me that with all the fees and taxes and all the other crap they tack on was that I would be paying roughly \$20.00 a month more due to his quote. I thought that with the saving I could be happy with their service. Trying to switch back was a nightmare and nobody had a clue in the entire system.

After much phone time with incompetent people... they switched off the lines. It took two weeks to reinstall the lines so I could port them out. Business phone down two weeks! I run my business with my phone. With all the ** that went on, they still are charging me outrageous amounts. They are a sad excuse for a phone company! Yes... I am bitter!

Helpful? [Yes](#) | [No](#)

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Andrew of Frederick, CO on Nov. 2, 2015



someone finally came and got service going. Not as much as an apology from anyone at CenturyLink. One week into service: service stopped and the morons in the Philippines (where you will be transferred to for tech support) tried and tried but apparently unplugging and re-powering modem doesn't fix when my service was out. Smmhh.

Same problem as week one continued sporadically for over a year now. Their main line was "your internal wiring must be bad" so they would send a tech to investigate. Upon inspection of cat 5 line to the "d-mark" point of origin for phone and net they always said "this is obviously NOT a wiring issue inside the house." Then they'd get in their truck and go somewhere, come back and try to feed me some line as to what they corrected upstream.

After a year of this crap I called to cancel, they offered to upgrade my service and bring my payment back to the introduction price. I said what the heck, figured the upgrade with a new modem would resolve issues. Lol boy was I wrong! I just called and canceled my services. My suggestion would be to avoid CenturyLink Internet like a busted back alley hooker. Going to have an issue and at some point it will get the better of you.

Helpful? [Yes](#) [No](#)



Bruce of Las Vegas, NV on Oct. 31, 2015



I called to ask about tv and high speed internet service. The rep created an account without my authorization or knowledge. A few days later I decided to sign up for HS internet. The day before the installation, the tech called and said they don't have high speed internet to my house even though several reps had confirmed it. Then I got two bills in the mail for service that I never received.

I called and was told they would be cancelled. Then I got a collection call so I explained the whole mess again and they promised again to cancel the accounts. Then I got ANOTHER BILL in the mail and called and asked for a manager. The person I spoke with said they saw no record of anyone cancelling the bogus accounts! She said she would cancel them but I have no reason to believe her because of past attempts, and no way to confirm. She said it can take up to 30 days to clear this out.

So I have to conclude that CenturyLink is a company that opens accounts without authorization, does not know if they have high speed to my house or not, lies about closing bogus accounts, takes 30 DAYS just to adjust a balance, and after all of this, they never offered anything to try to salvage my perception, salvage their reputation, or salvage any hope of getting me as a future customer if they ever do run fiber to my house and let their techs know.

Helpful? [Yes](#) [No](#)



Teri of Boise, ID on Oct. 31, 2015



Another screw up and another call to straighten it out. You know the drill. But at last Customer Service from CenturyLink, who would have thought. I actually got a customer service rep that listened to my problem. Then instead of him assuming he could shut me down with a sentence, he delved into the problem and straightened out. He was charming and knew what he was doing. He had me wait on the phone while he made sure the problem was straightened out with all the proper departments and extended my promotion package by another year for my trouble. Kudos to CenturyLink and the rep. I actually ended up happier after the experience than before the call and that NEVER happens. Congrats to CenturyLink.

Helpful? [Yes](#) [No](#)



Lori of Glendale, AZ on Oct. 31, 2015



Our wi-fi went and landline phone out so I called CenturyLink internet support. After being on hold for over 20 minutes I could barely understand what the agent was saying because the accent was so thick. When I told the agent "I can't understand what you are saying," they just spoke louder and I responded, "I can hear you just fine, I can't understand what you are saying no matter what the volume of your voice is." I was on the phone for two and half hours and the wi-fi still didn't work. Set up an appointment for a tech to come out a couple of days later, they didn't have any appointments open for several days. They asked for a phone number of the person that would be home at the time so they could confirm someone would be home when they arrived and if we had dogs they could be contained. I came home from work and asked my husband if they had been there and he said "No."

would be a different tech and I would have to schedule a work order for that tech to come out. I said "I thought I did that?" I was told, "No ma'am, you only scheduled a phone tech." So I scheduled an internet tech to come out. Again I had to wait a few more days and had to make sure someone would be home. The tech came out and supposedly fixed the wi-fi. I came home and it still wasn't working! Again, called internet support and spent over two hours trying stuff to get it working but no luck. Again scheduled a tech to come out a couple of days later and again when I get home it still isn't working.

I call tech support again this time requesting a new router because nothing else had worked. I get the new router and still no wi-fi! We are now 3 weeks with no internet and I'm still paying for something I don't have and they can't seem to fix. I cancelled my CenturyLink service as soon as I got another internet provider and CenturyLink didn't care one bit that I had a bad experience! But the bad experience continues. I called for a shipping label twice so I could send back the router and I keep getting a bill for it but no label to ship it back. I was told my email would be forwarded to my new email account, NOT TRUE!!!

My email was deactivated with no warning. CenturyLink did not explain to me that I had 30 days and then my CenturyLink email would be deactivated. I contacted CenturyLink tech support to try to at least get my email forwarded and was treated so rudely by the tech and supposed "manager" that I hung up on them. I am now writing this review to warn others of the poor technical and customer service CenturyLink provides to their customers.

Helpful? [Yes](#) [No](#)



Dan of Spokane Valley, WA on Oct. 30, 2015



I bundled with CenturyLink in August with Verizon. My Verizon Bill was up to date and Paid 15 August 2015. 23 September 2015 I received a bill from CenturyLink for a massive \$248.33 even though I had a -\$70 credit on the account and my Verizon bill was up to date. I called and they 1st told me that "Yes you have a -\$70 account" and not to worry. Then a month later I get an email warning telling me I have to pay the full \$248.33, so I call and they state that I paid my last Verizon bill on 15 August and they paid on the 13th of August so on my November bill that \$144.50 should be deducted. In November I get my bill and my next month charges are added on to the \$248.33 for a total of \$441.78. I call and they tell me I have to take it up with Verizon. Of course I call Verizon and they don't do anything to explain the situation because they don't have the full picture any more.

I'm extremely frustrated by CenturyLink because with the 3 times I called them they gave me 3 different answers and when I bundled they never said "Make sure you cancel your payment with Verizon" and they never told me to expect an extremely high payment due on the 1st bill. I honestly can't tell from their bill what or when I'm actually getting charged for and apparently they don't know since I got 3 different answers.

They have a horrible window of customer service hours where they don't tell you the time zone they are referring to, which again adds to customer frustration. They operate like a dysfunctional local company instead of the Mega communications company they claim to be. The other baffling item is there was No offer of any sort to help ease my frustration and I am a 3+ year customer (due to lack of options). When I move back east next summer there is no way I will chose this company again. I will say be warned - they have average service with far below customer service!

Helpful? [Yes](#) [No](#)



D. B. of Loveland, CA on Oct. 29, 2015



CenturyLink wants use of 11 poles for cable on my property that are being used by Excel. The cables run east and west and north and south. I have livestock in the pasture. They have my whole pasture cordoned off. Repeatedly asked for a 24 hour notice to move livestock to safety. CenturyLink techs have tried to get through the gate. I have had to stand in front of the gate to protect my livestock. One tech got out of the big ass trucks, went behind me to open the gate and the other tech tried to run over me. On another occasion was not notified either. Tech got in my face. I had to push him back and call the police. For 8 months I have faxed, emailed, and left phone messages. No one returned my messages until I left a message that I was going to use my big ass truck and run over the CenturyLink green box on the corner of my property. Within 10 minutes I received 2 phone calls from two CEO's begging me not to run over their box.

I was told by the techs that if I needed any repairs to my CenturyLink service no one would come. So when I bought a new computer last month, I had to buy my own router and pay someone to install the router. Now their attorney is taking me to court. I have paid my attorney \$1,000 already. CenturyLink uses my store parking lot for staging without any permission. Their big trucks tear up my parking lot and leave big ruts. Everytime after they leave I have to resurface with crushed asphalt and rake it over.

I have invited the CenturyLink attorney and her "team" several times to visit my property to see first hand what they are doing to me. The attorney has a soulless job of enabling a corporation to hurt and steal from a community member for corporate gain. I have paid \$56,00 in mortgage payments, insurance, taxes and maintenance on just the strin they are using for cables since I bought the property 7 years ago. There was no

compensated or even offered free service for as long as I own the property. CenturyLink has a culture of mining tricks for employees bullying citizens if not going along with their agenda, endangering livestock fetuses, threatening damage to the owner and property.

Helpful? [Yes](#) | [No](#)



J of Deltona, FL on Oct. 29, 2015



In December 2014, we cancelled all of our services; phone, tv, and internet due to increasing prices and switched back to the Cable Co. Last night, 11.27.15 we received a call from a collection agency that we had a \$100 balance due. When I called CenturyLink the representative was unable to provide me with any billing information. I have to call the collection agency for a billing statement. If we had an outstanding bill why we're not contacted within 30 days of cancelling our service?

Helpful? [Yes](#) | [No](#)



Janet of Phoenix, AZ on Oct. 29, 2015



Tried to transfer my number to CenturyLink - but they connected a new number in error. I called and they said they would remove the new number and transfer my old as I'd requested. So they connected them both. At the same time. I called again and they so said they would cancel the new number connected in error - but cancelled the account with my transferred number instead - but I still had two lines connected at the same time. So I called again and canceled everything and sent the modems back. I've spent 4 months trying to convince them that they have both modems, that there is no balance due, and that they are complete idiots. So sorry that I tried to save a few dollars and transfer - I lost a really good phone number that I'd had for several years. I think I'm more annoyed by losing the phone number than their inability to manage billing.

Helpful? [Yes](#) | [No](#)



Joanne of Colorado Springs, CO on Oct. 29, 2015



CenturyLink is supposed to be a communication company, yet their communication is horrible. They don't fix problems, instead they put you through to another agent and another agent, and they refuse to call you back when you, the customer get disconnected from the agent switching you to another agent or hung up in the middle of a conversation.

Their landline phone service is garbled, sounds talking through water. I have never had internet, even though a tech set it up 9 months ago. I ask for a refund, they connect me and lose me. I question why a bill is too high, above the "program amount" and they disconnect me. CenturyLink is not operating ethically. If they cared, as they say in their promos, they would be allowed to call you back. This company takes your money whether or not you have adequate service or any service, as in the case of my internet.

Helpful? [Yes](#) | [No](#)



Liz of Anoka, MN on Oct. 28, 2015



CenturyLink has placed over 70 in fees on our account without an explanation. After being transferred 8 times and being told 8 different amounts that we owe no one could tell us about the fees. One person told us they were overdrafts, one person told us they were irresponsibility charges, and one person told us that they were for our name being wrong on the account that they created. After over 8 hours on the phone not one person apologized for their errors. I have never been so appalled or disrespected as a customer. Not one person was willing to help. Century Link's claim is that they care about their customers. From the above post it is truly a lie.

Helpful? [Yes](#) | [No](#)



Keziah of Corinth, TX on Oct. 28, 2015



If I could give this company zero stars, I would. They should pay me for having to use their service. My apartment complex only allows CenturyLink. To begin with, they showed up the day after they were supposed to set up my internet, and 4 hours after the scheduled appointment. They got here, the guy was kind of friendly, everything was smooth for a couple weeks. I pay for a \$45 a month service which gives the most gigs. My first bill was \$95. Wrong. My second bill was \$85. Wrong. After calling numerous times and being connected to the dumbest customer service rep, who literally had no idea what she was talking about, my parents finally call, and after 2 hours, things are sorted out.

Then, this month, my internet has just not worked for an entire week. I've restarted the modem and my computer and the wifi modem, and it doesn't work. I've called twice and they said I have internet and that it is connected, they don't know why it isn't working. What do you know CenturyLink? That you guys are easily the most hated internet company? Do NOT recommend. I never ever write reviews unless something is incredibly amazing, or incredibly bad, and this is incredibly garbage.

Helpful? [Yes](#) [No](#)

Patrick of Winfield, MO on Oct. 28, 2015



Umm, where do I begin. I live in a semi rural area in Lincoln County, MO. I've been a customer since 2003. We have had the same slow outdated DSL. I've called - spoke to cs who couldn't answer any questions I had about them updating service in our area. Not to mention not the most professional person to speak with. I'm paying almost 50 dollars for 10 meg DSL. While 15 miles south of us in St. Charles County. People are paying that same price for 100 meg broadband. CenturyLink is such a racket. They are the only provider in the area so they have us over a barrel. I tried getting my bill lowered - the only thing she could do was I needed to set up auto draft for my payment to come out. That would of saved me 10 dollars. Just tired of dealing with them. Wish another provider would come out to our area because as it is CL has this market cornered and it's customers.

Helpful? [Yes](#) [No](#)

Rachel of Omaha, NE on Oct. 28, 2015



When trying to get internet thru CenturyLink, it was nothing but a headache. We went through two modems and still didn't get service. I canceled right away because three weeks has already been wasted with no internet. A month later, CenturyLink sends a bill for over \$100. For what? I never got service and canceled cause of it. Their customer service reps don't know what they're talking about and transfer you to other depts that can't help. Very frustrating! Save yourself time and a huge headache.

Helpful? [Yes](#) [No](#)

Susan of Nampa, ID on Oct. 27, 2015



I placed a new order with CenturyLink yesterday and was sent an email for confirmation with a serviced date of 11/2/2015. I had told the rep that I had a modem at home, and she said that was fine, just to call customer service and let them know, and all would be okay. When I call customer today they pushed my service date back a month, and when trying to get the matter settled customer service said there was nothing they could do. The rep. said they had no record of my order date, and that was that. I then ask to speak to a manager who implied I was a liar, telling me that I could not receive an email because the order was pending. When I requested to speak to her manager, I was told he was not taking calls. I continued to ask her for her manager to which she repeatedly ask, "Why," and I told her she had poor customer service. She then transferred my call back to the beginning.

When I received another rep. I ask for her name thinking she had to document it on my order, but I was informed since the order was pending she did not have to document anything, and there was nothing on my order. I then ask again about the order date and was told the same thing. I was so frustrated at that time, I said, "Maybe I should cancel my account." The rep replied, "Do you want to cancel because there is nothing we can do."

That's what I ended up doing was canceling my order. The customer service was the worst I have experienced. When I tried to reach the site for

Helpful? [Yes](#) | [No](#)

Bobby of Chesapeake, VA on Oct. 27, 2015



We're building a house in a community without internet service. CenturyLink has service that stops at the entrance of our community. I have called multiple times to request service be brought to our community but have been disconnected at random times. I have emailed only to receive a generic response instructing me to reset my modem - what? When I finally had a conversation with someone, I waited over 25 minutes while the individual scanned pages of pre-produced responses to my questions... zero knowledge of their products or services. At the end of the conversation, I was transferred to the "complaint department" so that I could let them know my community needed service brought to our area. After reading these posts I'm guessing our community doesn't really want CenturyLink.

Helpful? [Yes](#) | [No](#)

Glenna of Great Falls, MT on Oct. 23, 2015



I moved from Wichita, KS to Great Falls, MT. I started the process of setting up Internet and Cable Service a month in advance since I would be working out of my home. I needed it up and running Day one. First call, they "accidentally" hung up on me. Called back in two days. They finished the set up. I arrived in Montana on 10/5. Called on 10/06 to confirm appt. for 10/7. There was no trace of my order. Was promised a better deal and to get it right and made sure it was for 40 megs due to working from home. I was also promised a \$50 Visa Card. No Visa card yet. Line drops again. The reason I called early to schedule is because I start working remotely on 10/12. Next week (after 10/12) isn't going to work. I asked to speak to a supervisor. Appt for TV (DirecTV) and Internet was moved to 10/07.

CenturyLink Tech arrives. Very nice and helpful person. Doesn't know what account number he is working with because of so many cancellations. Finally he figured it out. He asked me where I wanted the phone and I told him I didn't need a phone. He recommended I call and cancel it so I did. Also found out when DirecTV came out, they don't offer service where I live. I have no TV service now. Why would CenturyLink set up an appointment if service isn't offered where I live? I have to call and cancel that.

Rep on the phone is able to get me an internet deal for \$29.99 a month. Internet is working now. Start working remotely on 10/12 and Skype with business is cutting out. Call Century link back and find out the order was put in for 20 megs. I asked for a 40 meg order immediately since that is what I ordered. They can't get to it for two days. That doesn't work for me because I can't work. Keep in mind I started this process in mid-September so I would not have these issues. I asked to talk to a Supervisor again. I am magically moved up a day and 40 megs are installed next day. Internet problems are fixed.

On 10/23, I receive a bill for \$192. It has the phone on it with \$90 Internet fee. I again have to call CenturyLink. I am on the phone 45 minutes and 35 of those minutes I am on hold. They end up deleting my account with the phone but they can't change my Internet charge until 7 – 10 days out because they just modified the phone bill. I HAVE TO CALL BACK TO GET THAT DONE! Are you kidding me? Went online to set up paperless billing. Nothing on the site worked to get my secret pin number. It is not on my 1st bill as they indicated. Went to chat online to get it. Was able to get it and started registration. Their system crashed and wasn't able to complete it.

My perception of the Call Center is they do not have proper training to deal with the customers, documentation and tracking of issues is poor, customer focus is not understood and incentives are misaligned because everyone wanted to keep setting me up a new account. I truly don't understand how they stay in business with this kind of service. They have taken so much of my time setting up this service. They owe me money.

Helpful? [Yes](#) | [No](#)

Brian of Apopka, FL on Oct. 23, 2015



CenturyLink is DSL. Never will be as fast or as stable as cable. You get half the speed they promise. And when you cancel service they charge \$200 cancellation fee. That should tell you they cannot deliver the goods. They promise you everything and deliver nothing. If you have DirecTV, everything on demand needs to be buffered or recorded before you can watch it. BUYER BEWARE WITH THIS COMPANY.



Stacy of Canyon City, OR on Oct. 22, 2015



My husband and I signed up for Centurylink internet. (We have limited providers in our area). We told them what kind of service we needed and what electronics we would be running. They told us it was no problem because we were getting a 10 meg plan and that will be more than enough. It started with us having to place our order multiple times, they lost the original. Then we paid the deposit, and waited. Finally had to call back again. FINALLY got service turned on. Within 24 hours we had a problem. Our 10 meg plan would BARELY play Netflix. And if it DID play it, you could not even so much as look at another device without it messing up the first device.

My son could not browse Facebook on his phone if my daughters were watching Netflix. Made multiple calls, no one came out to help. Finally after two months they sent an email saying we owed almost \$300. First off, no bills were EVER sent, we couldn't use the service and our monthly bill was only supposed to be \$42 a month. I REFUSE to pay for something I could not use. Especially when they are trying to charge us over 3x more than they were supposed to.

Helpful? [Yes](#) | [No](#)

BreAnne of Bloomington, MN on Oct. 22, 2015



We signed up for CenturyLink, via the website, at the end of August. I requested a start date of 10/15/15 due to still being under an Xfinity contract. Somehow this part of my order was missed. About one week later we received a notification that our router had been delivered and we needed to pick it up from FedEx. We didn't unpack the router from the box until nearing what was supposed to be our start date (10/15). I physically hooked the router up on 10/08/15 and activated service. Somehow I've now been sent a bill for \$140 and service has been suspended.

I sat on the phone for over an hour and a half - was hung up on and transferred multiple times. The final woman I spoke with was extremely unpleasant - told me her supervisor was not there so my request to speak with a manager was denied - and refused to help in any way. I asked that she verify the very first usage of the router and she agreed there was no use shown until 10/08. This is a really simple fix. I don't understand why this is so hard to understand. We've had two weeks of service - not two MONTHS. In addition... that would make it \$70.00 a month for service. That's a TINY BIT off of my estimated \$37.00/month quote. I am so unhappy right now - this is the worst customer service experience I've ever had.

Helpful? [Yes](#) | [No](#)

Nathan of South Prairie, WA on Oct. 22, 2015



For 6 years I've paid \$65 for extremely slow 1.2mbps DSL internet with no upgrades available. I received mail saying high speeds were available finally and called to do so only to be told my home didn't apply. After trying for a year, calling/emailing monthly, I was finally upgraded to a 10mbps plan. At best I got 6.5mb, but was content to finally be able to stream content without buffering and not spend weeks downloading updates and games.

Then last weekend the speed got extremely slow and I frequently was disconnected from service. I called to inquire about repairs and was told a technician would be by the next day at 8am. After waiting 3 hours with no one showing up, I got an email saying repairs were done although my speed was still slow. I then got a call from a CL call center saying the technician said only 1.5mb internet was available at my location and no higher speeds available.

However, I'd had the 6.5mb speed for over a month and my account bill showed the 10mb plan. I've not gotten any response for my emails and when I call and ask for someone with authority to talk to, I'm told they have no further information and not transferred. After 6 years of poor service, I finally get an upgrade that ends up being a lie. I've paid an obscene amount of money this whole time for a speed that's not adequate in this day and age. Since they're the only ISP available to me, I've had no choice. I'm too frustrated to bother anymore and am cancelling my service.

Helpful? [Yes](#) | [No](#)



Jennifer of Denver, CO on Oct. 21, 2015



I moved from one residence to another in which CenturyLink said they would seamlessly transfer my service without interruption and be provided with the exact same service with the same rate. I had to wait two weeks before a technician could be scheduled only to have the technician go to the wrong address. The technician proceeded to cancel my order altogether. I waited another week before my service was reinstated. After dealing with that debacle, I received my first bill after moving, it doubled in price. So I called again and after speaking with several "supervisors" they were able to get my bill back to the previous plan.

However in doing so, they also signed me up for a one year contract (without my knowledge). I had to move again recently and am now responsible for ending a contract that I didn't have to begin with. I spoke with an extremely rude supervisor named Vonda without resolution. I asked to speak with her supervisor but she stated that she didn't have one, only a 'leadership' team. I was promised a call from someone from this leadership team within 48 hours. It's a week later and no call. CenturyLink's customer service is misleading and shockingly horrible. I can honestly say I've never dealt with such a disgusting company.

Helpful? [Yes](#) | [No](#)

mandy of Oak Grove, MO on Oct. 21, 2015



During our recent move we contacted CenturyLink to inquire about service. I work online for a living and I was looking for the best service option possible for our limited access point in our new rural home. The first lady we spoke to went on and on saying she lived in the country and they download movies and stream live and have no problem at all. After 40 minutes of her hard selling us on the service I felt that she was trying too hard so I had my husband get off of the call and we discussed the likelihood of what she was saying.

After further research we called back and the next guy told us something completely different than the first rep. What he said at least sounded honest (he promised 1.5mb) and our options were limited so we went ahead and signed up specifically telling him that I work from home so I would need the service to start the day we move in. He assured us they would have the modem shipped to our new house and it would arrive the day of the move and the service installer would be there that day to connect us. The move day came and went and no modem showed and no service tech either. 3 days passed (Fri-Sun) and we called Monday to find out what was happening. They were to hook up 7/31 and on 8/3 they informed us that we would be without service until 8/14. WHAT??? No.

I spoke to 4 different people as I climbed my way up the ladder until one guy slipped and said he would contact the office in our area before they left at 4:30 to see if they could get us in a few days faster. I didn't believe he would help so I went to the office myself and sat there until the trucks came back and the techs were coming in for the day. I spoke to the tech in charge and sure enough, he had not been notified of the work order yet to connect service and he didn't get the email from the supervisor. He gave us a modem and he came out himself the next morning and connected our service.

Since then we have had speeds ranging from .5-.1 mb and if we have a day that we run at 1.5 it's like Christmas because we are all so excited. To post an image on my Etsy shop takes between 7-21 minutes depending on the day. If I am working online no one else in the home can even open a page online. Our neighbors 2/10's of a mile down the road have 25mb.

We called and a helpful rep said he'd put in a work order because my lack of internet was causing us a hardship and he could have us rerouted to the terminal literally just across the street. He said it would be up to the engineer to approve it, but he had previously had good luck with it. Our work order was denied. After speaking with 3 more people we could not get a straight answer as to why it was denied, but one person said they suspected the engineer didn't want to do the extra work to transfer us to the terminal. So, we call daily and let them know how unhappy we are and we overpay them monthly for our service that doesn't work. They should be fined for overselling service to customers that they cannot provide. It's nothing short of stealing.

Helpful? [Yes](#) | [No](#)

Stacey of Altoona, IA on Oct. 21, 2015



I upgraded our internet in September. Was told it would be Oct. 20th when the upgrade would be done and the new modem would be received. Was ok with this. Check on Oct. 20th and internet was upgraded but the modem was nowhere to be found. Called CenturyLink and they never bothered to order it. Had called a few times about the modem from Sept. to Oct. 15th and was still told I would have it on the 20th. Had to call again and they

Helpful? [Yes](#) | [No](#)

T. N. of Tacoma, WA on Oct. 21, 2015



On Oct. 13th, 2015, my business phone lost service. I called to CenturyLink Customer Services, they said will have someone come to fix from that day to Oct. 20th. Two days later, I contacted to Century Link website and sent to them my comment. Unfortunately, I got no answer from Century Link. My business was still get no phone service until afternoon of October 19th, 2015. The phone line was connected that we can make a call from **, but customers cannot reach to us! The phone line got NO INCOMING call! I called to Century Link repair services again, they simple gave me another open ticket until October 23rd! From Oct. 13rd, 2015 until now, we got no phone services and no technician from Century Link come to check what is wrong! My business get big impacted due to no phone services everyday! How can we deal in this situation?

Helpful? [Yes](#) | [No](#)

Mark of Phoenix, AZ on Oct. 20, 2015



I decided to save money by switching from Cox Cable to CenturyLink. I was told it would take 15 minutes to switch over with no downtime. What a total lie!!! The tech came in and switched our main line with little issues. The problem being the other two lines wouldn't work and the internet was dropping off every five minutes. Was told they needed to run another line. A day later we had the same issue and the tech said it couldn't be done. Why they didn't check the line before the installation is a joke. So they pulled everything out and said nothing would be changed. Wrong!!! They still changed over my other two lines and I had to call Cox Cable to resolve. I have never had a dealing with should an incompetent company in my entire life. Good luck if you plan on using this company for your internet services.

Helpful? [Yes](#) | [No](#)[< Previous page](#) [Next page >](#)

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Consumer Complaints and Reviews



Bet of Bountiful, UT on Oct. 20, 2015



Wow, CenturyLink, where to start. I've never took the time to write a review but this company really needs to work on their customer service and well, SERVICE PERIOD! I had an account with them before I moved and opted to continue service (my first mistake seeing how I had never had good experiences with resolving any issues I inevitably always have with them). We discussed paying my bill in full and using my router I had already purchased from them.

First I get a new router sent to me, which I stated before was not what we discussed. I was obviously billed for it as well. I called and after not being able to understand the incompetent representative I finally was put in contact with someone who spoke clearly and well, English. I understand outsourcing your reps for cost purposes or whatever your reasoning but when you have someone call with an issue, after holding for half an hour you're already ready to pull your hair out then you get someone on the other line that speaks with a strong accent and it's frustrating to say the least trying to understand what they are trying to tell you.

Finally, I was able to relay that they screwed up by sending me a new router and their answer was just to send it back with the return label which is all well and good if you have a ups drop off location near you, which there were none! All at least 45 minutes away from my new house. So, I figured I could schedule a pick up online but that didn't work either due to the type of label they had. After being thoroughly inconvenienced with trying to find a drop off, wasting my time and gas, it was sent back.

A month or so later I get a collection bill from a collection agency stating that I owed CenturyLink 50+ dollars. I called CenturyLink and talk to another bone head representative who tells me it was from my previous account that wasn't fully paid off. I asked to talk to someone who could make this right due to their failure to notify me. I was transferred to a manager. I asked why I was not called or contacted and the manager gave a very unsympathetic, "We send out a bill and if you don't pay it, we send you to collections." "Wow! Great customer service!" I said.

She continued with, "Well, we can't call EVERYONE that owes on their account." WHY!?!?!? What's the definition of customer service!?!?!? Ok, well, even if you did send a bill, I specifically asked for my whole bill to be paid before moving. They had to give me a new account number, using all my same information like name, cell phone number and oh yeah, my social security number! So how could they not tell me that I had an outstanding bill before setting up my new account I ask!?!? BS!

supporting this terrible company as soon as my contract is up, which I can't cancel without paying for the months I have left. NEVER get things seeing their bill every month. Just waiting for another screw up that I have to call about.

Helpful? [Yes](#) | [No](#)



Rene of Lincoln, NE on Oct. 20, 2015



Somehow, my elderly mother tried to set up electronic billing with CenturyLink in May. She provided them with her email address and bank account information. At no time did CenturyLink inform her the email on the account was not the same as the one she just provided, although all companies will verify billing address whenever there is a change to physical addresses. CenturyLink stated she received an email to confirming the change from paper to electronic billing and a list of instructions as to how to change your profile. What company relies on a customer to input billing information and how many 83-year old women can follow the instructions?

Long story short, when there was a problem with the bank account numbers, CenturyLink did NOT send her any physical documentation with the problem and they stopped sending her physical bills. When she called in June concerned about her bill that she had not received, they only took her money electronically. The same applied to July. All this time, the modem sent by CenturyLink last November kept knocking her computer offline. She didn't know how to resolve the technical problems so has just been "living with the limited Internet Access" since that time. By that time, my elderly mother was frustrated and tried calling CenturyLink. She was put on hold for 10-15 minutes each time and hung up in frustration. Billing statements were not being sent to her and their customer service requires LONG wait times for the phone and then would transfer you and place you on hold again.

Fast forward 3 more months and she FINALLY receives written notice that she was overdue, owed late charges and her service was going to be cut off. An 83-year-old cannot live without her phone, in a panic, she pays the charges which is about 1/4 of her monthly Social Security check. She had ALWAYS paid on time in the 30 some years she has had the CenturyLink service.

After more than 1.5 hours over 2 days, I have internet removed, paper billing re-instated, and CenturyLink placing all the blame on my mother. Their response is she should have followed directions on putting in her email, and she should have stayed on hold to fix the problem. They had her correct email and they did not put it on her account. They stated that was her responsibility. Really??? This is not customer service nor appropriate business practices. I asked to speak with a manager and there were none in the building. Offered to call me sometime within the next 3 days at their discretion but I'm sorry, I work, I need to set up an appointment for a phone call and that is not possible. I am going to give my mother the \$7 CenturyLink was considering to refund her for all the issues since the real point is how they are not Customer or elderly oriented.

If your elderly parents are dealing with CenturyLink, I recommend to switch carriers if at all possible. I will be investigating this for my mother but unfortunately, there are limits to carriers in her area. CenturyLink, you will NEVER get my business.

Helpful? [Yes](#) | [No](#)



Abel of Cape Coral, FL on Oct. 20, 2015



I don't know where to begin and how many times I've called and tried to solve my billing problems. They quoted me an amount and I agreed to a year deal at this amount, the bill has never been that amount or anywhere near it. They tell me, "Oh taxes were not added" or "It was a one time discount" or "It was auto withdrawal discount," but never solved the problem. And the elevation dept. was pretty much "This is what it is" and "Goodbye." I will never recommend this company. I stood by them when I had to call them daily to solve problems. Fortunately the field guys were very nice and helpful.

Helpful? [Yes](#) [No](#)



Anthony of NY on Oct. 20, 2015



They never got the bill right and insisted I was that one that didn't know what I was talking about. I kept good records and showed them proof repeatedly. But the claims kept coming: "You still have to return the modem you leased." I never leased a modem... here's proof. "Your bill still has not been paid in full." Yes it has... here's proof. I kept having to explain everything over and over and over again for months after I terminated my contract. It's like a horror movie.

Helpful? [Yes](#) [No](#)



Vincent of Chehalis, WA on Oct. 19, 2015



In January/February 2012, after receiving a new Wi-Fi laptop for Christmas, I called Century Link to find out how to set up my internet for wireless capability. At the time I had an Actiontec M1000 modem, and the service rep I called told me I would have to buy a new modem with wireless connectivity. At the time I was unaware that the original modem had an antenna port built into the top of the modem, requiring a \$20 antenna module to plug in then configure the wireless connection. As this modem is sold by Century Link itself, the "New Products and Services Department" was fully aware of this part, yet told me I had to buy a "new" modem. I was told it was around \$99 to purchase. When I explained I am disabled and did not have \$99 to purchase the new modem, I was told I could lease/rent to buy though it would cost a bit more that way (I believe it was about \$120 after payments).

However, I had no alternative other than to use the lease/rent option (specifically due to the company NOT telling me about the antenna port) my bill has risen steadily over the years, but the last two months has risen over ten dollars a month. I went through my bill and one thing I had noticed was

Century Link has NEVER offered a lease/rent to own program for the modem, and that Washington State had cut off the telephone assistance program. When I told her that was untrue I was "allegedly" transferred to a manager in some resolution department, who also told me such a program had never been offered.

Since that time I have (so far) spoken with five people I know who were told the same thing before enrolling in this "non-existent program", and the same denial after inquiry about the continued billing and monthly increasing rates. The last person I spoke with was the renter in the front of the property who was told exactly the same thing about the outright purchase or the lease/rent program. Ultimately she chose not to get involved with Century Link. I am going to continue finding individuals who were told about this non-existent program, as well as write a letter to corporate HQ resolutions. I have little hope of getting any resolution on THIS issue.

Regarding the modem, I was surprised to find the "new" modem was the same model as the initial one (Actiontec M1000) just in a new housing with the antenna built in, rated for 1.5 Mb download and half that for upload, yet I have never received more than when I had dial up, often times less. The act of refusing to fully inform me of the inexpensive plug in, and having me enter into a new contract, constitutes a violation of a number of marketing, sales, contractual and interstate commerce laws. The fact they are using this same "lease/rent to own" verbal come on to entice people into this trap also violates a number of the same laws.

I am very ill at this time, and cannot afford either to not have immediate access to medical care research nor can I afford to keep paying ever increasing phone/internet bills, therefore I will have to pursue this further. If I cannot get resolution, litigation will be required with as many affidavits as possible. I would urge anyone considering Century Link to seek other more honest companies, and if you are in this trap already, to pursue litigation. Especially if they are elderly and/or disabled with financial difficulties.

Helpful? ☒ Yes ☐ No

How do I know I can trust these reviews about CenturyLink?

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Stephanie of Omaha, NE on Oct. 19, 2015



When I called CenturyLink to make payment arrangements, the lady I spoke to was rude & had a tone in her voice that she would rather be anywhere but there helping people. This is not the first customer service issue I have had. No one seems to have the same info as the others. You will be quoted one price about services & the next agent won't know anything about that quote & will quote you a different typically much higher price. Once my contract is up I will be leaving CenturyLink. They are not any cheaper than Cox if you have internet & cable services. Unless you call every 3 months checking for discounts which they don't have very often.

Helpful? ☒ Yes ☐ No

Menu



Laura of Newington, CT on Oct. 19, 2015



We owned two condos in the same building in Florida. We sold one of them a couple of years ago. Shame on me for not cancelling my service because to this day CenturyLink is still billing me. I had called in on September 24 to pay an outstanding bill. Then realized, this is no longer my condo. I called back the same day for a credit and explained the situation. They never called me back as promised. I had tried emailing them. Have yet to hear from them. Received ANOTHER bill in the mail. I called to get my payment back on the 24th of September and they refused. Thankfully my credit card company is working with me. Now they want to charge a \$12 disconnection fee. Worst company service. Go with VONAGE. They are less expensive and more reliable.

Helpful? [Yes](#) | [No](#)



Kyle of Scottsdale, AZ on Oct. 19, 2015



I had the internet going on and off since I started with CenturyLink service. It took a week for them to send a technician. Then it went out again a day later. When I called to complain they said they didn't even have a record of me as a customer.

Helpful? [Yes](#) | [No](#)



Darrell of Salem, OR on Oct. 18, 2015



I was checking to see what Internet only would cost me. It started out ok then at the end the not so gentleman at CenturyLink said when I said I'll think about it, "You just wasted my time" and hung up on me. This is not the way to get customers. I would be hard pressed to use their service. Very disappointed.

Helpful? [Yes](#) | [No](#)



MORGAN of Fort Campbell, KY on Oct. 17, 2015



I have been a customer since August and have yet had a day of full service without losing connection.

Helpful? [Yes](#) | [No](#)



deb of Silver Springs, FL on Oct. 17, 2015



From the beginning... Nothing went as advertised... Appts never made... Charged... Extra hidden charges as you go... You need to do these or the order installment can't be completed... The best for last... Had DirecTV with it... Another joke... All FALSE ADVERTISING... Hidden fees... Not EVER getting the service advertised... Go to cable... Trust me...THESE TWO COMPANIES ARE THE BIGGEST BS ARTISTS IN FL... ESPECIALLY SILVER SPRINGS, FL.

Helpful? [Yes](#) | [No](#)



Barbara of Lady Lake, FL on Oct. 16, 2015



When we got several flyers in the mail about what a great deal we could get by "bundling" services with CenturyLink we went to the office in Lady Lake to use their services. The first issue we had was that the price listed on the flyers was not true. My first bill came in at \$250.94... \$100 more than promised. Then Laura, at CenturyLink told us that our monthly bill would be \$144, which was still more than the flyer stated. Then we were told by Rose that, oh no, the \$144 didn't include taxes. THEN we found out that if the three TVs that were included in our package were all on at the same time, one of them couldn't get the HD channels!

Now, when we asked them to disconnect all of their services, Brian told us that he wouldn't put the disconnect order through until our MagicJack went through (for phones) completely, "or you'll be without phone service for days". OK, that sounded good because I take care of my invalid husband and invalid mother... no phone service wouldn't be good. So what happens? My phone service shuts off for days! And now that the disconnect went through on August 5th, and they owe me \$127.99 (and keep sending me "Account Summaries" to tell me so)... I can't seem to get a check from them! Just summaries saying they owe me! And the people I call to ask about it can't do a thing. After being on hold for an hour, I got told, "OH, that's what we do... pay you back in 30 (**) to 90 days!" Well, they would never have let ME pay THEM in 90 days. What a racket. A company with no morals, as far as I can tell. Don't use them... you'll be sorry you did.

Updated on October 22, 2015: One thing I forgot to mention in my previous review of CenturyLink... the idea that bundling with them will save you money is a complete lie. When I went to other sources for my high speed computer and TV service I called CenturyLink to ask what they would charge, per month, for JUST phone service. The answer? Exactly the same as we paid for it when we bundled with them! So I asked about the other pieces of the bundled services, and got the same reply! Bundling with them saves you NOTHING. Each service costs the same whether you bundle or not. Isn't there some law about this kind of advertising??!!

Helpful? ☒ Yes ☐ No



Mary of Eugene, OR on Oct. 16, 2015



I buy internet service via CenturyLink through Dish Network, but CenturyLink IS responsible for the phone lines in my area, so through Dish, I AM a CenturyLink customer. CenturyLink demonstrates absolutely no interest in upgrading lines/equipment to rural areas in order to provide better DSL service to those communities. I think that legislation should be passed to force them to do this. DSL service is NOT a luxury anymore, it is as essential as having electric service provided. My DSL wireless service is constantly going down and their attitude is like, "So. What do you expect us to do about it?" Un-freaking believable!

Helpful? ☒ Yes ☐ No



Kelley of Snow Hill, NC on Oct. 16, 2015



Don't even know where to begin. We are SO fed up and disappointed with Centurylink! They have the worst customer service known to man. When you call, we already lose connection or call gets dropped. Never ever get what told, were told numerous times about a repair that was supposed to take 1 day over a week. Was called a liar by a supervisor. Overall, they just act like they don't care if they have your business or not. Sadly they are our only option where we live. Paid the bill amount and got cut off as they wanted more money when WE paid agreed amount on TIME. When you call, who knows where you're calling, as the reps may as well be a child, they are not knowledgeable of job, tech issues etc... I could list ALL day and sadly everyone we talk to, feels this way. You would think they would value customers. Can't wait until we have other options in our area!!

Helpful? ☒ Yes ☐ No



Tina of Bristol, Other on Oct. 15, 2015



I own a property in Florida and after two sudden huge hikes in the monthly price for services without any explanation I decided to change company for my TV, WIFI and phone. I contacted their customer services (Leila) and she was very pleasant and arranges for my contract to be cancelled with immediate effect. I was told that I would be sent a prepaid label to return all their equipment. No label arrived so I again contacted them explaining that I had to fly back to London two days later so I needed to make sure the equipment was returned. I was advised that I could take it to one of their stores. I found one on their website at The Loop, FL and drove there only to find the store closed down in January, i.e. 10 months ago.

I contacted them again and was given an address in Charlotte to return the equipment so I paid the \$27 postage and returned it. I have now received

not an American and do not have a social security number. I my home today without it being resolved. This company do not communicate with each other and are the most unprofessional company I have dealt with.

Helpful? [Yes](#) | [No](#)



Joseph of Fayetteville, NC on Oct. 15, 2015



I have had troubles with my high speed internet connection for over a month. I was told by two onsite technicians the service in my area has too many subscribers due to the new television service Prism being pushed out. I have called in multiple times and I have been told that a support supervisor and an onsite engineers for my area would call and follow up on my issues but I continue to have to call in as I have never received a call from CenturyLink.

I have called and spoken with Hubert, John, and once with a supervisor named Javier. I have submitted online requests to cut down on my hold times and requested to be called directly, only to have an email reply ask me to call their 800 number. So to sum it up, I have High Speed internet issues with CenturyLink. I have called in on several occasions and have had multiple visits from onsite engineers (three). I am told I will be called

back, only to be disappointed. Even submitting online requests does not help with getting call backs. I am currently looking to pay for cable internet to be pulled to my house so I can cancel my CenturyLink service.

Helpful? [Yes](#) | [No](#)



T of Peoria, AZ on Oct. 15, 2015



The very first time I called CenturyLink I was transferred to so many different people who told me different stories every time. I was actually hung up on by accident numerous times, which then required me to be on hold waiting for someone to answer again. The hold times were literally over 20 mins each time! This was only the first time I called so although I was frustrated I figured they must be busy and maybe I just happened to speak to the wrong people.

Fast forward 2 years and every time I call the same thing happens! I am yelled at, lied to, passed around, and basically feel as though I have wasted an entire day accomplishing nothing! They over charge all the time and then blame me for misunderstanding. When I am very clear about what I need they find a way to mess something up... probably because I am passed around to so many people! CenturyLink is the worst company I have ever dealt with and if I have the choice I would never choose CenturyLink again!

Helpful? [Yes](#) | [No](#)



Alvin of Renton, WA on Oct. 15, 2015



I called to have my Internet speed upgraded, and was told it would be upgraded today. I got home to no Internet service. I called for technical support and was told that my current modem that I lease from them is not compatible with the upgrade. Why was this not brought up when I asked to upgrade my service? I tried to downgrade my service just to have the Internet service restored since everyone in my home has homework that requires Internet, but they could not do that. So now I have to wait until the new modem comes in two or three business days. I'm paying for a service that I can't use. I would give them no stars if I could.

Helpful? [Yes](#) | [No](#)



Gayle of Connelly Springs, NC on Oct. 14, 2015



I have had an account for 15 yrs and I have to call every 5 months to get a discount or they jack up my bill. I love the internet but I'm tired of the

was tired of calling every 3 months to get the bill reduced. The company jerked it up after 3 months. I was getting auto pay on my account and decided to pay this month and realized they had raised it for the last three months, when I was promised a year. The agent refused a credit and gave me another reduction for \$65.00 a month for another year, so she says. They are totally deceptive!

Helpful? [Yes](#) [No](#)



Mellissa of Henderson, NV on Oct. 14, 2015



I would rate this company 0 stars if I could! How can a company like this even stay in business?!? Since I've had them, I've had nothing but problems from them - adding services I didn't ask for to overcharging fees that shouldn't have been added. My newest drama with them has been them saying they haven't received any payments through my online bill pay, even though the bank has verified the payments going through. This company has been a headache from the start, and I can't wait until my contract is up. The customer service reps do not know how to help with any problems you have. This is by far the worst ran company I have ever come across!!! Go anywhere else!

Helpful? [Yes](#) [No](#)



Alex of Cottage Grove, MN on Oct. 14, 2015



On October 10th, 2014 CenturyLink customer service "upgraded" my internet service to a higher speed under some promotion and told me that my bill will be \$10 less for a year and will go up by \$5 the following year. They also told me that because I have been a customer for over 10 years there was no term or contract associated with the upgrade. My service did not "upgrade", instead it downgraded and my billing went up. After placing 2 calls to CenturyLink customer service reps and one call to technical support on October 23 and November 10 technician was dispatched to "fix" my internet service. He told me that the service that I was sold did not exist in my area and was not available for sale to residential customers.

I placed calls to customer service reps and escalation department on 11/24/2014, 12/29/2014, 2/6/2015. All of them apologized for mix up, try to give me some promotions to compensate, gave me some credits and told me that billing would take 2 billing cycles to catch up. Needless to say billing never caught up, none of the promotions took effect, and I was constantly overbilled from what I was promised. 4/14/15 I spoke with escalation department rep who gave me another promotion to fix the billing. Rep stated "no term no contract". I audio recorded this phone conversation. I called 4/23/2015, 5/2/2015, 5/21/2015 spoke with Charlie (badge#**), Tam (badge #**), Cindy (badge #**). They verified correct billing however told me that the contract was extended by mistake.

5/21 conversation was recorded and escalation rep admitted that they had customer service problems and told me that it will be fixed. Because she couldn't issue me credit for overbilling for previous months, she will give me 50% off for 12 months. She clearly state "there is no contract no term," and told me that it will take two billing cycles to see the fixed billing. Because changes were made late in the month I would see corrected billing on my August 10th bill. She also told me I had to pay my current bill to avoid service disruption. I paid my bills and waited for August statement. August statement did not reflect 50% off and because I was tired of CenturyLink not honoring their fake "promotions" I decided to cancel the service.

When I called to cancel the service I found out that they did not remove contract from my account and now charging me \$200 cancellation fee. After speaking with another escalation rep they informed me that since I paid the bill that means I accepted the terms of the 1 year contract. And if I didn't like it I should have called them every month and kept reminding them to remove the contract. Even though I called 3 times to remove the contract and was told that it was removed and I should wait 2 billing cycles to see the change. Now they are refusing to waive early termination fee.

My experience with CenturyLink over last year is that customer service, sales, technical support departments do not know the products they sell or support. Customer service, loyalty, escalation departments will promise discounts but will never actually apply them. I was lied to and tricked into a contract. CenturyLink refuses to honor what they promise.

Helpful? [Yes](#) [No](#)



A of Surprise, AZ on Oct. 14, 2015



On July 15 I was promised credits for charges that should have never been charged. I was told I could have Prism TV but when it came to the install they were unable to install it. So they were only able to install the phone and internet. So I went online and chatted with a rep from CenturyLink and was told that the install fee of \$99 and activation fee of \$27 would be credited. I called today and was called a liar by Adrian and Nicolas in the customer loyalty department and that the credits would not be issued. I advised both of them that I have the chat showing the credits would be

me.

Helpful? [Yes](#) [No](#)

S of Bozeman, MT on Oct. 13, 2015



I have been notified that I owe them money after I had cancelled them in March of 2015, but I paid them off in March. When I paid them off, and DIRECTV as I had a bundle, they sent me another bill stating I still owed them and DIRECTV. I called DIRECTV and it showed on their end I owed CenturyLink nothing. They said the charges that CenturyLink billed me were not from them and that I owed them nothing. I kept all the paperwork from cancelling, showing I paid both of them off, it doesn't seem to make a difference. I would say stay as far from them as possible or you will owe them, even when you don't.

Helpful? [Yes](#) [No](#)

Lisa of Pine River, WI on Oct. 13, 2015



I wish I would have read these poor reviews before I decided to choose Centurylink for my phone needs. The bills were never the same, hard to understand, & continued to go up. My husband had exact amounts quoted & the bill was different many times. We were bundled with DISH & our phone is through Sprint. My Centurylink bill was raised again because they no longer bundle with Dish. I refuse to go to DirecTV. I gave my bank info. for autopay to save \$, and because they had the wrong info. after many months of this autopay working - they charged me \$12.

The money isn't the point. I spoke with many employees of Centurylink as well as supervisors. My husband & I document every correspondence & the info. especially the amounts quoted are always different. Sure they apologize, but they will not remove even the slightest charge (\$12) for a LONG TIME CUSTOMER!!! I just went to DISH & can now bundle & have a Super Rate. There are too many things to deal with every month. I want to do business with a company that I can trust & depend on. Thanks Dish!

Helpful? [Yes](#) [No](#)

Harry of Golden, CO on Oct. 13, 2015



Typical US West, Qwest, Century Link. Placed the same order for new service twice because first order never entered by service rep in system. Took two and a half hours to place both orders on phone. Purchased modem that never arrived by install date. Received no documentation or instructions either by mail or e-mail. Installer arrived, and claimed MPOP box could not be opened and had security screws from prior company. He suggested that I needed to call previous company to remove their box and left.

Box was closed with no screws of any kind. I opened box and called installer back. He claimed wiring in house was wrong, and would require five hours of work and additional costs for wiring along with pulling the BSW feed from the pedestal to the house through existing conduit with existing pull tape. It was clear the installer did not want to take the time to perform the work. I suspect he was allotted 30 minutes to an hour to install on the outside and didn't want to take five hours in the heat to pull buried service wire through the existing conduit.

I have been through this with installers for Qwest and CenturyLink before. Any labor required above the norm or the planned on a semi hot or semi cold, rainy day they will discourage the service. This is why CTL is losing 70,000 landlines a month. I am a 31 year employee with US West, Qwest and CenturyLink and I am glad I got out before their service and reputation hit bottom. Even most of my service free on concession isn't worth the issues that come with it. I'll stay with TDS and pay the monthly. At least they don't try to get out of work the minute they get to the house.

Helpful? [Yes](#) [No](#)

ROSEMARY of Lehigh Acres, FL on Oct. 12, 2015



Now they want me to pay entire people instead of more time in the house for me to get the service working. Can you believe that? This is crazy...

Helpful? [Yes](#) | [No](#)



Kathleen of Albuquerque, NM on Oct. 9, 2015



While trying to find out why my Verizon account was suspended by CenturyLink, I was told that it was for non payment even though the email that I received only stated that Internet would be affected. Called the customer service department - got switched to repairs even though I pushed the number for billing. Called my bank, got tracking number from them to prove that payment was made two days prior. CenturyLink couldn't find payment even with the tracking number - they were happy to suggest making an additional payment and when the other money cleared I would have a credit on my account - lucky me!

Spoke to a supervisor in Financial Services who hung up on me when questioned about how they would not take a fax from the bank to prove payment but would restore service if I gave them my bank info. How does that make sense? Finally caved and paid the bill - twice now - so I could get my phone working again. As soon as I can I will be dropping this company and letting all friends, family and coworkers know how unhelpful this

company is. Why don't they have customer service for billing at night and on the weekend? The amount of time it takes to get through to a person would get anyone fired at an hourly position.

Helpful? [Yes](#) | [No](#)



gladys of Oregon City, OR on Oct. 9, 2015



My CenturyLink bill went from 32.00 to 51.00. My year contract had expired. After calling twice I spoke with the loyalty department. On the phone for almost an hour... I was told my next bill would be 21.99 and that would be my price for the next 12 months. Got a confirmation number and a name to boot. Well my next bill came and GUESS WHAT? It was 51.00!!! I've had problems with them on and off for years but I am so over them. Is there a way to file a class action for their unethical business practices? I'm filing a complaint with the FCC as a start.

Helpful? [Yes](#) | [No](#)



Jeff of Port Charlotte, FL on Oct. 9, 2015



I live in an area that Comcast doesn't service so I was forced to use CenturyLink or HughesNet to get internet. HughesNet uses satellite and restricts the amount of data you can use like a cell phone which is complete garbage BUT CenturyLink is far worse! They came out 3 times to hook up Internet and when they were done I was left with a cable running from the road and connected to NOTHING! Once they had my money it was impossible to get them back out here to finish the job.

Their call center is a joke. The one time I actually got a human that could help me. She said, "I'm sorry I'm having trouble hearing you. I have your information and I will call you back." Never happened! The next 10 times I called I kept getting transferred to the stupid automated service and the out of country call center which was also useless. I finally called the number to cancel my service and I find out I've been being charged all month for no service and the extremely rude "customer service" lady told me that she had NO reports that I had any issues with my service. CenturyLink has the worst customer service I have ever encountered and incompetent and rude employees. I feel bad for anyone in my situation that had to use these clowns.

Helpful? [Yes](#) | [No](#)

Century Link keeps advertising about high speed internet but cannot even give an estimate when it will be available. I have the Dish and a one hour show on demand turns into a two hour experience because of the slow internet speed. I live in a suburb of Minneapolis and cannot understand why Century Link does not even know when high speed internet will be available.

Helpful? [Yes](#) | [No](#)

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Rama of Houston, TX on Oct. 8, 2015



So... Out of blue after closing account 4 years back, I get call from collection agency that there is bill due of about \$300. Odd. I remember very well there was no due and after 4 years I don't know if this is something that do to everybody. This is pure harassment and it shows bad on my credit history. Please ping me back if someone had similar experience.

Helpful? [Yes](#) | [No](#)



sandeep of Santa Fe, NM on Oct. 8, 2015



I had to schedule internet service activation 3 times in 4 weeks and with 10 customer care/technical care calls and still nobody is sure what was the

time anymore on writing. So I would conclude that I had the worst customer service experience of my life. I cancelled my account the next day of my CenturyLink internet service.

Helpful? [Yes](#) [No](#)



mary of Renton, WA on Oct. 7, 2015



I terminated my Phone & Internet service with CenturyLink on Aug. 20, 2015. My service was covered with my last payment until Aug. 23, because my billing cycle goes from the 22nd to the 23rd of each month. I had to call them 3 times before they sent me a shipping label to return their crappy Modem. I made a mistake and sent them a payment of \$76.46 which would have covered the next month which I no longer had service with them. They kept sending me bills, one was over \$200 and another was over \$155. That was AFTER I sent that last payment to them by mistake. I got very tired of calling them and getting placed on hold and transferred several times then hung up on. I finally received a check in the amount of just over \$54. They NEVER returned the full amount of the check I sent by mistake and never refunded the final 3 days left on my paid account. When I talked with them I was told I would get a refund for any unused days.

DO NOT GO WITH THIS COMPANY IF YOU HAVE A CHOICE. I thought that Comcast was bad to deal with --- not so! The service you get with CenturyLink is OLD SCHOOL. Your bill will not be what they say it will be and it will go up each month. I do not understand why something is not being done about this company after reading the other reviews sent in by former customers. They are telling it "like it is". I know, I was there once & never again.

Helpful? [Yes](#) [No](#)



warren of Casselberry, FL on Oct. 7, 2015



I signed up to try to lower my monthly bill from Bright House Cable (which was very good). They promised me that their service would be better and cheaper than BH. They also said that they had a 30 money back guarantee. They also told me that their DVR could record 4 show at one time. They didn't tell me one of them could be in HD and the other two in NON HD. I had their service for ONE day. Their Cable signal would break up and their "fast internet" speed was terrible. And they could not ever hook up my phone. After I transferred it to them I couldn't get back from them for almost 30 days. I return their equipment and canceled the next day.

The first bill I got was \$332.38 as high as they said it would be plus they charged me for a home phone which they never connected. I called customer no service (on hold 30 minutes). They said they would fix it but it would take a month or two. The next month it came down to \$152.00

answer which said "we don't have a 30 money back guarantee" even though it said so on my bill. All they would do is take off the late fee so now I owe the \$145.00. I have filed a complaint with the FCC if that helps. Do not sign up with these people.

Helpful? [Yes](#) | [No](#)



T. R. of Saint Paul, MN on Oct. 7, 2015



I've been a customer with CenturyLink for 6 years... mostly because they are pretty much a monopoly and I haven't had time to make a change. Like everyone else, I've called and called about fraudulent charges on my bill and receive no resolve. Ultimately, after hours on the phone, the company will lower your bill by 10 dollars (which leaves you paying more than the last year for some reason, but satisfies you enough to pay the old fraudulent charges and move on. Well, I've reached my limit. I honestly hope and pray someone starts a class action suit against these guys because I'm certain they would win. This company is fraudulent to the core. Fraudulent charges and services and I want nothing to do with them.

Helpful? [Yes](#) | [No](#)

How do I know I can trust these reviews about CenturyLink?

- 784,695 reviews on ConsumerAffairs are verified.
- We require contact information to ensure our reviewers are real.
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RJ of Firestone, CO on Oct. 7, 2015



I ordered 40 mbps with a leased router from them. I was told it was enough to handle multiple devices. My ethernet connection is fine, but I cannot stream Hulu or Netflix. It buffers every 1-2 minutes, even when no other devices are running or downloading. I paid \$99 to install a jack and I am stuck on a contract. The escalation person - Christie ** was RUDE, RUDE, RUDE - yelling at me, over talking me and being patronizing. I had already dealt with tech support 2 times in the Philippines and India - why are our jobs over there? They went around in circles and said my WiFi download is very low. Well it is their 2 in 1 unit. If the ethernet download is good, why does the WiFi not work well if it is not the unit?

They have offered no solutions but to send a tech possibly at my cost to check out the signal from the street. I was told they only guarantee ethernet connections and that is fine so I am stuck in my contract or I can pay a termination fee. SO, no NETFLIX of HULU for a year, but when the year is up I will go to a cable-based system!

Helpful? [Yes](#) | [No](#)



Bryan of Sioux City, IA on Oct. 7, 2015



CenturyLink is a complete and utter joke. By far the worst experience I have ever had with an ISP. I cannot begin to express how disappointing their customer service is, how badly and secretive their pricing starts, or even just the overall terrible internet service. Let me tell you in great detail my troubles with this company. A while ago, I did the great mistake of letting my mother hook up the internet, her choice being CenturyLink. We chose a package that was \$60 for 1.5mbps download and .5mbps upload. Upon initial installation they charged \$100. I was perfectly patient thinking I've never tried them and I'd rather go with a local ISP. Not a week from the time of installation we had problems with the internet not connecting. The technician came a week later and we were charged another \$100.

Soon thereafter the problems continued, same thing again. From then I have been dealing with paying \$100+ for what was initially supposed to be ~\$60 plus tax. Now this wouldn't be a problem, if it was worth the service we were getting. A month from the initial purchasing of the internet was required to get it running, the customer service, although nice people, did not know what they were to do when we mentioned the price jump. I thought to myself this could easily just be temporary and then our internet began to drop, it is now at 0.8mbps and 0.1mbps. Why did I stay with them

so long? (it's been about 8 months) mostly in hopes that things would change and improve, but because they are getting worse, and I would not want my worst enemy to go through this. I am telling you CenturyLink is not worth the trouble.

I will be switching internet and I know for a guarantee that it will be better than Centurylink. I provided the only image I could and hope you look for reviews before going on a purchase. Thank you for your time and have a good day/night!

Helpful? [Yes](#) | [No](#)

jayce of Boise, ID on Oct. 7, 2015



I don't have time to write a lengthy review because I spent it all on the phone with incompetent CenturyLink reps. No details required. I was lied to, barked at, and belittled by several reps. I hope the CEO or someone with some sort of stewardship over CenturyLink and its employees reads all of these terrible reviews and loses sleep at night. Aside from your healthy bank accounts, you are failing at life simply by coming up short on a measure of human decency. Business 101... Company culture is a direct reflection of its leadership. If you have CenturyLink, cancel it.

Helpful? [Yes](#) | [No](#)

Mark of Prineville, OR on Oct. 7, 2015



Wow! There is some bad customer service out there, but I've never seen anything like Centurylink. I called and signed up for basic internet at \$40.00 a month. I then discovered that I was being charged \$67.00 a month for a bunch of extra services that I had never heard of and never asked for. When I called to have my bill corrected, and the extra charges reversed, they stated transferring me from person to person and state to state. I was literally hung up on five times when they decided they didn't want to talk to me any longer. The sixth time I called back, the last person I talked to actually laughed out loud at me when I explained the problem for about the 50th time, and then she hung up on me too. I'm not given to overstating my point, but the people that run this business should honestly be put in jail, they are nothing short of crooks, and this whole business is one big scam. DO NOT SIGN UP WITH THESE PEOPLE!

Helpful? [Yes](#) | [No](#)

Joe of Mesa, AZ on Oct. 6, 2015



Mv caller ID showed up on mv tv for years and then quit. I never had a phone line hooked up to mv cable box and DT and now CL are telling me mv

phone line shows caller id on the phone. I am sorry because I pick up a android on the tv and youtube (before I lost the contract with them) which is not wired into any phone jack. If this cannot work you should send a tech out to actually see this phenomena with his own eyes. I thought wifi meant the elimination of wires but I guess I need to find out what it really means.

The gift card I was suppose to get when I got reconnected a while back never came. After you guys tore up my yard and messed up my drip system I had to personally fix myself (after waiting 2 months). You don't know how close I am to going to Cox or another provider. I am totally frustrated with the level of support from you guys. Why was my yard torn up? Because you guys were going to fix a splice in the line that wound up not even being there so I could get prism. I'm almost ready to take out a page in the newspaper and give you guys some free advertising. That is where my level of frustration with CL and DT are about now. I never had a problem with Quest but ever since the name changed you guys have done an incredibly terrible job. I suppose I'm going to get a reply along the lines that you have no record of any of this. I am not getting what I pay for or what I was promised I was going to get.

Helpful? [Yes](#) [No](#)



Dmitry of Meridian, ID on Oct. 6, 2015



Horrible service! I called to make an appointment to transfer our services to our new home. After 1 week they never came the day they said they would. Their excuse was that they didn't finish the paperwork. I called again and made another appointment. Closest time was 2 weeks away. After the 2 weeks no one called or said anything. I called again. Waited for over 45 minutes with no answer!!! I'm done with them and moving to Cable One. Don't even think of getting started with CenturyLink! Worst customer service ever!!

Helpful? [Yes](#) [No](#)



barbara of Welch, MN on Oct. 6, 2015



They are constantly adding charges that i have not authorized. Questions are not answered to my satisfaction and the next billing it starts all over again - what are all these charges which amount to almost have the bill of actual service?

Helpful? [Yes](#) [No](#)



Brian of Elizabethtown, PA on Oct. 6, 2015



Like many others on this page, I was not pleased with CenturyLink's internet speeds. I had DSL internet rated at 10mb/s, but I was lucky to get 1mb/s. I switched over to Comcast and received 15x the speeds for the same price. I read through the reviews on this page, mentioning absolute horror stories when attempting to cancel services over the phone, with CenturyLink. I myself had a good experience doing so.

The hold time was about 20-25 minutes, that was really my only complaint. Once I got to a representative, they were completely understanding of my situation, addressed any questions and concerns, and quickly cancelled my service without any issue. I didn't deal with any "being transferred back and forth between different representatives", if you dealt with that you most likely didn't listen to all of the menu options when calling. Either way, my service was cancelled, all is well. Pro tip: When calling to cancel your service, be NICE. If you berate the customer service rep and scream at them, they're going to give you crappy service. I work at an I.T. help desk, I know what these people deal with on a daily basis.

Helpful? [Yes](#) [No](#)



cristina of Kissimmee, FL on Oct. 5, 2015



DO NOT get Century Link unless you like constantly monitoring your bill and terrible service. I spend about half an hour to an hour on the phone with them each month arguing about my bill. The billing is inconsistent and never correct. The reps give different information and there is absolutely no

new one. The service is a little better but that does not make up for the terrible TERRIBLE customer service and their billing is a complete nightmare. Stay away – seriously.

Helpful? ☒ Yes ☐ No



Kay of Port Charlotte, FL on Oct. 5, 2015



You can plan on calling CenturyLink about your bill EVERY SINGLE month!! Since signing with them, after about 6 months, all hell broke loose. Every month the bill was a different amount, always higher than it was supposed to be. We got crap excuses about the promotion period running out, is why the bill is higher. The rep then gives us credits, changing our plan and actually tells us what to pay, not to pay what the bill actually reads.

The following month, the bill is even higher, yet last month we were told what our bill would be monthly. Our final straw is when we got this last bill for \$292.00, showing \$119.00 past due. The past due is caused by the service rep telling us to pay only \$90.00 last month because of credits that had been reversed and given back to us. The \$173.00 is because EVERY SINGLE credit we were given last month was reversed and charged back to us.

Today my husband calls and gets a really smart ass girl that informs him that is the bill and he needs to pay it. They want \$292.00. She then tells him, "How do you expect to have TV service when you only paid \$90.00," and if he wants to discontinue service that is strictly up to him, there is nothing she can do or will do. He asked to be transferred to the disconnect department and after being on hold for 32 minutes he hung up and is driving to the office.

Then the big surprise, that we were NEVER told about, nor any of our friends that we referred to CenturyLink, is it doesn't matter how long you have been with them, but when you discontinue service you will be hit with a \$200 disconnect fee. What a freaking rip off!!! The right hand doesn't know what the left hand is doing and as a result the customer pays the penalties.

We moved from Comcast to CenturyLink thinking they were a great company, but now Comcast looks like a saint compared to CenturyLink. We will be moving in a couple of months, and CenturyLink will be shut off and we will go back to Comcast. At least with them, you knew what your bill was going to be every month and you didn't have to spend over an hour a month on the phone talking to idiots.

Helpful? ☒ Yes ☐ No



vijayeandra of West Des Moines, IA on Oct. 5, 2015



Please do not apply to this internet service. Had a horrible time waiting (3 weeks) and a pain to cancel. Nobody in customer care knows what they are talking. Please avoid this service.

Helpful? ☒ Yes ☐ No



Ken of Syracuse, UT on Oct. 2, 2015



Do not sign up with Century Link, EVER. They hook you with their promotion, at the end of the term, rather than allowing you to disconnect they talk you into another service with the premise that you can cancel with a refund. By the time you get the first bill and realize that you have been talked into a product that is 3 times the price that you thought it was, you can't get out without paying their disconnect fee. What a joke.

After several attempts with their "Customer Service", which is merely a person telling you what you signed up for, but with no authority to really make any "adjustments", then you are given to a supervisor that is merely another person in the department that can't do anything either. Buyer Beware!!!! Worse than any phone company that I've had over the last 30 years. You've been warned, WHEN you terminate it will cost you MORE than you ever saved by going with them in the first place.

Helpful? ☒ Yes ☐ No



I had CenturyLink for my internet services more than 4 yrs. Recently I just renew my term for another 12 months. When they talk to me about the new term, they and I agreed \$19.99 a month then I am OK for new term but first month is \$19.99 then second month is \$39.95. I called them many times and every time they give me the different answer. They told me the promotion time is over, the loyal credit is over and I have to sign up for auto pay in order to have \$10 discount. I think this CenturyLink is lied and steal off from people.

Helpful? [Yes](#) | [No](#)



Mindy of Mapleton, OR on Oct. 2, 2015



Since DAY ONE (in Feb 2014) we have had nothing but trouble with the financial dept of CenturyLink. It is a pretty telling sign of a corporation who bills you BEFORE you even get service (pre-pay for your first month of service?) so you have to pay 2 months of service before they actually turn on your landline and Internet service at your house.

CAN YOU SAY MONOPOLY? Yep, we have NO other choice if we want landline phone service and therefore Internet cable service but this monopoly corporation. How's that for choice? The FREE MARKET? Not here in Oregon! The FCC protects corporations like CenturyLink rather than protects consumers. I would suggest people file complaints against the FCC if you have NO choice in deciding who you want to be your phone/Internet provider.

I think one of the reasons why they have given us a hard time is that we refuse to pay our bills online. We want to pay by check and they give us 10 days to get our bill and return the bill w/ a check in less than 10 days. Having cuts to the USPS services (as the USPS is doing thanks to the fed. govt. forcing them to pre-pay employee benefits 75 years OUT which is ABSURD) means that the chances of our check getting to CenturyLink on time is going to be challenging w/ less than 10 days to pay them. I would like to see a class action lawsuit take shape against CenturyLink. One can hope!

Helpful? [Yes](#) | [No](#)



Tracy of Currituck , NC on Oct. 2, 2015



Do not use this service unless you have no other choice. Every time I deal with them it is a nightmare. They schedule techs that never show up, their customer service is horrible and they just turn off your service for no reason. You have to wait a week for the tech to come out to turn it back on and the day the tech is supposed to show, he calls you and tells you he can't make it so you have to wait another 3 days. The only reason I have them as an internet service provider is because there is no other internet in my area.

Helpful? [Yes](#) | [No](#)



Robert of Tucson, AZ on Oct. 2, 2015



The only reason I give 1 star is because there was no option for 0. My cell phone was old and unreliable so I wanted to upgrade one with a better antenna. I tried to do this at one store and was told I would have to unbundle my Verizon wireless from CenturyLink. No one could tell me why and I still think this is the most consumer unfriendly policy I have ever encountered. I went ahead and reluctantly unbundled and went back to the Verizon store. I selected the best flip phone for my needs and offered to pay the full price. The salesman told me I could save \$40 by paying for the phone in installments so I agreed.

I then went home and called CenturyLink to rebundle. They told me I could not with the Verizon payment plan so I went back to Verizon and cancelled the plan and paid the total bill. I AM NO LONGER ON A PAYMENT PLAN WITH VERIZON ALTHOUGH CENTURY KEEPS TELLING ME I AM. My credit card has been charged with the full price of the phone and Verizon has shown me on their store computer that I am not on ANY payment plan. For the last five days have tried to rebundle. I have encountered one incompetent, ignorant customer service rep after another. I have waited long hours just to reach them only to been put on hold, dropped, given wrong information, been transferred numerous times to people who could not help me and otherwise been treated rudely. I am still unbundled.

Helpful? [Yes](#) [No](#)



Akhee of Lehigh Achres, FL on Oct. 1, 2015



I have had CenturyLink internet service for two years. Three months ago they told me they could provide internet service through DirecTV. What a scam. I began receiving two bills instead of one. My CenturyLink August 2015 bill ballooned from \$37.00 per month to \$433.25. When I inquired about it they said part of it was a DirecTV charge. When I called DirecTV they did not know any specifics about the charge. The bill for DirecTV was \$185.00, after they said it would only be \$122.00 per month. Talking to them does not work and gets nothing accomplished. I terminated DirecTV and had to pay an early cancellation fee of \$341.60. That is money I will never get back from the scammers.

Helpful? [Yes](#) [No](#)



Ashley of Olympia, WA on Oct. 1, 2015



Stay very far away!!! I called to remove one of my 5 lines from a business. I needed an office line I no longer use taken off. They disconnected the wrong line and now clients are getting a disconnected message! To top it off it's been 10 days and every day they say, "I am sorry our computers say the issue has been resolved!" Then proceed to tell me they will be out tomorrow because other people are ahead of me! 10 days, 10 days they still haven't fixed a business line they wrongly disconnected costing me a ton of money because I can't fill my books without a phone line!! The supervisor I spoke with told me to stop overreacting. They will get it fix within 2 weeks!!!

Helpful? [Yes](#) [No](#)



michelle of Wilson, NC on Oct. 1, 2015



I've had service with this sorry company for 6 months now. My issues started from day 1. I was promised a 34.00 bill if I signed up for auto pay... Never happened - instead I was charged 53.95 a month and I got hit with an installation fee. Which, I picked up and installed my own equipment. I also was told that up to 10 devices including a gaming system could be used and the internet would work fine. Well my household is using 2 phones and 2 tablets and 1 Xbox and it freezes when only 2 are running. SMH - never again!!

Helpful? [Yes](#) [No](#)



Melissa of Des Moines, IA on Sept. 30, 2015



Me and my husband got DIRECTV and then CenturyLink internet and Centurylink wanted to bundle bills together so it would be cheaper. Well 300 a month is not cheaper every month. We have to call customer service and be on phone for HOURS to have them tell us "You owe couple hundred". So we pay over phone and they say "Here, let me fix it for you. Now you're bundled and are all caught up". Then the next day Direct text "you owe 200, you're past due". WTF. So we call Centurylink back well to have them tell us so "there's nothing we can do". It's ALL ** UP. We pay out up to 300 a month for TV and internet. I do not suggest this for anyone. They are worthless.

Helpful? [Yes](#) [No](#)



Mike of Columbia, MO on Sept. 29, 2015



Terrible customer service and confusing pricing for sure; maybe dishonest. Price went up considerably. Turns out we were on a promotional deal.

rude when I asked about my original questions.

Today I called to cancel my Prism TV, I asked about the cost of internet without Prism, was told a price. I asked about a cancellation fee, Cassandra told me it would be \$200 no matter when I cancelled. Tomorrow or six months in to the service because I would be on a contract. I disputed that (I have the terms of service printed out in front of me). So I asked about terminating my internet right now... \$200 fee. I asked to speak to a supervisor. About 20 minutes on hold and Denard ID #**, comes on. Denard is difficult to understand. He tells me the same thing \$200 fee. I pointed out the terms of service his response, "You're reading too much in to it." We go round and round and he repeats himself about 4-5 times all of the discounts I'm getting and such.

I decided at that point I didn't want internet anymore so I asked to cancel everything. Turns out Cassandra had already set me up on a new internet only package so it would be \$200 to cancel because of my contract. I never authorized the change. Finally Denard completes my cancellation. Hopefully I don't have the \$200 fee. I will avoid CenturyLink at all costs.

Helpful? [Yes](#) [No](#)



Robert of Goodyear, AZ on Sept. 29, 2015



Signed up with DirecTV in the Phoenix area. They bundled the TV with Century Link for Internet service. Price quoted was 83.00 intro price of which 20.. Was to be for Century Link. I was also told the two accounts would be linked. From the time the system was installed, my DirecTV charges were billed for 63.00 dollars. The problem came when Century Link charged me \$50.00 per month. Spent hours on the phone with them over six month period, and in August was told the two accounts had finally been linked properly.

The account was correct up to the end of August. I agreed with to pay them 30.00 a month including modem rental and taxes. 1 Sept received a bill for 150.00. Called one more time to try and straighten things out, but no one was listening. Cancelled account 1 Sept. Tried e-mailing around 15 September, and the only response was an indication someone would contact me. The next response was from a collection agency, where they tacked on a termination fee. Now owe 275.00. Customer service is non-existent. Would sure like to know how to dispute this. They aren't listening, and I'm not paying.

Helpful? [Yes](#) [No](#)



Mark of Tumwater, WA on Sept. 28, 2015



CenturyLink is terrible. They continually lie about their service speeds and the cost of service. When I signed up they told me I would get 40 GB per second for \$28.95 per month. AFTER I agree to the service they notified me that I had to create an autopay online account within 30 days. Since my service number was not a phone I couldn't do this and it had to be done by their billing people.

I get my bill and it's still \$38.95, not \$28.95 and I'm told that I also needed to setup paperless billing at the same time. I asked them why this wasn't done by their support department when they were asked to setup my autopay account and the lady said the only way to do that was online. This was a lie because I had just gotten off of the phone with their support people who set me up with paperless billing. On top of that they add \$1.99 Internet Cost Recovery Fee, which they explain is a federal tax but after several inquiries I find out it's not a tax at all, just additional fees.

Helpful? [Yes](#) [No](#)



Brenda of Lehigh Acres, FL on Sept. 28, 2015



First time using this company as an internet provider not by choice because I was always a Comcast customer, but Comcast doesn't service my area. Everything was good until the technician came over for the installation. When I called they even couldn't tell me that the previous tenant had her account opened, I had to fax my lease agreement for them to send a technician. When I finally do it, I called, and was informed that I had to wait 7 to 10 business days for me to call back and then they will send a technician. They should update their system where they can tell if another account still open at the address so the new customer doesn't have to go thru all this.

Helpful? [Yes](#) [No](#)



Kenny of Nampa, ID on Sept. 28, 2015



I have had several issues with CenturyLink over the years and they have the worst customer service of any company I have ever dealt with. You pay for 20 mb and get 15 to 16 mb with no compensation, just excuses. This is what can happen when a company has a monopoly on a service. The FCC and PUC does nothing to help because big corporate America rules this country. It is too bad when you don't have an alternative for internet living in the country.

It is a sad deal when the service guy tells you their service is terrible. They will offer you a credit then when it does not come on your billing and you call them, you sit on hold for an extended time as they hope you will get frustrated and hang up. If you don't then they come back with many excuses and more hold time, then they try and get tough guy with you. It is a no win situation with them.

Helpful? [Yes](#) | [No](#)[< Previous page](#) [Next page >](#)

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Consumer Complaints and Reviews



pam of Mountville, SC on Sept. 28, 2015



I have had constant problems with my phone services for months. Since Aug of this year my phone service has been TERRIBLE!! Several techs have tried to fix the issues; some said they fix it. Only to have the same issues happen again and again. Now I've been told that the new switch that was put into the main box isn't working. So now I have to wait until they receive the tools from the company that made the switch in order to have the problems fix. But they can't say when that will be!! Needless to say no good phone service, no internet. I do not recommend this company to anyone.

Helpful? [Yes](#) | [No](#)



Bana of Denver, CO on Sept. 28, 2015



Menu

I've been using CenturyLink for a year or so now. The internet has been slow but it is manageable as I mainly just do some web browsing. Until recently, I realized that I have overcharged all this time. During the promotion time, I signed up for the \$19.99/month Internet service. Just a few days ago, when I was looking at my bank statement, I found out that I have been charged for almost \$45 a month. This is pretty stupid that I didn't find out until now but it's because of the auto pay thing that I had to sign up to get the promotion. Ironically, due to some internet issue before that CenturyLink simply couldn't figure out, the department promised to give me \$10 discount every month. The supervisor promised me and I remember it.

So how am I still being charged for \$45 a month?! Well, customer rep told me that the router rental is about \$8-9 a month and probably my state has HIGH tax rate. Oh wow, you are telling me that my tax is about \$18 a month on a \$19.99 service charge?? I know Denver's sales tax rate is 8%. It is ridiculous the way the rep talks and assumes. Totally a ripoff during the year and feels like a scam, especially the Internet has been really slow.

Helpful? [Yes](#) | [No](#)



Stephen of Henderson, NV on Sept. 28, 2015



For years now, they've supposedly corrected the continued issues with a new modem. Right now, it's running at the speed of an old 33.6 modem as usual late in the evening. We've been through the same old pay for one level and get another level and no refund for the lie about our speed as have others. It appears that anyone that doesn't upgrade from the \$25 a month as long as you want get their speed hacked to nothing. The same complaints all over the web so why doesn't anyone at the AG's office in the states they serve find out what the heck is going on? It's time I switch to Cox and be done with their crap once and for all.

Helpful? [Yes](#) | [No](#)



Alan of New Caney, TX on Sept. 26, 2015



Century Link is the only hard line internet provider in my area. The 10 Mbps phone internet connection is inconsistent and almost 3x overpriced. A cable line was recently installed on my street and when asking customer service about maybe upgrading, I was forced to constantly repeat my original question. The service rep only seemed to be trained in adding DirectTV to my service. This person repeatedly ignored or overlooked my questions about the newly installed cable line on my street and responding with random assumptions instead of saying they did not know. I hope this cable line belongs to a different provider as Century Link is not a company I'm interested in continuing business with. They can thank their current monopoly for my continued payments.

Helpful? [Yes](#) | [No](#)



Sid of Twin Falls, ID on Sept. 25, 2015



We signed up for their \$29.95 internet special for one year and that expired in July. In July our bill went from \$29.95 to \$102 just for internet. They are telling me that we are in a term agreement for 3 years which is something I never agreed to or entered into. Now Employee ID ** tells me that if I break the agreement that she will back charge me all the discounts we were given for the past year. I explained I wanted to see the signed contract

that has my name on it and she said that it was NOT a contract that it was an agreement and that if I wanted to read it, it was on my bill and by paying the bill it meant I agreed to it.

Helpful? [Yes](#) | [No](#)

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Bobby of Great Falls, MT on Sept. 25, 2015



Always had modem issues. Out of the 4 calls we turned in, not once did a tech ever show up. Paid for the fastest speed but CenturyLink said we were only getting half of the speed for some reason. Said there must be a modem issue. Never once in 7 years did a tech show up or anyone help us. Seven years!!! Customer service agents speak little English. Always try the reboot and unplug method and all is good attitude. After they admitted that for the last several years we were only getting half of the speed we were paying for, no apology or refund was ever issued. At the \$15 extra each month for 7 years, that \$1260 we paid for something we never received. Hands down the worst service, customer service and equipment out there. Avoid CenturyLink at all cost. Go Verizon or local.



Holly of Colorado Springs, CO on Sept. 25, 2015



Nothing but problems from day 1, and no one seems to know what they are doing as far as customer service. I've been in tears trying to resolve issues and even the managers admitted it was their error and made no attempt to make it right. They said although it was their error, "it is what it is". No resolution after hours upon hours of waiting for someone to help. I was transferred 12 different times and was on hold for 2 hours at a time. Given confirmation numbers of resolve only to find out my bill doubling from what was promised and agreed to. Don't waste your time and energy on this company with no knowledge and lack of service. They don't even deserve a one star rating. By far the worst company I've ever come encounter with in my life. I should have listened to friends who have had the same issues because it's been nothing but a nightmare! I'm switching services and it couldn't be soon enough.

Helpful? [Yes](#) [No](#)



Charli of Marthasville, MO on Sept. 25, 2015



Today I picked up my new phone book and saw the internet ad for Century Link that states: "Consistently fast internet...100% of the time." My experience: I have to reset the modem daily. When it "works", it disconnects multiple times a day within an hour. Service is dependent on weather and doesn't work if it's too windy. They charge more than Charter and offer the service more similar to dial up. It's frustrating on a daily basis. Satellite is much better, but we can't do the data caps.... PLEASE HELP RURAL AMERICA GET GOOD INTERNET!!!

Helpful? [Yes](#) [No](#)



Olga of Altamonte Springs, FL on Sept. 24, 2015



CenturyLink's bills are outrageous. It is unconscionable that their bill is four or five pages long. The way it's broken down is so confusing, you don't know what goes where and what's what. So how can anyone stand up to this thief of a company. I ended with a \$500.00 bill at the end of my relationship with them. Services from 2/2015 to 8/2015. I've blogged about it. I've challenged the Florida Attorney General. This is happening to hundreds of thousand of people. Florida's elderly, retired population are victims. We are all victims of CenturyLink if you have dealt with this company in any way. Most likely you are victim too.

Helpful? [Yes](#) [No](#)



Evan of Storm Lake, IA on Sept. 24, 2015



My service was down, I called in they couldn't get a tech out to fix the problem for 2 weeks. I waited the 2 weeks, tech never showed up. I called in at that time to cancel service because tech couldn't be out for 2 more weeks. At this time I was told no termination fee due to them not being able to provide me service. After numerous calls and being transferred 15 times and having to give the new person all my contact information again I was told they can not waive cancellation fees and I owe \$165.52 and no action is needed because I am on Autopay.

I want to recap a different call as well. Once my account was terminated I no longer had access to my online account. I could not remove my card from Autopay because "I wasn't a customer." I was told that my autopay would not be charged. After a week, it was charged. I now have termination fee on my account that "doesn't exist" and I can not log on or call in to remove my card to prevent it from running on my card. After many calls the only way I can get this taken care of is to send a letter to executive office in Denver which will take longer than it should so it will charge my card before they receive my letter. This is by far the worst customer service I have ever worked with. None of their departments talk to each other and no one gives you the same answer.

Helpful? [Yes](#) [No](#)



Licia of Foley, AL on Sept. 24, 2015



Called on 9/4 to have new phone installed for new employee. Was advised would be called back no later than 9/8 by sales rep, he to handle. Here it is 9/24, I still do not have phone line, and sales Rep Donnel ** has yet to contact me. I have called local and corporate offices and still cannot get it taken care of. We just need a simple phone line!

Helpful? [Yes](#) | [No](#)

Larry of Las Vegas, NV on Sept. 24, 2015



This dsl internet is the biggest pile of crap ever! I put up with them for over 4.5 years. I was paying for 10 mbps and got about 1 mbps. Then I went to 25 mbps and got 2.5 mbps at the most (speed tests). I have to admit however, for the most part my bills were correct. BUT, their loyalty dept have complete LIARS. They many times did give me loyalty discounts, but less than promised. When I disconnected they charged me 16 dollar fee. I

talked to them and they waived it. I disconnected on July 2 but they claimed July 6. So, again they waived the 4 days fees for services. I was 1 day short of a 30 day cycle when I disconnected so in the final bill they deducted all the loyalty and package discounts which was about \$38.00, before issuing a check (which I have yet to receive). They lied as they told me "It's all pro-rated and discounts would not be applied."

You have to know how to talk to these reps. I did get plenty of out of service credit through the years, I have to admit. Remember: if a rep can't help you, call back. It's who you get!!! But, the slow dsl with constant buffering on videos and recorded shows, etc., made for a terrible experience, not worth any credits. Also, I never was transferred by a rep or waited long times, ever. I have to give them that! But, getting a tech to show was ridiculous. They even lie and say he showed up when HE DID NOT! Cost me time off work many times. So, CL is a mixed bag for me. It's only the terrible DSL and FINAL BILL that merits the 1 * RATING. Remember, ask for out of service credit when your service is bad and keep your cool. YOU WILL RECEIVE CREDIT. The loyalty dept. will give you discounts but not always the promised amount!

Helpful? [Yes](#) | [No](#)

Tessa of Killeen, TX on Sept. 24, 2015



I called CenturyLink a week before I moved to Killeen, TX to set up service. I received an email stating that my order was received and a tech would be at my new home on 23 Sep '15. I called on the 19th to reconfirm my appt and the lady told me that there was not a work order submitted which was a lie because I received a confirmation email. So I set it up again with another appointment date of 23 Sep '15 between 8 and 5 pm.

On the 23rd, I called CenturyLink at 8:30 am to confirm the tech was still coming to set up my internet and they told me yes, that he would show up in the afternoon between 1 and 4 pm. At 4:10 p.m. I contacted CenturyLink again to find out where the tech was as I knew that they close at 5 p.m. The woman that answered told me that she would page the tech to contact me when he was on his way. 5 p.m. comes and goes and I call CenturyLink again at 5:45 to find out what the heck was going on. The woman that helped me informs me that the tech went home for the day so I was placed on a priority list for the next day (24 Sep). At 8:00 a.m. on the 24th I called CenturyLink again to confirm that I was indeed priority for that day and the woman informed me that all she could tell me was that he would be at my home today between 8 and 5. Two days wasted waiting on a tech to set up my internet that probably takes only 30 minutes to install.

As an active-duty soldier, I cannot just sit around my house for two days all day, waiting. I think it's ridiculous that they continue to be in business with no sense or give a crap about their customers needs. If it weren't for the fact that they are the only internet providers for my area, I would just say forget but I really need internet to do my online college courses and pay bills. I had better customer service and faster internet tech response when I was deployed to Afghanistan. Freaking nightmare!!!

Helpful? [Yes](#) | [No](#)

Chris of Glenwood City, WI on Sept. 23, 2015



After several weeks of complaining I finally decided enough is enough and called in to cancel everything. While talking on my crackling line (which Customer Service said was crystal clear), I was told that within the last 2 months our area received an upgrade that would allow me to get up to 40mb/s at the same price I am now paying \$109.00 per month. All I had to do was just say the word and he could make it happen.

I asked him why nobody gave me this info prior or why my business contract was not automatically upgraded, especially when I have been complaining and having tech service out. He said it was a great question that he did not have an answer to. I just hit the roof... first I heard of it! But not enough... still cancelling. I had to explain to the gentleman in CS that the last repair technician who came out explained to me and my wife that we are literally lucky we can get phone service and "any" DSL with the old line infrastructure available.

I think they upgrade the main lines but forget how bad the old infrastructure lines are in small towns. It is very easy for CS to sit behind a desk and try to explain to me about all of these great features are that available in my area based on a coverage map; sorry not reality! I think I finally now also resolved my prepaid VISA issue, after being on the phone with them for over 20 minutes, 3rd time for that.

CenturyLink seems to be just too big to care about providing the service they promise. I am not happy about the \$199 early cancellation and it really seems crazy that I now have to pay for cancelling a service that was never fulfilled from my perspective. I feel I did not get what I paid for in the first place. I am happy to be getting cable internet from a local company tomorrow.

Helpful? [Yes](#) | [No](#)



Joanne of Calgary, AB on Sept. 23, 2015



I put a vacation stop on services (phone/internet and Prism TV) for the summer on June 9/15 and billings never properly processed after probably 10 hours through different depts. on the phone. Good intentions from various people but still not resolved and cut off every time between dept transfers. If I was in Phoenix now their equipment would be dropped off and services cancelled.

Helpful? [Yes](#) | [No](#)



Stephen of Lake Mary, FL on Sept. 23, 2015



I have tried in the past to reach CenturyLink - they don't seem to open until 10 something, sometimes 11 something in the morning. They are the hardest people to get in contact with that I've ever seen for a business. They closed their location in Altamonte. It is impossible to find out information that you need on the web like you can with every other company besides horrible CenturyLink. As soon as I can get my car wash out from underneath them and their rotten equipment that they don't service, it'd be a much better day.

Helpful? [Yes](#) | [No](#)



L. H. of Bristol, VA on Sept. 23, 2015



My service went out, so after going through their "checklist" of things to try (even though I told them I had already done every one of them), they sent a repairman. He discovered that my modem is set for their highest speed available, which is NOT even available in my neighborhood/area. He said that's why I was having so many crashes, requiring me to restart the modem almost every day, sometimes MANY times per day! I thought maybe it was our older wiring, so I put off calling them. The technician said our wiring is just fine! They have been charging me for the higher speed service for YEARS. Today, I will begin the process of demanding a refund for them, or I will attempt to take further action.

Helpful? [Yes](#) | [No](#)



Haiyi of Tempe, AZ on Sept. 23, 2015



number "three" and "two" but everybody has no problem understanding my English. If she can't understand me, I can say it again, but she just kept yelling. I don't know if she had a bad day, but I am not satisfied with this kind of attitude.

Helpful? [Yes](#) | [No](#)



Michael of Salem, OR on Sept. 22, 2015



August 15 2015 I contacted CenturyLink about moving into the city of Salem Oregon. At that time I was told it would take around 30 some days before they would reconnect my Internet on Sept 16 2015. I waited around and CenturyLink never showed up. I called and the support person said my date was changed to the 21st of Sept. Again no one showed up so I called again and was told the date was changed to the 28th of Sept. I waited a few hours and then called back up to confirm date and was told that date changed again to the 5 of Oct 2015 - 47 days since I called and asked to have my service changed.

When I asked why they could not make there appointment I was placed on hold. The tech tossed me back in line and another tech answered after 25 minutes. That tech made me start all over again asking why they could not make my appointment. He looked up my order and found that the tech before him removed it and not 30 some days since my first call they are claiming I have never even had service with CenturyLink. The tech said even my old address would not pull up. CenturyLink chose to lose a client of 10 years over a simple move of ten miles. I called Comcast and had phone, TV, and internet in less than an hour from the first call. Why is CenturyLink still in business with such nasty service and rude techs. No joke, stay away from CenturyLink.

Helpful? [Yes](#) | [No](#)



Brenda of Ocala, FL on Sept. 22, 2015



As a single mom, I was trying to reduce costs and improve services for my family. I was with CenturyLink and I had home phone (with no long distance included) and s-l-o-w internet @ 1.5. So, I called and cancelled thinking I would go to Xfinity. They didn't seem like they had their stuff together either, so I ordered just high-speed internet from CenturyLink, which was supposed to be @ 34.95 per month. I opened my bill last week and almost died... \$293.00! When I called customer dis-service, they argued that I owed money for a disconnection fee, a new router, modem rental, two months of service at 73.00 (with a 29.00 discount toward that), and a huge 67.00 prorated fee because I had started my service mid-cycle or some such crap.

In all my years, I have never been so legally screwed! And, when I ordered the internet, not one single word was said about all these costs... NOTHING! How can this be legal? How can a company just throw charges at people at their own whim? I have kids that have to do some their homework online, and I have a job where I have to do something online as well. Feel horrible! As if people don't have enough worries and stresses. Not sure what I'm going to do... where to go?

Helpful? [Yes](#) | [No](#)



Pam of Porter, TX on Sept. 22, 2015



Due to financial reasons, we recently cancelled our DIRECTV service and went to a TV antennae. We then subscribed to Netflix and Sling TV. The internet service from CenturyLink is terrible. We can't even use the TV in our living room for Netflix or Sling TV. When it does work the picture quality is terrible. Can't even think of using the computer or cell phones when trying to use Netflix or Sling TV. I've received a new modem, had a new phone line installed and still the service is terrible. Have the highest speed available in our area and it's still awful. I was told I'd have to pay a \$200 cancellation fee to disconnect our Internet service. It seems to me that Centurylink has breached the terms of their contract and I shouldn't have to pay anything to cancel. Will definitely file a complaint with the BBB. I advise anyone to steer clear of this company.

Helpful? [Yes](#) | [No](#)

I've had internet from AT&T and Comcast at different times, and although it wasn't pleasant to deal with those companies, it was nothing like CenturyLink. Since establishing my service in August, I've had to call the company numerous times. Each time, I've been transferred between multiple agents and required to re-explain my issue, sometimes on hold for long periods of time. Three different representatives came to our house to diagnose internet speed issues until finally realizing the problem was on their end. Fast forward to this billing cycle and I get a mystery charge for \$85 on my bill for a service I didn't receive or sign up for.

Helpful? [Yes](#) | [No](#)



myrna of Mesa, AZ on Sept. 22, 2015



Very upset with CenturyLink. Almost 6 weeks with a several calls and after many technicians visiting my house the problem with my Internet speed still the same. CenturyLink is not been responsible regarding this issue...

Helpful? [Yes](#) | [No](#)



Pamela of Bozeman, MT on Sept. 20, 2015



I bundled with DIRECTV/CenturyLink internet 4/13. I assumed that the CL was a 2 year contract like DIRECTV. I was never billed for internet from 4/14 till 9/15. In January 2015 I realized that I was not paying internet thru DIRECTV as I had thought. I found out online that CL was billing some bank account other than mine and they did this from 4/14 till 8/15. I had my service moved 10/14 to a new house and still no billing although I had signed up for paperless/autopay. The internet cable is still laying across my backyard after a year. I made several attempts by phone to bring this to their attention. In the meantime, I had another CL account in Wyoming that had cancelled in 1/15.

Two months later CL started charging my credit card and again I assumed it was for my MT internet. Not so, they had just started charging me for the closed account again. Online customer service is about a month for a non-committal response. Telephone customer service is atrocious as everyone can verify. I have asked to have them terminate my service. I have received notice that I am being shut off 9/21/15 for non-payment. They are charging me \$1,158.64 for back payment. They would still be charging someone else if I hadn't brought it to their attention and I will not pay. My complaints have gone out to Montana Public Service Commission and the BBB. Anyone have ideas about other actions?

Helpful? [Yes](#) | [No](#)



F of Naples, FL on Sept. 20, 2015



I paid over \$1000 for 3 month of service. I cancel service 2 months ago and CenturyLink still charging me a monthly bill 2 months after I call and cancelled my account with them, plus interest. I keep calling and all I get is this long, sad story why they haven't sent a final bill. Called yesterday and CenturyLink told me I have to wait 2 more months to receive a final bill and they're adding 2 more months of charges.

It's unbelievable on how this company takes advantage of its customers. If you're reading this you will be their next victim!!! What really pissed me off is I had to call my cable provider and have a phone conference call with CenturyLink CSR to have a witness to confirm the conversation on the disconnection date with CenturyLink. In this conversation CenturyLink told me that I was responsible for paying them for 4 month of service even though I cancelled my service with them 2 1/2 month ago. I really think I'm gonna get the newspapers involved in this issue.

Helpful? [Yes](#) | [No](#)



Amoura of Saint Thomas, PA on Sept. 19, 2015



From 2007 until the very end of December 2008, I had Embarrs (now CenturyLink) for home phone and internet service, bundled with Dish Network

me better service, channels, and speeds. When I called to cancel, they adamantly tried to keep me as a customer. I politely declined, and paid my final bill over the phone.

Three months later I receive a disconnect notice from Embarq for unpaid services (no bills in between!). I call customer service to find out exactly how this was possible. They transferred me to a supervisor, who said the same day I cancelled, either me or someone called back and started services back up. But, there were problems he was noticing with the account. He assured me it would be taken care of and I would not have to worry about it as it was a mistake on their part.

Fast forward to 2012, I receive a collection bill in the mail for CenturyLink in the same amount that was supposed to be "taken care of". I called them, and they claimed at the time they could not find anything in their system, and to dispute it with the agency. Fast forward to now, 2015. I receive another collection bill for another amount for CenturyLink, and find out there are now two outstanding debts with them. I call CenturyLink and speak to a rep, which informs me that one of the accounts I opened for service at an address I never heard of or lived, and the other was the original account that was not supposed to have any balance owed. I was given to a supervisor who confirmed this.

Not only had I never lived at this other address, but the dates coincide with the time I cancelled service, to the time I called in when getting a termination notice out of nowhere in 2009. I looked the address up, because they could not provide me with a town (says it doesn't say) for the service. Lo and behold, the address does not exist anywhere. The supervisor named Paula insisted they would never hook service up anywhere that doesn't exist, and to take it up with the collection company because it is out of their hands. Another red flag was the phony address has my name spelled wrong, but correct last four of my ssn.

I call EOS (collection company) and they state both accounts are for the same service address, and both accounts were open for the same amount of time, which contradicts the information CenturyLink provided. This is \$210.84 total in charges from a non-existent address, combined with service I owed nothing on. They refuse to admit they screwed up, or set up fraudulent charges out of spite for leaving them to go to Comcast. I will dispute, over and over and over again. They will not get a dime out of me. Buyer beware.

Helpful? [Yes](#) [No](#)



Janina of Tucson, AZ on Sept. 19, 2015



The only speed CL can deliver in my area is 1.5. The internet has been so slow I did a speed test from a competitor's site. I'm coming in at 0.05 to 0.19 download. That's sucks. So I decide to give them a call. BOC they want to send a tech to my home because it sounds like a wiring problem @ ** amount of dollars OR I can sign up for a maintenance program at the special rate of \$9.99 a month and it would only cost pennies! I know it's not an interior or exterior wiring problem because I worked for the NY Telephone company for over 30 years. Then I was offered a \$29.99 special "computer check up" that checks for malware and viruses. I mention besides going up the ranks in the phone company from an installer to an IT-systems analyst, I know the computers are working just fine.

I ask the CL representative (I was also a special representative handling customer complaints in NY), "Could it be a Windows OS problem?" Maybe I should let one of those callers with the Indian accent have access to my computer the next time they call. Could it be CL is throttling my speed because I only have local calling for \$13.99 a month and I'm on your valued customer discount program for my \$19.99 internet? I read that if I installed a VPN (virtual private network) you wouldn't be able to continue to throttle my speed. Is there anyone there that can answer my questions without trying to sell me something I don't need? Can I buy two tin cans and a string?

Helpful? [Yes](#) [No](#)



Donald of Phoenix, AZ on Sept. 18, 2015



I set up a new account with CenturyLink (no other options) in May 23, 2015 for a bundle deal phone, internet and cable DIRECTV for \$124/mo. I had paid my bill in June which was double the amount quoted (\$250). At the end of June my DIRECTV was shut off. I called and was told because lack of payment. How is that possible when I have a packaged deal? They stated my DIRECTV is a separate account and I would have to pay the amount due in order for anyone to help me - \$176. I was so confused on what and how that happened and paid the amount. Spoke to 4 different agents after I paid the amount. The last agent supposedly had it all corrected.

I paid my July and August bill as normal and called CenturyLink to make sure it was one bill and the amounts were correct... to have my DIRECTV shut off again in September. Again after many hours of being put on hold and transferred I'm being told my DIRECTV hasn't been paid. I give up. They haven't followed through on anything and I am tired of paying them without this being corrected. I will never use CenturyLink again and will pay the early disconnect fee and go without these services.

Helpful? [Yes](#) | [No](#)



catherine of Denver, CO on Sept. 18, 2015



As a first time buyer I'm not happy at all with the Service. My internet is still not working. Was lied to. No one came when I call for help. The customer service people are very rude. Now I have to wait till Monday for someone to come out. When I was told someone would be out tomorrow, no show. But was told someone did come and no one was here really... If not fixed by Monday I will look elsewhere.

Helpful? [Yes](#) | [No](#)



galemarie of Sun City West, AZ on Sept. 17, 2015



Noticed an increase on my monthly local phone service. Called billing and they were unable to find any information as to why my bill increased, girl very nice. Transferred me to the Loyalty dept. First he had trouble reading the bill, then told me why there was an increase, however that increase went into effect in June 2015. After 40 minutes of back and forth he told me a notice went out in 2008 that all local service lines rate increased to 29.99, even grandfathered accts. That adjustment I was told never happened to my account. A 7 year oversight. Don't believe, I asked for a copy of the notice and they were unable to provide, so even though it is only a \$2 adjustment, without documentation, I believe this could be a fraudulent charge. How can this be a 7+ year oversight?? Unable to speak to a supervisor (manager) named Tyler. Also told by billing changes cannot be made to a grandfathered account.

Helpful? [Yes](#) | [No](#)

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Consumer Complaints and Reviews



Susan of Seattle, WA on Sept. 17, 2015



I ordered a landline phone as a backup to my digital landline. The tech who was scheduled to arrive three days ago didn't show up or call. I took the day off work and spent many hours trying to get through to CenturyLink by phone and by online chat. I talked to clueless reps in the Philippines who read from a script and are nearly unintelligible, so I gave up. It turns out the tech tried to install the phone next door, where nobody was home, and left a door hanger on their door saying he didn't have a good contact phone number. CenturyLink told him my number was 999-9999.

The next day, my neighbor brought me the tech's note, with his cellphone number. I called the tech repeatedly and tried to resolve the issue with CenturyLink, but with no success. Finally, this morning, the tech called to say he'd been on vacation and would try to come the next day. CenturyLink has no competition in the Seattle area. They are the worst company I have ever dealt with; rude and incompetent and even worse than Comcast. In the immortal words of Lily Tomlin, "We don't care. We don't have to. We're the phone company." (Snort!)

Helpful? [Yes](#) | [No](#)

Menu



Dahir of Eden Prairie , MN on Sept. 17, 2015



I never write reviews, but feel the need to expose this "company" and its unethical practices. So I first signed up back in April of 2015 for the bundle package; Internet and T.V. From DIRECTV. I was told by the representative that my set price would not exceed 76\$. So I thought to myself, "Hey that's a great deal." WRONG. Everything that came afterwards is nothing but the worst customer service I've ever seen.

They jacked up my bill by almost 50\$, and started justifying it by saying, it's extra fees that I put on there; which is a total LIE. Their 40 mbps Internet is the worst. It works 20% of the time and the rest is either unbearably slow or it doesn't work AT ALL. What kind of service is that?!? And their Customer service is a whole other sorry. Every rep was either very rude or deceiving; all were of no help...at all. And now they expect me to pay 200\$ for early cancellation fee. Avoid this so called "company", and not come near them even if your life depends of it.

Helpful? [Yes](#) | [No](#)



Lana of Gladstone, OR on Sept. 17, 2015



Lies. All lies. So difficult to work with!! Each rep I talk to tells me something different. Trying to port my number BACK to Comcast (so much easier to work with, by the way) and CenturyLink is not cooperating. Finally got the manager on the phone, who would not allow me to talk and eventually hung up. Customers FIRST, **!! I am now without a working home phone and have to wait TEN more days until these idiots can port my number BACK to Comcast. Conclusion: NEVER CHOOSE CENTURYLINK EVER.

Helpful? [Yes](#) | [No](#)



Richard of Canon City, CO on Sept. 16, 2015



I have waited over 30 minutes for customer service to answer the phone multiple times. I finally got ahold of someone, and I got transferred just to wait longer. They have billed me to the wrong address and I have racked up a 300 dollar bill. I know have a hit on my credit score and no one at the company to help me out. The service had failed in the past and no one would fix the issue. I am pissed off and shocked how such a big name company gives little attention to customer service.

Helpful? [Yes](#) | [No](#)



Barbie of Fargo, ND on Sept. 16, 2015



Contacted the company 5 times during trying to disconnect and final billing period due to them overcharging. Disconnected via chat and phone call each time so tried emailing. No one is able/willing to help or give me an answer. Transferred and on hold constantly. Even the website was inaccurate and would let me cancel AutoPay even after is stated once your account was closed AutoPay would cancel automatically. That didn't happen either. Cancelling AutoPay on website didn't work, just spins like it will then lose the site. They tell me a manager can't call me because they only have an inbound call center. REALLY, YOU OFFER PHONE SERVICES. Funny someone was able to call me to book an appointment to

connect my services. As soon as you are a customer they treat you like crap. Then when I was cancelling after two years I told them I was leaving due to customer service and cost they told me they could lower the cost.

I told them they didn't offer when I called to mention my overcharge and how expensive it was when I was staying with them so if they are only offering to be loyal or treat "non-customers" good I don't want them. Still cannot get refund after being promised I wouldn't be charged for full month as I could cancel at any time and it was pro-rated to only charge for dates used after special offer contract ended year and a half ago. They lie, they cheat, they steal and they don't treat you with respect. NEVER AGAIN. Don't do it.

Helpful? [Yes](#) | [No](#)

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Amanda of Longwood, FL on Sept. 16, 2015



Don't ever use CenturyLink. This has been the worst experience I have ever had!! They can't ever get the payments right and I am overcharged

Helpful? Yes No



Robert of Orem, UT on Sept. 15, 2015



5 months ago I signed up with the CenturyLink service. Before I signed up, I was specifically telling them that I did not want contract. And true enough, there was no contract. However, almost every single month, the pricing was changing and I had to call them. Every time I called them and they were able to put some discounts there to lower the price to the price similar to the prior one in order to get me on their service. However, two months ago, I guess that in order to lower the price, they put me on a contract without telling me about it.

Last month, the price went up again and I terminated the service and found out that I had an early termination fee associated with it. I called, talked with their representative (Michicle - Badge **) and he insisted that the it was not their responsibility to tell me about the contract, it was my fault that I did not read the bill. What kind of service is that? That is a dirty practice to do the business. I acknowledge that I did not read my bill carefully enough to find that contract line. Furthermore, their custom service is rude, especially that Michicle guy. First time, I got through and he hang up the phone and when I talked to him again, I kept saying that it is my fault not reading the bill carefully. I asked to talk to his supervisor and he says that he has none. He is the person to have the final say. He says if I have complaints, I can go to their website and file it under the 'contact us' place.

Helpful? Yes No



Tara of Avilla, IN on Sept. 15, 2015



Over two years ago, our family moved out of state temporarily for a work project of my husband's. Knowing we would be coming back to our primary home periodically, we chose to put our Internet and phone on vacation and restore Internet service only while we were back on brief vacations. From that point on, I have failed to get an accurate bill from them. Every month, and I mean every single month. I had to call to have my bill adjusted. No one could ever tell me why. I was sent from representative to representative each time before the bills could be adjusted. Each time they said they would send the issue over to technical support and would have it resolved before the next billing cycle. Ha! What a joke!

Most months I spent 45 minutes to an hour trying to get an accurate amount due from them. Frustrating, but with few other options, I dealt with it. I figured once we moved back permanently, and the services came off of vacation permanently, the issue would be resolved. Nope. The issues have continued and I'm still spending nearly an hour of my time each month trying to get them to do their JOBS and figure out how to bill me accurately!

Finally last month, I'd had enough. I called and I threatened to end both services with them immediately if this wasn't resolved to my satisfaction by the end of that day. After about an hour, they claimed to have finally found the issue (only 2 years into it... imagine that!). I was still very upset so I was eventually sent to a retention specialist. She offered me a fantastic deal of both services for 49.99 for a full year if I stayed with them. With taxes and fees, I was looking at somewhere around \$70 or so I think. Great. Fantastic. Wonderful!

I still think they could have done better - after all I've now spent nearly 24 hours of my time trying to get this issue addressed and resolved, but hey - it was a good deal, and they claimed they had finally figured the issue out, so I took it. Just got my first bill since then. It's higher than ever!!! I'm going to call them today and end all services. I'll go without a home phone I guess and I'll opt for the only other internet option I've got, which is slower and more expensive, just to get AWAY from these people once and for all!

Helpful? Yes No



Anna of Lakewood, CO on Sept. 14, 2015



I set up a new account with CenturyLink (no other options) in May 2015 for a bundle deal phone, internet and cable DirecTV for \$124mo. I had paid my bill in June which was double the amount quoted (\$250). At the end of June my DirecTV was shut off. I called and was told because lack of payment. How is that possible when I have a packaged deal. They stated my DirecTV is a separate account and I would have to pay the amount due in order for anyone to help me. \$176. I was so confused on what and how that happened and paid the amount. Spoke to 4 different agents after I paid the amount. The last agent supposedly had it all corrected.

I paid my July and August bill as normal and called CenturyLink to make sure it was one bill and the amounts were correct. To have my DirecTV shut off again in September. Again after many hours of being put on hold and transferred I'm being told my DirecTV hasn't been paid. I give up. They

Helpful? [Yes](#) | [No](#)

Kat of Boise, ID on Sept. 14, 2015



Ordered a bundle deal online (direct from Centurylink.com) and got nothing I signed up for! The deal was a no-commitment 1 year pricing for \$35/mo phone + 24.95 for 40mb internet) + free installation and \$100 gift card. Firstly, I got my first bill which should of been \$75 to \$100 tops... it was \$225!! Noticed they charged me for modem shipping even though when you place an order online you immediately pay the shipping for the modem. So I was double charged there! Then, they never gave me the bundle price on the internet so instead of charging me the \$24.95 they charged me \$125.99. Also, I was pissed to find out that when you order YOU ARE FORCED TO LEASE A MODEM... they don't even give you the option to select to use your own modem!

Soooo... tried for hours to get my problem resolved both over the phone and over chat and didn't get anywhere except... forced to do a one year commitment and a refund on the double charge for modem shipping. They refused to credit me about \$135 for the internet! It sure seems like they have a scam going on.... where they offer you this great deal and then after you sign up you just don't get what you agreed to! They flat out told me

that the bundle deal offer I originally signed up for didn't exist unless you commit to a 1 year agreement. BUT WHEN YOU SIGN UP ONLINE THEY USE THE "NO COMMITMENT" as a "REEL THEM IN" tactic!!

This company should be SHUT DOWN by the FCC & Utility Commission!! They are so frauds! I can't wait until internet is a utility! It should be free anyways! Also... they said I didn't qualify for the gift card... AGAIN another "Reel them In" tactic they don't honor after the fact! SUCH FRAUDS!! I would of never signed up if it wasn't for the no-commitment & \$100 gift cert.!!

Helpful? [Yes](#) | [No](#)

Imad of Denver, CO on Sept. 14, 2015



I signed up with them, they offered \$75/mo plus taxes and fee, plus \$50 set up fee and \$99 for modem. First bill shows \$386, they tripled my rate the first month because it was "prorated." Their salespeople lie and fight over customers, I witnessed it in real time over the phone. When you call, the wait time can go up to 50 min. Be aware of these guys and get someone else.

Helpful? [Yes](#) | [No](#)

J of Denver, CO on Sept. 14, 2015



Switching services to a new address is a nightmare. First, the date was messed up - they had me moving in 2025, not 2015. So despite telling me over the phone that a tech would make the switch over on date X, this did not happen. I called to reschedule and apparently there was another mistake on their side and again the tech never showed. This happened two more times. A month later, no internet. By the way, each call for scheduling above took at least 45 minutes because of hold times. Called to cancel my account and debundle my phone. 1.5 hours of mostly wait times. Hold times are an average of 25 minutes to an hour. Without question the most obtuse, impenetrable customer service I've experienced anywhere. I will never again use CenturyLink for "anything."

Helpful? [Yes](#) | [No](#)

Melissa of Las Vegas , NV on Sept. 14, 2015



I never had a problem with this company until recently. In August I didn't receive my (paper) phone bill. Last week I called & called them, even had live email chats - all useless and I spoke with 2 arrogant reos. I understand about last week being Labor Day but another bill I pay goes to the same

they denied getting that email. I'm sick of CenturyLink.

Helpful? [Yes](#) [No](#)



Ashley of Tempe, AZ on Sept. 13, 2015



I received a bill today (4 months after I moved out, today on 9/13/2015), but was on the 1 year plan (May 2014), in which it was "terminated" when the 12 months were up. I called CenturyLink end of April to May, in which I was told that my services will be terminated after I left the apartment complex, and also did a follow up to ensure that it was cancelled sometime after May 15th. The service rep ensured that it was cancelled since my plan ended, and even asked the reason why I am quitting CenturyLink (which I was renting a house that already had wifi). They told me that they will deactivate my service, but allow my account to be accessible should I decide to return to their service in the future. However, I still kept getting billed apparently, which totaled to \$200+ to an address that have not resided in for months. Lesson: EMAIL EMAIL EMAIL. These customer service reps are useless & do not follow through with anything they tell you they will do.

Helpful? [Yes](#) [No](#)



Nicole of Glendale, AZ on Sept. 13, 2015



My dad passed away on June 22nd and I moved into his house. I called on Wednesday 8/19 and spoke to a woman named Kelli **. I initially said to her that I needed to change the name on the account and set up auto-pay (not knowing that protocol is to close the account and open a new one). She asked if we ran an online obituary and I said yes. We then sat in silence for literally 5 minutes while she searched online for the obituary. She came back and said "can you fax me the obituary because I'm not finding it online". I told her where to find it and she said "I searched everywhere". So then she said that she would email me and I would need to respond to the email with a copy of his death certificate.

She told me that she was supposed to leave 5 minutes ago (because that's relevant, I guess) and that she didn't have time to help me. But she PROMISED that she would PERSONALLY call me back on Friday since she was gone on Thursday for personal reasons (Again, relevant?). I agreed to send her the information and waited for her call. Friday morning I received an email from her that said "I have received the information and look forward to helping you later today" and I never received a call. I gave her the benefit of the doubt and thought maybe she was busy because she had the day off yesterday, so I waited until today. Still no call.

I called CenturyLink for a second time and waited for longer than 20 minutes to even get someone on the phone. Once I got someone on the phone I told him the situation and he said "You are not an authorized user on this account". I guess I didn't say loud enough that the owner of the account is dead. I tried to explain to him that I had already been working with someone who failed to follow through with my request, so I would appreciate it if he would just help me to close my father's account and open a new one (Which I will not be opening a new account with CenturyLink after this). He informed me that there was a pending request on the account and that I needed to wait a couple more days for the account to close.

I asked him if someone would call me when it was completed or if I needed to call back. He said "No, no one can call you". I asked him what I needed to do then. He said "Just call back in a couple days to restore services". I asked him if we were going to lose our services and he said that we wouldn't. So I asked him what he meant by "restore services". He said that I would need to call back to open a new account.

I am not pleased at all with the way they handled my situation. It has been very frustrating to deal with this. I called a collection company earlier today to close my father's cellular account because it was 2 months past due and already in collections. I told them he passed away and they said "I'm so sorry, we will go ahead and close that account for you". No questions asked. Why can't it be that easy? Based on my experience with CenturyLink, I will not be recommending them to anyone I care about. Which is pretty sad considering I'm not even a customer.

Helpful? [Yes](#) [No](#)



Li of Pa, PA on Sept. 12, 2015



I decided to jump the boat because of their overcharges. During the service cancellation process the Representative offered me a big discount for 12 months so I decided to stay. To my big surprise the bill was 200% bigger than what was promised and I ended paying a whole lot more! I'm surprised such a dishonest practice can drive CenturyLink to a big success.



Amanda of Las Vegas, NV on Sept. 12, 2015



Had a couple young kids come to the door, telling me I could lock in a great deal! WOW almost half of what I was paying!!! Signed up, scheduled an appointment. HAY and guess what they were having tech. problems after waiting all day. End of the day they said reschedule - I did. The only thing is the price doubled!!! ANOTHER RIPOFF FROM ANOTHER CORPORATION!!!

Helpful? [Yes](#) [No](#)

scott of St, MN on Sept. 11, 2015



CL has made one mistake after another with this account. It's amazing. When I first signed up, I told them I would get my own modem. They sent one anyways. I sent it back. They kept charging me for a modem until I complained. Next, I noticed I wasn't on a paperless account as I requested.

They refunded me for that but said they had to restructure or reset my account, so again, they send ANOTHER unrequested modem. AGAIN, I was charged for two months after it had already been returned. Hard to believe, but true.

Helpful? [Yes](#) [No](#)

Angela of Umatilla, OR on Sept. 11, 2015



I want to encourage everyone on here to write the BBB better business bureau. I did and I demanded all my money back. I have never dealt with a company that was so shady, crooked and didn't care about their customers. I mailed them back their equipment. Please contact the BBB. They can help also have both of these people. Help change or that can change what they are doing to hardworking Americans.

It's started when we moved to a new town. I misunderstood the web for the other internet provider here. So based on price I call CenturyLink and was on the phone with a rep, told them I only wanted internet, no cable TV, no phone. The lady on the phone told me they did not service our area. I was surprised so when I went to City Hall to turn on our utilities I asked who was in town for internet providers. They said CenturyLink and Eastern Oregon Telecom. So I called CenturyLink again.

This time the rep told me I would have to have a phone in order to have internet. I said, "Ok." There was a deposit of \$50 and told them, "I had no equipment to make this stuff work. Only a router." He said, "That's fine, they will bring you the stuff you need." Made a deposit then on the date of turn on no one came. I called, demanded my deposit back, cancelled my service then asked to speak to a supervisor. Told him what happened with both reps. He told me I could have just internet, no phone, no cable TV, just internet. This was over the course of 10 days, mind you.

He told me if I signed up for paperless and auto pay I would get a discount so I did. He told me auto payments would come out of my account on the 25th of every month. I got a bill in the mail thinking nothing of it because I have always received the first bill even on auto pay and paperless from other companies. I got another bill stating they were going to shut off my internet the next 3 days. I worked overtime at work. I worked more than 40 hrs. in that 3 days then I had a day off.

I slept in and got up, discuss the bill with my husband. He got online to see what was going on and they had shut off the internet. I called, talked to a lady. She was rude and condescending. Told me I could not have signed up for auto pay and paperless obviously if I have a bill and the payment wasn't made. I said I wanted to make a payment, have service restored. \$5 to pay on the phone and \$50 to have the internet turned back on.

I said, "You have got to be kidding me." She said, "Well, it's your fault." I said, "I'm holding the bill, it says on the bill and shows a discount for the paperless and auto pay so how is it my fault?" She said, "It just is." I should have called sooner. I asked for a supervisor who did nothing for me also. I just wanted them to wave the reactivation fee. He would rather I paid it and asked him to mail me the return equipment items. He told me if I didn't make the next payment before Sept 4 it would be shut off again.

On the 3 again as I was discussing with my husband what to do, it was shut off this time 3pm (the first time was at 10 am). My husband is a combat veteran, a volunteer firefighter, and works for the railroad. He is a bit busy. On top of that he is in college full-time but online only so being with internet is not a option. We didn't call and pay this time and I will never give them another red cent of our money. I called EOT and shipped the equipment back to CenturyLink that day.

I will never deal with them again ever. They couldn't pay me to take their service. On top of all that the internet itself was like living in the 90's with

or smartphone.

Helpful? [Yes](#) | [No](#)



Gary of Olympia, WA on Sept. 11, 2015



We live in Olympia, WA. For the last two months our CenturyLink Internet service goes out every night at 7:30pm until about 10:30 or 11:00pm. Technical help service in the Philippines is useless. Unfortunately, no CenturyLink contacts are available in the U.S. CL doesn't want to talk to you. Tried talking to their contract lobbyist and in-house government relations staff but they are no longer with CL. Stay away from CenturyLink. Horrible service.

Helpful? [Yes](#) | [No](#)



A. M. of Ocala, FL on Sept. 10, 2015



Typical poor customer service. CenturyLink does not provide internet speeds that you think you pay for. Netflix, Hulu, etc., are constantly freezing and loading. Moreover, they offer deals and when your contract is up, they raise the price. I called to see if it could be reduced and was told "yes." Although my rate doubled, I was informed that I could have my bill discounted by \$20 by renewing my contract, and an additional \$10 if I sign up with AutoPay. I did not have my new bank card with me in the office at work. I had the rep note our conversation my account and advised that I'd call back with my card information.

I called back and heard about what this rep "can't" do. I was startled by her promptness and conversational tone with what she couldn't do - she persistently redirected to the website to sign up for AutoPay, or I could use my paper statement/bill to also sign up for AutoPay. After going in circles, I had the rep check the note on my account. She said she couldn't discount my bill, even though she was reading that someone else planned to do it. After explaining that it was "company policy," every customer's favorite words, she offered to sign me up for AutoPay over the phone. Seriously?! What was the arguing and immediate "can'ts" for?

I tried to have my bill reduced due to my job being eliminated and me working a new job at a much lower salary. Before I could even get to the right department, I had been offered one thing after another to purchase. They don't care about what you're saying - they use old school call center scripting, and make you feel unimportant. I say "I can't afford the current rate and my income is limited," and I ask "what options I have." The response? "I understand," and then offer deals that would cost even more money. I explain "I don't have time for TV, and I'm a full-time student plus I'm working." They respond by offering Prism TV and would I be interested in. They are forced to offer services rather really listen and assess the caller's needs.

When starting service or having someone come out for troubleshooting, they give windows for arrival times. Then, a tech will show up outside of that window with no call being provided whatsoever. The left hand doesn't know what the right hand is doing, the service is already mediocre, and speaking to someone on the phone is like talking to robots, with no care or understanding. Waiting on hold leads to an immediate "oh I can't..." which is a lie, and simply means the company has poor strategic planning and the employees would rather rush you off the phone before providing any type of service. CenturyLink, take care of your employees. All of you should take care of your customers. Your bottom-line tactics are unprofessional and highly dysfunctional.

Helpful? [Yes](#) | [No](#)



Allyn of Stantonville, TN on Sept. 10, 2015



Stay away from this company if all possible. It's the only internet provider in our area, so my husband and I were forced to use them. We placed an order with them over a month ago, and on the date we were supposed to receive the router, we were informed that they needed my SSN. We complied, and set a date for the router to come in a second time. When it didn't come on that date (and the dates are all over a week wait) we called customer service, and we're out on hold for over an hour. When someone did pick up, it was a man asking for a SSN that didn't speak English well enough to communicate. We called back, and sat the phone down, on hold, while we had dinner, washed dishes, and watched an entire movie. Still nothing.

order had been lost, or never existed. The guy seemed to be about 12 years old, and after an hour, he found that the order had indeed been placed, but they still needed things faxed to them. They didn't make us aware of this until today by the way. Customer service is terrible, as this company is an unreliable, unprofessional, source. AVOID AT ALL COSTS.

Helpful? ☒ Yes ☐ No



Steve of Mill Creek, WA on Sept. 10, 2015



July my bill for internet was about \$36. Then the August bill was over \$70. I called & they told me my promotion time was up. Understand that we have only 10M service. I called & ask what the deal was & they told me if I got telephone service I could lower my bill to \$62 so I said OK. Now September's bill comes & it is over \$150. Yesterday I had to spend 4 hours dealing with this as each rep I called said that was not their department & would transfer me. Most of the time the transfer would not work & dropped the call so I would have to call back & be on hold for 15 minutes. I am not exaggerating when I say I talked with 12 different reps. I said "take the telephone out or whatever & lower my bill to at least the \$70."

I had to sign a new contract so now my bill is \$46. They told me I could get \$10 off if I signed up for auto pay. I told them there was not any way I would give them or trust them with access to my bank account. I will pay the \$10 a month extra. Last year I thought I was on auto pay & they did not

send me a bill for 4 months. Then they sent me a bill for \$304 due immediately. What that means is they charged me \$75 a month for service that I had signed up for at \$36 a month. I had to pay the \$304 & they added a \$4 service charge because the rep did it! When paying your bill on the telephone it takes 15 - 20 minutes. They want your telephone number then your account number, this all after you have listened to a computer & pressed multiple keys. Then they read you a bunch of disclaimers.

Today I went to pay my bill & again they have changed things. The computer did keep your credit card on file but not anymore. I had to enter the info of my debit card 4 times before it would accept it. I also had to set up my account all over again as now they have changed things. I really like (not) how they show you your bill breakdown. A one word description & an amount, what a joke. I also like (not) how if you check them on reviews they give themselves 5 stars!! I can't wait to move someplace where they have competition. I live in a small town & right now they are the only game in town.

Updated on 02/09/2016: During the two years I have been with CenturyLink it has been a monthly fight about the billing. All I have is 10 meg internet. My cell phone as a Hotspot is faster both up & down. WARNING! Do not go on auto billing as they use a third party billing company (which they probably own) & you will find reviews on here where they have taken out \$500 when they were only to take \$50. Call them & they will tell you because it is a third party billing they can't do anything about it which is unethical IMO.

The agreed upon price in August was one year at \$39.95. They billed me \$39.95 for about 4 months then I get my bill for January & it is over \$80. Now I have decided to cancel. The online agents can't cancel as it seems they are pretty useless to do anything for you. Tonight I called & was talking to a person but at 6:00 PM they just turn off all the telephones in mid-conversation. This AM I talked with someone in South America & with the bad connection I could hardly understand her.

Now I went on chat as I did not have the disconnect order number because I know they will lie about it. It is 2/8/16 & I ask on chat about my cancellation. They said it was scheduled for 3/1/16, WHAT! I want it off today. They are just doing this to try to get another billing cycle in to charge me another \$80. They are the most unethical company I have ever dealt with in my 65 years on earth. I have told DirecTV & Verizon I would never deal with them as long as they have a partner like CenturyLink.

Helpful? ☒ Yes ☐ No



Daniel of Mesa, AZ on Sept. 9, 2015



I was told repeatedly that I could get CL internet for about \$40 per month. I discussed this with 3 different agents while considering to become a CL user. After my first bill which included "one-time" charge, including a \$60+ installation fee (which basically entailed me plugging in the modem and getting information on account over the phone), another agent assured me subsequent bills would TOTAL \$40 per month. The next bill showed a "modem rental" fee, as well as an "internet cost recovery" fee (whatever that is), which took my monthly statement to more than \$50. Another inquiry after this bill told me that this would be a monthly expense.

If I had been informed of this prior to agreeing to use CL, I would have no complaint. But I never was and, indeed, I was told repeatedly by other CL agents at the time of initial billing that my monthly costs would be \$40. Of course, the actual bill for internet services was \$38.95, but the additional charges drove costs significantly higher.

I think CL intentionally misleads its customers and/or potential customers. This is a shoddy business practice. Anyone familiar with cable or phone

include other billing items or more than 20% of the bill's total, including: charges on CenturyLink.

Helpful? [Yes](#) | [No](#)



Bennett of Colorado Springs, CO on Sept. 9, 2015



If I could rate them lower I would. I've been corresponding with CenturyLink for several weeks now about some outrageous charges (\$599.29 to be precise) for unreturned equipment, that I did in fact return. I have spent, literally, hours on the phone and online trying to fix their screw up. Now, after all of their nonexistent help, I'm stuck with an overdrawn bank account, overdraft fees from the bank, and my refund will come in the mail whenever it comes. I asked the finance manager if I was going to be responsible for the overdraft fees, (that I incurred because of their BS charges) and she flat out said "Yes." I enjoy the actual internet service I use, but their customer service is absolute garbage and they do nothing whatsoever to help. So, now, I'm without any money at all until I get paid again. Thanks CenturyLink.

Helpful? [Yes](#) | [No](#)



Steve of Maplewood, MN on Sept. 9, 2015



If I could give a negative rating, I would! We made the mistake of switching to Centurylink and trying to bundle our Directv account with them. After approx 6 months of getting our Directv disconnected due to Centurylink incompetence we stopped the bundling which ended up with Centurylink disconnecting our Directv. Everytime I called Centurylink, which was usually twice a month for 1 hr per call, I would get the WORST customer service. One time I asked to talk to a supervisor and was told that they had none!

Helpful? [Yes](#) | [No](#)



robson of Clermont, FL on Sept. 8, 2015



They check my wife credit twice, lost the information. I lost 3 hours on the phone trying to resolve the problem. They say they have to check her credit again. Terrible company. Their customer service don't have answer for the questions. No training at all.

Helpful? [Yes](#) | [No](#)



Carisa of White Salmon, WA on Sept. 8, 2015



I have had 2 very negative experiences with CenturyLink getting services cancelled. They are 'so happy' to help you when you sign up, but when it comes to ending it, they make it as difficult as possible. First Incident - Trying to get my deceased Father's account closed was a nightmare. After multiple days of waiting on the phone for an hour and getting passed around from person to person and no one would/could get the account closed I ended up having to wait for several sets of disconnect notices before a notice came with a phone number where I could actually talk to a human that knew anything. I received instructions which were sent to the probate lawyers office who then immediately sent in hard copy AND fax to the number given me the information needed to close the account. They never closed it.

After more rounds of days on the phone and more disconnect notices with ever growing balance I finally got to a human who knew something and could do something and they stated the information never arrived. I had to pay the lawyers office another \$200 to send all the documentation AGAIN before they finally closed the account.

Situation 2 - Now it's my turn to close our account as we were moving. After several phone calls and hours on the phone and with online chat personnel trying to help them understand that they could not convince me to simply transfer my service. I got it cancelled. The closing bill didn't get forwarded to me and the closing agent failed to tell us that our auto-pay was also canceled. When the next bill did make it to us 4 days before it was DUE, there was a late charge PLUS charges into the next month that we did not have service for and had the plug pulled before that month even started. Called billing and was on the phone for 25 minutes before I got a human. She yelled at me and argued with me, refusing to listen to the

regular CSR.

I explained that I was upset and what had happened with the previous Rep and she was apologetic and this time listened to the situation. Rectified immediately and we were done... an hour after making the initial call is what it took. The customer service is ridiculous.... get services canceled wasted HOURS of your time as you are pushed from one person to another... and if heaven forbid you have to get an account closed for someone who is dead it takes near superhuman abilities and extra \$\$\$ to do. Don't even start... not worth the headache...

Helpful? [Yes](#) [No](#)

Jeanmarie of Sun Lakes, AZ on Sept. 8, 2015



I purchased internet service for 29.99 per month. After just two weeks I received a bill for 80.77. I have called and emailed only to be transferred multiple times without getting a correction! I just returned to AZ after being in NY for my mother's funeral to find a disconnect notice! I contacted CenturyLink and was transferred 3 times before being told that my bill was now \$117 including late fees. The customer service aspect of this company is sorely lacking!!!

Helpful? [Yes](#) [No](#)

Mayra of Des Moines, IA on Sept. 8, 2015



I moved to my house on Aug. 1st and called to move my service. I had been a loyal customer for 2 years and had never needed to call for a complaint, interruption of service. I didn't think this would be any different. I had to wait one week to activate my service. Aug. 7th arrived and I still didn't have internet. I called technical support and they activated my service, configured my modem and I still wasn't getting any internet. The technical support representative scheduled a technician to come to the house following a week. The technician never came. I called and CenturyLink didn't have any evidence that a technician had been scheduled. The representative scheduled another technician for the following Tuesday.

Tuesday came and went and no technician arrived yet again. This time they said that the ticket had been created but no technician had been assigned. The rep scheduled another technician to next Tuesday and I found out that yet again was never scheduled. Every time that I've called I've been transferred an average of 3 times and been on the phone for an average of an hour. I've been promised no technician fee and credit to my account. I have not received any. I've talked to managers, supervisors and they've been no help. I still don't have internet and I've submitted a negative feedback and no one from CenturyLink has reached out to me to formally apologize or to resolve the issue. I am really close to terminating my service with CenturyLink due to the many issues and lack of confidence.

Helpful? [Yes](#) [No](#)
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Consumer Complaints and Reviews



Jonathon of Yuma, AZ on Sept. 6, 2015



Have called multiple times to get my internet connection fixed. Always loses connection and still have problems. Worst customer service I have ever dealt with in any company.

Helpful? [Yes](#) | [No](#)



Kat of Logan, UT on Sept. 5, 2015



About a month ago my service was completely out for a few days. Now it has slowed to the point I can't stream on my roku and my computer can't access webpages without minutes of searching. Prior to this I had not had any trouble. Everything was instantaneous. All of this started at the same

not want to be in a long term contract because I may not be here for more than another year. I think this is a deliberate downgrading of my service.

Helpful? [Yes](#) [No](#)



B A of Las Vegas, NV on Sept. 5, 2015



After dropping Cox Cable due to their terrible service, left with little to no alternatives, signed with CenturyLink to at least have internet. Refused to get telephone or cable tv anymore or pay for that. Contracted 40Mbps service and was promised "a dedicated line that would GUARANTEE no drops, constant loading or lapses in service". Asked the tech to insure exterior and interior cables were correct and that we receive the correct Modem/Router to insure dependable service. Not a lot to ask for or so I thought. Seems in Las Vegas there is NO company willing to provide good service.

Have had whole evenings, especially after 9pm and sometimes first thing in the morning, service drops, freezes or no service at all. Have called CenturyLink but they work banker's hours and there is never anyone to provide support, all calls go to the Philippines and all you get is a recording. I am documenting it all and will file with all agencies to see if ANYONE will help this consumer. Anyone else out there tired of being held up?

Helpful? [Yes](#) [No](#)



Joe of Burns, MN on Sept. 4, 2015



This is the worst internet I ever had!! I'm surprised they're still in business. It never works right. It shuts off all the time. We call them to fix it. They say it should be fixed then the next day it does the same thing.. I'm fed up with them!!!

Helpful? [Yes](#) [No](#)



Danite of Las Vegas, NV on Sept. 4, 2015



I was told by 2 reps on the phone with that they could give me service in my RV after doing a hard credit check on me. Once the installer came to

first time and here I am on the phone after being passed to 3 different reps in the past 30 minutes, waiting AGAIN to tell them to stop billing me. The last rep claims I am cancelled but how am I to know this if I'm still getting a bill with a due date? The last rep never apologized for me being inconvenienced here either. Just sick of this!

Helpful? [Yes](#) | [No](#)

How do I know I can trust these reviews about CenturyLink?

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Nicole of Minnesota, MN on Sept. 4, 2015



I called 8/24/2015 and purchased internet for a new business setup. I was told a modem was being mailed AND that installation would take place in less than 10 days. Called back end of the month to verify and their phones and internet were having "issues". Called again today and was hung up on TWICE after waiting on hold and trying to confirm my order as it was nowhere to be found. After 37 minutes on my third call I was told installation was set for 9/14/2015. They have "no idea" why I was told an earlier date and had no record of my account but did have my order number. Absolute mess of a company. Terrible. Just terrible.

I'm embarrassed for them and it's amazing they are still in business with this type of system. It's a complete joke and this was for a BUSINESS depending on the internet for goodness sake. Revenue lost, time lost and my blood pressure is up in absolute sheer frustration. I'll be calling daily to verify this gets installed. If and when this ever does.

Helpful? [Yes](#) | [No](#)



Cindy of Springfield, MO on Sept. 4, 2015



My student discount ended so I called to renew the discount in May of 2015. I was told that it was too late to put the discount on the last bill but would get it on all future bills. I have called every month (May, June, July, August and September of 2015) the day I receive my bill that does NOT have the promised discount on it. Every call ends with CenturyLink telling me they have fixed the problem when in reality they have not. I have paid \$141.19 too much for my internet over the last 4 months. Another phone call today and they tell me that the discount is no longer offered and I won't

fix it.

Don't believe them when they say they have credited your account and it will show up on the next bill. I was told 3 months in a row to just pay the bigger amount so I wouldn't get charged a late fee for not paying the full amount. Each month my bill has been wrong. FIND ANOTHER COMPANY FOR YOUR INTERNET if at all possible!!

Helpful? [Yes](#) | [No](#)



chris of Oakdale, MN on Sept. 4, 2015



I canceled my Xfinity account to save money with CenturyLink. Xfinity was charging me over \$80 per month. CenturyLink had a promotion for \$29.99. When talking to a rep for CenturyLink, I was told I had to have a phone as well. He said I could not have just the internet alone. That's the first mislead. Then I was told my monthly bill with internet and phone would be no more than \$60 per month. All fees, tax, modern lease included. 2nd mislead. My was over \$80 per month. I have been on the phone repeatedly to get this resolved. 2 months in with CenturyLink my bill is now \$244 for 2 months of service. Finally speaking to the 6th rep on the phone. She said mistakes were made on my account and she needed to set me up with a

brand new account. She said in the meantime my current internet would not be interrupted until the cancellation date. A week after I thought everything was taken care of the internet was turned off.

I have been disputing this bill for 2 weeks. I said I would pay the prorated amount. It has taken to today for them to file a dispute and send it to their supervisor. Now I'm waiting till next week for them to tell me that I have to pay the \$244 bill. This company is much worse to deal with than Xfinity. I should have never changed services and went with CenturyLink. I recommend customers dealing with sales reps to record the conversation. The sales reps must work on some kind commissions.

Helpful? [Yes](#) | [No](#)



David of Salina, UT on Sept. 3, 2015



I have only had my Internet Service for 1.5 months and already am getting extremely frustrated. Customer service won't listen. They DO NOT care! They quoted me 29.95/month for service. Their website says 19.95/month and they were charging me 54.95/month! I absolutely refuse to pay or deal with this awful company! Plus my family just recently moved and we don't need service anymore. They want to charge me a 200.00 early termination fee on top of the money that I don't owe them because I cancelled my service. 200.00 for moving? Really? Customer Service = 1/10, Service = 1/10, Overall = 1/10. Do not pick up service with this company!

Helpful? [Yes](#) | [No](#)



Rodney of Mesa, AZ on Sept. 3, 2015



Have had their bundle of landline, internet and DIRECTV for years. While we have had little to no problem with the service, it is a considerable expense. Bundling supposedly saves money, but locks you in without choices for the duration. Total cost monthly exceeds \$150, with all the supposed discounts. I wanted to talk with a rep about exactly how much we're paying monthly for the landline portion of the bill. In calling their 800#, none of the 6 options met my criteria, so picked what I thought best in order to get a live human to question, seems that there was no option available to speak directly with a rep. The automated system kept directing me back to the internet to their website, click on support, then chat with a rep. All this took 5 long phone calls and two attempts online to get an answer, all without success.

Finally I found one option on their phone line that did lead me to a real person who brought up the account and told me that we currently pay \$49 per month plus tax and fees, totaling almost \$60/month just for landline, including 'discounts'. Should have done this sooner, perhaps before signing up years ago. Bundles are tricky and hopefully will disappear in our future, as contracts and lock-ins are disappearing in the world of cellular communication. The results are a search with competitors to bring down the costs. We should be paying about \$20 a month for the basic home phone, plus \$3 or so for unlimited calling, plus fees and taxes, about \$30 total making it half what they are charging me in my bundle. While the representative I spoke to was properly respectful and polite, he represents a firm that seems not to care. Perhaps this industry needs a housecleaning.

Helpful? ☒ Yes ☐ No



JENNIFER of Hailey, ID on Sept. 3, 2015



Our internet service from CenturyLink was so expensive, we asked them for A BETTER PRICE OR WE WERE LEAVING. After 45 minutes on the phone trying to get a better deal, we agreed to a combination deal internet and phone for a reduced price. Well ever since they turned the phone on, it has been ringing with solicitation sales... Bad business and we are really mad now. CenturyLink sucks!

Helpful? ☒ Yes ☐ No



Josie of Payson, UT on Sept. 3, 2015



Back when we bought our home in 2000, we signed up for CenturyLink (Qwest) and their "Price for Life Guarantee." Since that time, our bill has continually crept higher and higher. I have had to call them on multiple occasions to remind them that we have a "Price for Life" plan. They make adjustments, and I watch it continually creep higher. Needless to say, 15 years later we are again paying more than double the amount that we initially signed up for. I am fed up! A guarantee should be a guarantee! And to top it all off, our Internet sucks! It goes out all of the time and functions extremely slow. I would stay away from CenturyLink unless you like being lied to and manipulated.

Helpful? ☒ Yes ☐ No



Justin of Oakland, OR on Sept. 2, 2015



CenturyLink is by far the worst company I have ever had to deal with. When we had service with them several years ago it was fine, we had long phone wait times, but all in all fairly decent service. I have been trying to contact them for a payment history print out for a different company that requires one and have had nothing but headaches and frustration with them. I have been on hold for roughly 4 hours in the past two days. 1 representative was very friendly and courteous but we were disconnected. The 2nd time whoever it was picked up and hung right up.

The worst one was the 3rd person I talked to who said "Oh yes we can take care of that for you". He said he was going to get it pulled up and had me hold for close to 20 minutes before picking up and telling me "he couldn't print it", that a manager or supervisor were the only ones who could. So reluctantly I gave him my number to call me back at, and I was given a "direct number" so I could call back and speak to someone more quickly. After I hung up I called the "direct number" to find it was just a disconnected number he gave me to get off the phone. I never received any calls back from them, and when I called again and got to someone I was told they don't do credit references anymore. I would never choose to go with them again. I would rather sign back up for dial-up and deal with that than be a customer of theirs again.

Helpful? ☒ Yes ☐ No



Carol of Phoenix, AZ on Sept. 2, 2015



I once leased a modem from CenturyLink. They raise the price on it from 7.99 to 8.99 month without ever contacting me and advising me that they were raising the rate. Note: when I contacted them they claimed that they sent me an email which I never received, however, I receive all the other emails. At which point I went out and purchased my own modem from a private party and advise them that I would no longer be leasing their modem and return their modem to them.

A couple weeks later, I walk out my front door and there's a box sitting on my porch. By the labels on it, it shows that it's from CenturyLink and it's a refurbished modem. I'm confused because I never ordered a modem from them. I own my own modem. I tried to call CenturyLink but was "disconnected" and when I tried to call back customer service was closed. I asked them to send somebody to pick it up. They would not, so I took it down to UPS after finding out that my mail person did not deliver it to my house. She told me UPS delivered it. UPS told me that they could not take it from their store. I would have to call and have it picked up because I was refusing the delivery not just sending it back.

speak to a supervisor at which point they put me with someone who claim they worked in the escalation division. He told me that they would remove the lease fee from my bill once they get their modem back. My account is on auto pay from my bank. I set my bills on a budget so I can make sure the money is in my bank. I, at no time ordered a modem from CenturyLink, yet they just send one out to me and bill me. He told me that once they get their modem back, they will refund me the money. I asked if they were going to give me money for gas that whole. I drove to the UPS store trying to return their modem that I never ordered and he told me no that they will refund me the money once they get their modem back.

Now the problem is with bill on autopay I need to make sure the money is in my bank and I budgeted for 30 something not 40 something. So now I've got to make sure that there's extra money in my bank to cover a bill that is far beyond what it should have been in the first place because I had no time order this modem. In my mind there are just a bunch of scammers just send me something that I didn't order and bill me for it, and then I have to go through the inconvenience and the cost of running around trying to return something I never ordered in the first place, and I didn't get so much as an apology from either of the customer service rep or the escalated division.

Just as we're going to take your money regardless of whether we sent it to you without your consent. I wish there were more Internet companies so there is a larger selection because their customer service is horrendous. The whole time the guy was rude and talking over me, at NO TIME was he even the slightest bit apologetic for all the hassle I have to go through because they are incompetent.

Helpful? [Yes](#) [No](#)



Rochelle of Bremerton, WA on Sept. 2, 2015



I signed up for CenturyLink and the contract says I will only pay \$29.95/monthly. I bought the router for \$99.99 and stated that everything is free of charge. My first month I got billed of another \$142 stating a lot of charges that was originally said free of charge in the contract. I tried to call the company everyday at least more than 5 times a day and nobody was answering the line. I was on hold for over 30 mins waiting for someone to pick up the phone. Today I got billed again and my \$29.95/monthly Internet bill is now \$39.95. The internet wasn't great at all. I have a lot of additional charges and taxes written on the bill. My monthly bill is tripled than what I am supposed to pay monthly.

Helpful? [Yes](#) [No](#)



Lars of Pompano Beach, FL on Sept. 1, 2015



I was shopping for TV service additional to my long year relationship with CenturyLink and found a package in internet which also was offered as package deal from the representative, together for \$66.44 with 3 months movie free and then for \$ 30 more with movies. I liked the offer and the idea to have internet and TV via cable as the internet explained. Surprised I was when the Van of DirecTV showed up to mount the TV Satellite Dish on the roof, because I know that it fails by bad weather. Being set in this situation I just let connect and thought it may work finally.

Another surprise was after 3 months the bill, which was in total \$150 instead of \$100, which is 50% more. I called CenturyLink, but they refused discuss anything regarding TV regardless that they sold it to me and the bill was from CenturyLink. I call DirecTV and they promised me a credit on my bill. This credit bill came together with a notice of cancellation since I did not paid the unjustified amount. Overall my account is still \$30 too high for the past 3 months, total of \$90. I am forced to pay this unjustified amount or I will get disconnected. No need to say that additional calls to CenturyLink were absolutely handled unprofessional. They sold the package, they bill the package but they claim they have nothing to do with it. I hope many read this and are aware.

Helpful? [Yes](#) [No](#)



Sharon of Rochester, MN on Sept. 1, 2015



Trying to get service transferred for senior mother from home to new address. Supposed to be connected 3 days ago - still no service! On hold twice today for over 35 minutes both times before someone came on the phone then transferred again with unreasonable hold times. Totally unacceptable!

Helpful? [Yes](#) [No](#)



Marcia of Tucson, AZ on Sept. 1, 2015



I just joined CenturyLink, which set up both a wifi connection for our home and a telephone, connected to the wifi. A lightning storm just took out the connection. I have been transferred 3 times, with an average wait of 20 minutes each time, to find a repair person. I still haven't gotten through. Maddening!

Helpful? [Yes](#) | [No](#)

sue of Seattle, WA on Sept. 1, 2015



I needed to make payments on my landline phone and I made a payment that was already half of the bill. I asked the representative if I could make payments and was told no, I had to pay the bill in full. So I called another number for Qwest, talked with a supervisor and was able to set up payments. I called again a few months later, set up payments, but they were only going to set me up with auto payments. I told them no, that I will make my own payments. I do not use auto payments. They are very sneaky, and they lie. When she realized I was not going to back down off making my own payment on the due date I set up, she backed off. What a horrible company. I only use them for a landline, but am starting to rethink that. I do not appreciate high pressure, and someone telling me how I am going to do something, when I originally set this up myself. Looking for a good landline company, anyone have any thoughts, or input on that?

Helpful? [Yes](#) | [No](#)

Kirmalirys of Fort Myers, FL on Aug. 31, 2015



My 1st bill over \$400. Can't get a hold of anyone because they are always closed by the time I get home from work. I was told by the rep my bill would be cheaper than Comcast which was under \$100 and my bill is actually \$180 a month, basically double what I paid at Comcast. The entertainment cost alone is \$111.43. Meanwhile they advertise their bundle at \$59.94. They lied about the prices to get us locked in a contract for the next 2 years; which to cancel it's \$410.

When I used the chat they gave me a different number to call. The customer service rep lower my monthly to \$138 but do not give me the credit or apply the promotional price on the past 2 month of my bill. \$138 is not the promotional price I signed up for but I have to suck it up for the next 2 years because of the cancellation fees. Worst company ever. You can't even view what you're paying or change your plan online. The free movie channel is a joke, only 5-10 movies and they're all old. I can't wait to go back to Comcast. I might just pay the cancellation fee so I can stop giving them my money.

Helpful? [Yes](#) | [No](#)

Debbie of Ocklawaha, FL on Aug. 31, 2015



Less than a year ago, I agreed to a 3 year "price lock" on an internet and home phone bundle. Well about 1/2 the services that were to come with my phone don't work. The "price lock" on my package is the same, but all other prices have risen several times already! My bill has NEVER been the same amount for 2 consecutive months!

Helpful? [Yes](#) | [No](#)

I signed up for CenturyLink net and prism TV in 2014. Things were good for a while. We decided to drop our cable and do just net in Dec of 2014. I was promised the net for 19.95 with no contract with no change over time. I agreed and was charged that the first month. In Feb they secretly entered me into a contract that required autopsy for 10.00 off per month for 12 months. I did not notice this for several months due to a large credit overpayment that was being used to pay each month. I noticed it last night and called in. The first CS rep said the 19.95 was notated on the account and that I would be refunded. He put me on hold and about 5 mins later I was transferred over to member retention where I spoke to Latisha who basically defended CenturyLink and kept talking over me. I requested her supervisor and she did the same thing.

Apparently it was ok for them to lie to me because I did not look at the statements or receive this letter informing me of the contract that I never received and the notation in the notes mysteriously disappeared. Convenient. So now if I cancel I pay a early termination fee on a term that I never agreed to or knew that I was in. Slick. CenturyLink is sleazy and this is the worst CS experience I have probably ever had.

Helpful? ☒ Yes ☐ No



Beverly of Helena, MT on Aug. 31, 2015



I switched my phone & internet from Charter to CenturyLink in March 2015. The advertised cost of \$64.95 was NOT the price I was charged. My first bill was \$135, the second - \$110. Since I live alone, am disabled & on a very limited income, I sent the necessary documents for assistance. I also have a difficult time speaking so I thought they could help me with that problem. Despite repeatedly sending emails trying to get answers, I got none except to call & talk to them. Which is a part of the problem! I cannot speak very well & have a difficult time finding my words, especially speaking to people I don't know. Yet they called several times/day, everyday. I paid them \$64.95/month each month.

Since that's what they advertise! There was NO assistance even though I was approved due to my low income. Just constant calls. The last straw was when I made a \$70 payment on 8/8/15 & they shut off my services on the 10th. They are THE worst company I have ever dealt with. I emailed them numerous times & never got a reply. They are crooks & their ads are lies & this low income, disabled person is very angry about the way I was treated!

Helpful? ☒ Yes ☐ No



Mike of Mountain View, MO on Aug. 30, 2015



So been having issues with my internet light on modem turning on and off for 3 days so I figured I would finally call to see if there was major issues. So I call the number for internet tech support. I get told I have the wrong number "We'll transfer you to the correct number." So after the 4th transfer and 35 minutes of my time they still got me to the wrong number. It's completely unprofessional to transfer a person till they hang up. How many people have to complain before something gets done?

Helpful? ☒ Yes ☐ No



Judy of Phoenix, AZ on Aug. 29, 2015



I signed up for CenturyLink when I recently moved. They billed me over \$276.00 to install the internet service without ever having to enter my home. I was mailed a modem and the bills began. I spent over an hour trying to get connected to the internet with a person in their tech services. They explained that they could make a ticket to come out to check the lines for free but if it was something that was causing the problem internally that would require an \$85 charge. I finally got connected but could never view my email without spending 30 to 40 minutes of trying to get connected to the email to check it for a few minutes before it would have to reboot itself because the connection was lost. I switched services because of the inferiority of the connection I have been charged continually even though I switched to another service and have been getting excellent connection.

Centurylink quoted and promised a cost of under \$50 per month which it never was. They claim to be recording the calls but when I've asked them to review the call they are very defensive and tell me this is their standard rate. So far, Centurylink has billed me for \$500.00 for services I have never been able to use for more than 1 month and the bills continue to come in. There is absolutely no compromise, no adjustments, no understanding from any of the representatives I have talked to. It takes an average of 4 or 5 phone calls to Centurylink during their M-F hours to

I really don't understand how companies like Centurylink can continue to lie to consumers in promising a certain rate for their services. Once you agree they never honor that rate yet they record the call and tell you they will but when you ask them to review the recorded conversation there is no comment regarding that other than it is their policy and standard to charge those fees.

I continue to get bills and which we could gather enough consumers fed up with this type of behavior and practice to file a class action lawsuit that would get them to file bankruptcy and put the business out of business. Anyone willing to join me. My friend in CO has the same type of situation going on for her with endless calls for the advertise promotion to sign on with them and every month's endless time and hours on the phone trying to get the original rate she was promised in the advertisement. I know if this is happening to me and to my friend there are many other people being ripped-off by poor or no service, endless, invalid bills, and rude (if any) customer service.

Helpful? [Yes](#) [No](#)



Gabriela of Aurora, CO on Aug. 29, 2015



Horrible Customer services. I'm a CenturyLink customer, and I just called because I needed to change the password of my wireless. After they asked me for a lot questions, the customer representative that I was talking to didn't have any idea of what she was doing, she made me wait on line for a long time, then she hung up. I called again, and I asked for a supervisor, after they asked me for a lot questions AGAIN! THEY PUT ME IN HOLD FOR 30 MINUTES, when someone finally answered, that person said: "sorry I can't hear you!" and hung up my call AGAIN! They also asked for my phone number just in case we got disconnected and they never call back. Horrible, Horrible Customer Services.

Helpful? [Yes](#) [No](#)



Lynne of Shipshewana, IN on Sept. 9, 2015



After I wrote a review here about my bad experience with CenturyLink Internet service, I had two very positive experiences with their customer service. Hopefully, ConsumerAffairs had a positive push towards CenturyLink's change in attitude toward me.



Lynne of Shipshewana, IN on Aug. 29, 2015

Original Review

I had a difficult time getting internet service, it turns out, because the tenant in this apartment before me owes CenturyLink money. CenturyLink required that I fax them my apartment lease showing when I moved in and how many people live in this apartment. I did this. I need to say that CenturyLink's sales rep quoted me \$34.95 a month for my monthly service. In trying to get service, I found that different customer service people for CenturyLink seemed to have different information. They started to seem like a very unorganized company. I finally was able to start service on July 28, 2015.

My complaint is two part. Yesterday, August 28, 2015, I received in the mail a bill for \$215.39. CenturyLink has attached my name to the past tenant's account. This amount is for the past tenant's early termination fee. The second part of my complaint is that CenturyLink quoted me \$34.95, possibly \$34.99, on the phone by the sales rep in early July 2015, when I first began the process of trying to get internet service through CenturyLink. CenturyLink is the only possible internet provider in my small town of Shipshewana, Indiana. I have not yet received my first bill in the mail, but when I look at my account online, I see my bill. I saw this August 28, 2015. CenturyLink is charging me \$180. My service started July 28. It is now August 29. CenturyLink is requiring that I pay \$180 and some cents by mid September.

All of this doesn't make sense. I looked online this morning (August 29, 2015) at CenturyLink's website. They have changed their website and do not advertise the \$34.95, 10 MB service. The bill for my account due in mid September shows my monthly fee at around \$60 per month, plus the rental fee for the modem. I feel that CenturyLink is very unorganized. Even when I finally had the service connected on July 28, 2015, one customer service person with CenturyLink told me I couldn't get service for another 10 days. I feel like I need legal representation with this company. I am far from rich and do not have a lawyer to represent me. CenturyLink seems like they are very uncoordinated and possibly corrupt in their methods and style.

Helpful? [Yes](#) [No](#)

Menu



Julie O'Hara of Seattle, WA on Aug. 28, 2015



I had someone come to my door promising I'd get faster internet for less money. I signed up with him telling me I had one month to cancel if I wasn't satisfied and I'd get my money back, so there was no risk. I get my bill before I even pick up the router and it's not the price I was told. I also see I'm getting voice service, which I never agreed to. I call CenturyLink about it and they don't answer during their business hours. Three issues before I even try the internet, so I called a few days later to cancel.

I talk to a lady and she tells me there are always activation fees, even though I was told there wouldn't be any. I finally convince her to cancel my service. I go online and initiate the satisfaction guarantee, all within the 30 days. I just got my next bill and after the satisfaction guarantee refund, I still owe \$53. How was this no risk? How can someone tell me that I'll get my money back if I don't like the service, and not have them give my money back? I'm pissed. I go online to pay my bill to be through with them and the amount due online doesn't even match the bill I received.

Helpful? [Yes](#) [No](#)



j. t. of Seattle, WA on Aug. 28, 2015



I signed up for a service with CenturyLink but had to take an emergency travel to attend to some family affairs so I returned the modem to a CenturyLink kiosk and was issued a return receipt. This was done within 3 days of the modem being sent to me so I fallen within the trial period which was a month. I never called to activate the service and was told by the customer rep who received the modem that having received the modem is enough to have my service cancelled. However to my surprise, I kept receiving bills from CenturyLink.

I mailed the return receipt and other supporting documents that shows that I have returned the modem and that I need not be billed for unused service. They ignored that and kept sending the bill. I tried to call them on the phone on numerous occasions but they will put me on hold for close an hour until I will get tired or have to attend to something and hang up. When I was finally able to get through to explain the situation to them the rep was very rude. He said they have to sustain the bills as a matter of company policy even though I did not activate the service. I explained to him that it was unfair and a rip off. I am very disappointed that a company that claim to be of a good reputation should be acting in that manner.

Helpful? [Yes](#) [No](#)



bradlee of Lehigh Acres, FL on Aug. 28, 2015



Was initially paying for a 5 mb service, and was receiving 5 mb service. Then a few years down the road, come to find out they were overcharging us for our service, and that they offer 8 mb instead of the 5 mb for the exact same cost. So, they switched our billing for the new package rate for 8 mb at no additional cost, and I was receiving the 8 mb, for a short while. Now, it is down to 3-4 mb range, so I had a tech come check it out, and his answer is that is all the service provider can sustain to my location. Huh, that's funny, because I was receiving 5 mb for 3 yrs steady, and 8 mb for 2 months since the change to the faster service, now all of a sudden you can only provide half of the 8 mb, and not even provide the same 5 mb I had for 3 yrs? What a load of **!

Helpful? [Yes](#) [No](#)

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Consumer Complaints and Reviews



Cindy of Pagosa Springs, CO on Aug. 27, 2015



Sept 2014 call CenturyLink for internet. With New C.L. Router still no internet. Call for help. Needed new sending box in neighborhood to receive 8 MB not available. Called late Nov. after receiving another bill. Main line cut in construction of local Walmart and new turn lane. Local guy said there was no way to predict a date that service might be available. I went back to my old internet service. C.L. was to notify me when internet was available in neighborhood. Ping at time was 28 ms Download 3.9 upload .71. Never received phone call. I knew since the local office knew that the service never worked. I would not be liable. WRONG! Since I use the same passcode for all accounts except for banking my kids or maybe a visitor at some point put in my passcode for internet on CenturyLink and activated my account.

So when internet options came up and my passcode was typed in for Houston CenturyLink instead of Houston SkyWerx at that point CenturyLink showed I was using them. So they won't even consider working with me. Instead they send out Bills each month now at \$636.00. Can't cancel since I'm suspended for no payment, a collection letter, and now from their Law Firm Robinson, Reagan and Young, PLLC. CenturyLink is Crooked. After hours on their 1 800 lines transferred to this department and that department they hang up on you. Their local office is now closed. Never Ever use CenturyLink! Use locals with real people who live in the same area.



Christine of Defiance, MO on Aug. 27, 2015



Acct #1 is in Black, MO. Phone constantly goes out. They don't bury the cable. They string it through trees and bushes. Line is exposed for 30 yards at shoulder height along the road. Promised to bury in May. It's now September and line goes out. Cable still unburied. Acct #2 is business in Defiance, MO. Internet constantly goes out. They argue about no need to send technician when it's their equipment that is bad (replaced 3 routers in one year). Not responsive to small business owners at all. Bills come on time, but service never does.

Acct #3 is home in Defiance, MO. Internet goes out regularly and you're unable to use services like On Demand from DirecTV or Netflix. Those services say it's Centurylink's speed. Centurylink argues that it's not speed. I'm tired of having to be captive to this company at all 3 properties and have equally bad service. I've been told by a tech that they are now moving all of their call centers overseas. Great. People need to have a choice of provider and don't.

Helpful? ☒ Yes ☐ No



Lisa of Altamonte Springs, FL on Aug. 27, 2015



I ordered internet service on 8/21 and was told my equipment would be shipped to me on 8/24 and service would commence on that date as well. This was not the case. I called to inquire and was told by one rep that UPS has up until 7pm to deliver and that it should be there and service should be connected by 5pm. That never happened. I spoke to yet another rep (oh did I tell you they all had very aloof attitudes, I was calm and polite). This one said that none of the other reps should have given me the information they gave me because according to their system I was not even scheduled to be connected or have equipment delivered until 8/26. OKKKay... so at least she was correct about UPS delivering the equipment. On 8/26 it was delivered.

The activation letter I received stated, "Do not connect your modem until after 8pm." I connected at 9pm. I could not activate it so I call for technical support only to have them tell me I didn't even have service turned on yet! Are you kidding me? Well all I could do at this point was wait, what else could I do? So I called the business office today to let them know my experience and the gentleman I spoke to (Eric) though attentive did not care one way or the other. He apologized for the inconvenience but his tone said "I don't really care lady." I was told my service would be \$34.95 per month. I expected some taxes and fee, but Eric told me my monthly bill would be \$43.94 plus taxes and fees. Oh that's only if I set up auto pay. If I didn't it would be \$10.00 for them to receive my money making the bill now \$53.94 PLUS taxes and fee.

I asked what the actual total would be, because if you're going to be debiting money from my account shouldn't I know exactly how much is coming out? He got annoyed and said he could not quote that to me because each state was different. I get that so I said, "I'm in Florida, can you go from there?" Of course not. All said and done, I would be probably pay over \$60.00 for a \$34.95 a month service (service I never got by the way). I stated that they would send out a statement before deducting money from my account. Fair enough. I hung up but when I got off the phone I sat back and laughed and said "Oh heck no!" They are not the only show in town so I called to cancel.

I spoke with a pleasant gentleman name Greg who sounded concern. He listened intently as I told my story YET AGAIN. Then he said "I'm sorry you're going through this. Hold on." Without a word of what he was doing, Monica gets on the phone. I told her I wanted to cancel. Well Monica didn't care one way or the other. She cancel my service and her attitude was "See ya!" All this said: This was the worst customer service ever. THIS COMPANY DOES NOT CARE ABOUT THE CUSTOMER. JUST THE MONEY. And maybe they have so many customers that being little ole me

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Enter any unknown phone number to find everything they're hiding. phone.instantcheckmate.com

Helpful? [Yes](#) | [No](#)



Shari of Ofallon, MO on Aug. 26, 2015



For the last 8 months have had the WORST SERVICE in the 16 years that I've been a customer! Aside from the incompetent representatives that scheduled new service at our new home, while keeping service at our other home - the techs were being sent to the OLD address for nearly a week. Since connection, we have lost service on numerous occasions, with lengthy delays in reaching a person to schedule repair, and no service for DAYS.

Most recently, have a terrible connection, heavy static, and hearing dual conversations. Impossible to reach a person. Their automated system keeps cutting you off. This week alone I have spoken with six or seven different representatives trying to get a ticket placed for someone to come out to fix this issue. So far, we are at 5 full days of no service. Oddly enough, the evening before this started, I scheduled to switch to another company. Coincidence? I don't think so.

Helpful? [Yes](#) | [No](#)



Michael of Ft. Collins, CO on Aug. 26, 2015



I was told when I signed up for internet w/ CenturyLink and Satellite service w/ DirecTV my monthly fee would be \$128. Soon after my bill went \$157. Now just over a year later my bill is \$271. They add services to your account without your knowledge, they increase your account without telling you. They are NOT to be trusted and I will NEVER do business with any of these two companies again. I just purchased a 20 unit apartment complex and I am providing Internet and Cable to my tenants and I have chosen Comcast to provide it. They are honest and gave me a two year guarantee my bill is NOT going to increase secretly like CenturyLink and DirecTV. So they missed out on hundreds of dollars by being dishonest with their services. I warn people to not do business with either two of these companies.

Helpful? [Yes](#) | [No](#)

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J. Isabel of Omaha, NE on Aug. 26, 2015



I am bilingual and today preferred speaking Spanish as bilingual is natural to switch English or other language off. I called and was new customer told a Spanish Rep will call in 10 minutes back. The Spanish rep had no phone skills at all and said "like what you need dish" and sounded rude about it like I was bugging her and then told her "Well, if you're sales you need to sell product to me and you're not since you sound like you could care less about my new service." This made me question this company more and happy didn't leave blood sucking Cox. At least Cox has decent

customer services and cultural evolution of people. This lady was meaner in the end and said she is only Spanish rep and cannot deal with my nonsense and then I told her a.. "don't call me again to sell nothing even in English."

Helpful? [Yes](#) | [No](#)



Ravelle of St George, UT on Aug. 25, 2015



I recently ordered internet service bundled with DirecTV through CenturyLink. Everything was installed without a hitch and the service has been fine so far. But, I became very confused when I started receiving statements from CenturyLink. I received two separate bills with two different account numbers and two different due dates. Isn't the purpose of a bundle to simplify? I thought I'd just create an account online like I do with everything else and pay my bill that way each month. Nope! The DirecTV portion of my bill was due and the CenturyLink site would not recognize the account number they printed on my bill. I called customer service and waited for an eternity before I finally reached someone from India with a very thick accent. He was unable to help me and transferred me while I waited once more.

To make a long story short, the CSR told me the DirecTV part of my bill could not be paid online and could not be paid directly to DirecTV. She said I could send my payment in the mail. I told her in this day and age I don't even bother to order checks or buy postage stamps. She then told me I could call my payment in each month. So, I have a 12 month contract and I guess this is what I get to look forward to each month. I must call and sit on hold listening to hideous music and repetitive announcements just to pay my bill! This is absolutely ridiculous. Not impressed at all!

Helpful? [Yes](#) | [No](#)



Rob of Aurora, CO on Aug. 25, 2015



I recently put in a change of address order w/ CenturyLink. I was asked if I would like to buy or lease a modem from them OR buy my own from another location. I indicated to them I would get my own and did not want them to send me one. A week later I received an e-mail that "my new modem has shipped"... I contacted them to indicated I didn't order a modem, or want one. They said to me that even if you tell them you are going to get your own, it is their policy to ship one to you anyways. And in addition that once I received their modem, I would then be charged for it. I would have to call them to explain to them I don't want it, and THEN they can credit my next month's bill. So, basically I was shipped something I didn't request and didn't want and was charged for it. How is that legal?

Helpful? [Yes](#) | [No](#)



Sharon of Kingston, WA on Aug. 25, 2015



This company lacks in all areas of customer service. I have only once spoken to an individual who was not reading from a script. They have one response to ALL billing questions "you have to pay the bill." I understand that a bill needs to be paid, but what I am telling you is that the bill is not correct. Response from CenturyLink "you have to pay the bill." So on and on it goes. The chat line takes 20 minutes to get a response. When you call you are transferred from one phone to the next and repeatedly told "I don't know why they transferred you to **", that's not our department." Once again it's the customer's fault. Sadly, I live in an area that is only serviced by this company. It's time to bring more competition to the area that's for sure!

Helpful? [Yes](#) | [No](#)



C. L. of Newport, OR on Aug. 24, 2015



It's not one certain problem that we have experienced with CenturyLink. It's numerous. Our service goes down on a daily basis several times a day. It seems impossible to accomplish any schoolwork or projects that myself and my kids have to do with the amount of problems. Service is so slow. They have told my husband a few times that there is nothing they can do about it. We pay almost \$60 a month with our telephone bundle and that goes down when the internet does so it's pretty pointless to even have. We live in a smaller town and have few options to choose from so we are pretty disappointed to have switched with them especially since they charge \$200 for early terminations. If we would have known how bad their service is then we would have stuck with Charter.

Helpful? [Yes](#) | [No](#)



Kailey of Denver, CO on Aug. 24, 2015



CenturyLink is the absolute worst internet service I have ever encountered. I have had the service for a year now and have nothing but terrible things to say about the internet, the technical support staff, the customer service reps, etc. I called to cancel my service and they informed me of the early termination fee of \$200. I asked for the fee to be waived because 1. I have had a few different issues in the past 2 months since I renewed my service. 2. DirecTV, which is CenturyLink's cable provider cannot give me service at my apartment due to lack of line to the satellite and 3. The absolute fastest speed I can get in my area is 7 mbps (HA. what a joke) and I have no option to pay more to increase my internet speed which would hopefully reduce the need for tech support.

Nope, even with these valid reasons to cancel my service, the snarky customer service representative would not waive the early termination fee. The snarky customer service representative's reason for not waiving my fee was that they don't even waive early termination fees for customers who move to a new state that CenturyLink does not offer service to, so why would they waive it for a regular old unhappy customer. I will never, ever order CenturyLink internet again and I will go out of my way ensure that the people I encounter know about the terrible service that CenturyLink provides.

Helpful? [Yes](#) | [No](#)



Matt of Saint George, UT on Aug. 24, 2015



Signed up for internet, CenturyLink Sent out two modems and set up two service orders, the technician resolved that. Made a payment and set up for autopay, autopay did not go through. They said they sent me an e-mail notification (I do not see it). Charged me too, fail to set up autopay fees and one late charge, and mailed me a past due notice. I spent almost two hours on the phone, spoke to four different people, each provided me with a different amount due. The first rep transferred me to the account rep, the second said they would waive the fees, and the third and fourth rep refused to waive the late fees. I paid the account current, and set it up again on autopay. Worst customer service ever, I need another provider in my area.

Helpful? [Yes](#) | [No](#)

First month with this company. They billed for over \$100 for 4 days worth of service. They promised to port a number over for me. They gave me a new number. When I called, I waited for over 1 1/2 hours on the phone until I was convinced that everyone went home. After multiple calls they finally told me they could do it but I would be without phone service for 3 days and someone would have to go back and reconnect me. THAT WOULD COST ME! I ordered a limited phone service and they billed me for full - Unlimited service. I called and stayed on hold for 45 minutes. They told me they couldn't help and would need to transfer me to another department. I have waited for another 20 minutes so far - still on hold. Furious! I didn't think there was a company that was worse than Comcast. Congratulations you are worse!

Helpful? [Yes](#) | [No](#)



Bill of Parker, CO on Aug. 24, 2015



It is almost impossible to receive quality service from CenturyLink. It could be any number of things that are not done or provided correctly from slower internet speed than what is paid for, to connections issues, or mostly incorrect and misleading billing practices. When I attempt to contact customer service I can't seem to get through. I am perpetually stuck on hold or transferred from one rep to another. Finally, I have to hang up

because after two hours on the phone I have other commitments to tend to. I email the company figuring that I might get a more timely response and be able to resolve the issue sooner. Nope! It takes someone four days I believe to respond to my email, and even then it is snarky and condescending. Whoever wrote the email never addressed how or why my bill doubled. I replied to that email and have yet to hear back. This was two weeks ago.

I try contacting customer service again by phone but spend 45 minutes on hold after speaking to two different reps for a total of thirty seconds each, and only to give my account number and ask for a supervisor. I never spoke to a supervisor because after being transferred around and then left sitting on hold I once again had to give up to attend to other commitments I have in my regular day. I can't contact them to inquire because they do not have any one available by phone, or online chat. Once again I had to go the email route, and probably won't hear anything back for at least three or four days. Heaven forbid I actually speak to a real live person from CenturyLink and actually have anything rectified. All of the time I have to spend calling them you'd think they would actually call me and save me the trouble.

Helpful? [Yes](#) | [No](#)



A of Bellevue, WA on Aug. 23, 2015



Overpaid for last 10 years, cannot even get higher speed even I want to pay them more, and no need to mention how slow it gets. I'm in the phone trying to get help, already waited for 35 minutes. No wonder American need to hire all these foreigners (like me) to get their problem outsource because they ** don't know **. 36 minutes now, proud to be non-American living in America.

Updated on 8/24/2015: After waiting on the phone for one hour and 41 minutes, I told them they are awesome, my problem is fixed by myself since I got like two hours weekend time wasted with this American company which I paid like 150\$ to for the past 10 years. I asked them "Please only send me the survey form to my email" and after a day, no, nothing from CenturyLink in my gmail. Check your phone record, I called last night Aug 22nd 7:16pm. CentruyLink, good job. Can't wait to move outside this country and cancel their service in style, and please don't ask me why I'm still in US. They pay me enough to stay, that's why.

Helpful? [Yes](#) | [No](#)



Tracey of Gainesville, FL on Aug. 22, 2015



It is very difficult to contact customer service by phone or by chatline. There are extremely long waits. For the past two days I've been unable to successfully complete the application process for two landlines. I will seek service for the landline from a different company.

Helpful? [Yes](#) | [No](#)

and make their check available. Two of worst offenders - Samantha ** employee number, Clarissa **.

Helpful? [Yes](#) [No](#)



Wendell of Medford, OR on Aug. 21, 2015



I began my CenturyLink service in early 2013. Service was adequate for the price and the year purchased. I renewed service after the first year. After the second year bill was to double in price. Called and cancelled service. Final bill was \$109.00. This was around 60% more than I was paying. Disputed bill and bill was reduced to \$28.00. Should have known better than to restart service again a few months later. Activation fees for phone and installation fees for internet were not disclosed during my phone call to start service. Speeds were barely 12mbps and not the 40mbps promised by the representative on the phone. In about two weeks later and cancelled the service again. I was told there would be no charges as I was within their "money back" guarantee period. Now I have another bill for \$28.40.

This company needs to pay its phone representatives enough to keep them from hanging up on you and train them on the new internet laws passed by the FCC and finalized in May. It would also do them well to educate staff on the basic rules of business and disclosure. They are headed for a class action lawsuit and another "name change." Very poor business operations and poor customer service. They promote the customer loyalty on their billing but the time spent on hold combined with the inability to get the results promised and requested leaves this company far below the overall low standards of most ISPs.

Helpful? [Yes](#) [No](#)



Michelle of Las Vegas, NV on Aug. 21, 2015



We switched from Comcast to CenturyLink and found that their speed is very slow. They promised that we are to get an exclusive cable line which is just our unit but we found it very slow comparing to the speed I was getting from Comcast. And when we received our first bill, they have a lot of hidden charges which we aren't aware about. It turned out we have to have much higher bill, slower internet speed and less TV channels. The worst part is they stated we are stuck to their 12 months contract and nothing we can do.

Helpful? [Yes](#) [No](#)



Michaela of Pueblo, CO on Aug. 21, 2015



After five years of being a loyal customer of CenturyLink/former Qwest, I am very angry with CenturyLink. In May of 2015 I noticed problems with my internet connection, very low upload speed, unusually high latency. I called CenturyLink and went through all kinds of troubleshooting etc. I was suppose to get 5 Mbps download speeds. The connection is unstable, modems (I just got the third modem) within a timeframe of a year and a half. I complaint with the FCC to raise awareness of CenturyLink possibly slowing my connection speed down, today I get the new modem (refurbished) and discover CenturyLink has decreased my download speed from 5Mbps to 3Mbps.

I called again to see why that is?! The Tech-support agent (Anthony) looks into the issue and lets me wait on the phone not even checking back with me after a minute, he did not verify any of my account info, and then tells me my download speed was decreased because of the distance of the D-slam. CenturyLink never bothered to sent a line tech or any qualified technician to check on the issue. I had a similar issue a few years back and a Line Technician came out and fixed the issue after I complained with Qwest numerous times. My account was credited without questions asked. I have no other Internet options out here and rely on CenturyLink. NO other service provider available. From a Happy Customer to a Very Angry Customer, my job can be on the line because of CenturyLink who charges me \$60 every month for the crappy connection, and I have not gotten any credit for the inconvenience and the time I waste on the phone with them.

Helpful? [Yes](#) [No](#)



Jerry of Henderson, NV on Aug. 20, 2015



The value of CenturyLink's DSL service was not favorable compared to the competition in my area. I was paying \$50 month for 6 meg downstream and 750K upstream. Cox Cable was \$10 more per month for 100 meg downstream 20 meg upstream. I can say that CenturyLink's DSL service was very reliable - with very little downtime during the 5 years I used their service.

Helpful? [Yes](#) | [No](#)



Rajul of Logan, UT on Aug. 20, 2015



This company has horrible customer service, horrible internet services with low internet speeds, and horrible billing policy. I have never dealt with a company as bad as this one. I made a contract with them for one year provided that they charge me 19.99 and with automatic payment. They keep billing me 39.99 every month and I have to call them to fix the problem. They change their policies randomly and charge you extra money for no reason. Their billing seems to be almost random. I never recommend this company to anyone. Never approach this company in any way.

Helpful? [Yes](#) | [No](#)



terrence of Las Vegas, NV on Aug. 20, 2015



Overbilling, several calls to resolve matter. Continuous monthly raising of prices. Loss of two stations and no reduction of billing. Cancelled service.

Updated on 09/19/2015: Cancelled my service on 20 Aug 2015, was told that I was paid up to 9 Sep 2015. Turned in equipment on 8 Sep 2015. Now I receive a bill for \$151.04, \$16 disconnect fee, and another month's service. Was told by century link that the girl made a mistake, saying I was paid until 9 Sep. Also charged past due of \$24.40. Never get involved with CenturyLink. TJ, Las Vegas.

Helpful? [Yes](#) | [No](#)



Lisa of Lebanon, OH on Aug. 20, 2015



If I could give CenturyLink ZERO stars, I would. I am beyond angry with this company. First off, their internet (one of the only internet services in my area) never worked. I got my service through them the end of April in my new house. I did not move into my new house until June 15th so I did not know that my internet was not working properly until I spent several days in our new house. I thought the connection was just slow. Once my husband and I connected our cell phones to the WiFi and our laptop to the WiFi, we noticed just how slow it truly was. 10 minutes or longer to load a page completely while using our laptop.

Despite several house service calls and phone calls to the company, it was never fixed. I called to cancel our account and was told I would have to pay around \$200 to cancel or \$4.95 to place it in vacation mode until my contract date was up (did not know I had been placed in a contract either). I agreed to the vacation mode. I called back a week later and was told that the vacation mode had not been placed and that I owed \$350 for the modem, wiring, etc. I told the customer service representative that our internet had never worked. She was apologetic and said she would take care of everything. The only thing she took care of was our contract.

We no longer have CenturyLink but still have a \$350 bill. I thought the bill had been taken care of, but a month later (August) I received a bill in the mail. Baffled, I called back, waited forever on the phone to talk to an actual human being and it ended up being someone in the wrong department. I was transferred to Mary in the correct department who stated she would have my bill disputed and that it should be credited back to my account by the 13th. I just checked and I still owe \$350. What makes it worse is that at least 2 out of the 4-5 people I have talked to have said they would call back and follow up with me. No one has called yet.

The customer service is horrible. They lie to their customers and their services barely work, if at all. I should not have to pay for something that has never worked. Do not get CenturyLink if you have other internet options. If CenturyLink is the only option in your area, go through Verizon and get a Jet Pack. It will work a million times better than CenturyLink.

Helpful? [Yes](#) | [No](#)

I switched from Comcast to CenturyLink here in Seattle when fiber was strung at our location. Their advertised rate was 40 mbps for \$29.95 per mo which was lower than Comcast's 100 mbps but their post-introductory rate was going up to \$74 per mo. So first the tech shows up and doesn't realize that wire has to be strung to our house from the newly installed pole mounted fiber. Then he tells me that the modem I purchased (which is recommended on the CL website) won't work and I need their new one. This turns out to be the same model I purchased on eBay. The installer arrived at our place between 9 and 10 am and finally left after 4 pm. I was getting concerned and contacted a local sales office (Gigabit.Seattle.Sales@centurylink.com). The sales rep told me the installer was wrong and that the modem would work and stated they would remove the item from the coming bill.

An important note... I seem to be getting 40 mbps and slightly higher speeds consistently. The rep also cc'd me in his conversation with a CL billing agent about reducing the bill. Well, of course, when the first bill showed up it was \$283. I called and reminded them about the conversation (had email proof). A new amount showed up within the week and now is at \$212. Both the rep and the billing agent are not returning my messages so all I can do is pay their stated monthly rate of \$29.95 until it gets someone's attention. BTW, the eBay seller of the modem refused to take it back. CL, you ARE just as bad or worse than Comcast.

Helpful? [Yes](#) | [No](#)



Chris of Las Vegas, NV on Aug. 20, 2015



I was told my services would be 43.99 plus taxes so a total of around 50.00 give or take a dollar. My first bill ended up being 214.32! Due to connection fee of 79.99 HSI FEE? 15.00, modem rental 8.99, taxes and fees 4.99, "OTHER PACKAGE CHARGES" 167.00 - that's literally all it said. I understand an installation fee and what not but seriously 167 for "Other package charges". All I have is internet - no packaged anything!! I will be paying this and canceling this company immediately not for the money but for the principle of lying just to get you to sign up.

Helpful? [Yes](#) | [No](#)



Tim of Denver, CO on Aug. 20, 2015



I moved. I tried to call CenturyLink and I tried their online chat services, but the wait times were incredible. When I finally did get through, the customer service rep had no interest in helping me. After an hour and twenty minutes, he finally admitted he didn't care if I continued with the company or they lost a customer. I don't need this company. If they won't work with me on services I never got, then I will move on! Saying you are sorry a million times but doing nothing is not being sorry! CenturyLink would make a lot more money by working me on a bill for services I never got, and selling me new services at the new place. I don't need them, we get internet anyway, but it is slow. America is falling apart and it is this kind of thing that is at the heat, corporate greed and forgetting customers do pay the bills.

Helpful? [Yes](#) | [No](#)



Joshua of Alamogordo, NM on Aug. 19, 2015

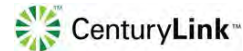


I had CenturyLink service for 2 months. Then I moved away to an area where CenturyLink doesn't service! My bill was due on the 19th of every month, 3 wks before my bill was due I called and cancelled my service with them (27th day of Jun). The lady I spoke to said my account was paid in full and I didn't have a contract so I would be getting a check for the rest of my days not used with the service. A week later I get a bill for \$226 and change. When I call them they tell me I was charged a early termination fee for breaking my contract (which I never had one to begin off with)! So a small refund turned into a big bill! I do not recommend this company at all! Bad customer service and bad prices for crap services!

Helpful? [Yes](#) | [No](#)

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anything credited and with late fees my bill is \$167 and unless it's paid in full within the next 3 days my internet will be shut off. So that's over \$100 a month for an advertised price of \$39 and today after getting off the phone with them I get an advertisement for 260 channels plus internet for \$80 a month in the mail from CL. Don't trust anything they say or advertise.

Helpful? [Yes](#) | [No](#)



leslie of Mesa, AZ on Aug. 19, 2015



Called to talk about my billing, I was quoted a price. When I looked over my bill, it was 50.00 more than what was quoted. I called, waited 15-20 mins on hold each time I called. When I did get someone I was hung up on 3 times, and was told there was nothing they could do. Pretty much too bad. They CHEAT, LIE, STEAL, CUSTOMER SERVICE STINKS. Don't use them. Worst company ever. Never was treated like this from a company. Left after 26 days. Customer beware!!

Helpful? [Yes](#) | [No](#)



Justin of Yakima, WA on Aug. 19, 2015



Was promised services for a agreed upon rate with confirmation number for agreement. Received bill for triple the amount. Called customer service to see what was going on, then put me on hold for 40 plus minutes to look over account then hung up on me. Got 2nd bill price have now went from 61.16 to 318.41 after 1st call for no apparent reason. I called back again the following week and was put on hold again, currently still on hold as I'm writing this complaint. Going on 50+ minutes now. This customer service is getting ridiculous and is not worth my time and all the anger they are starting to cause me. I will be canceling my service after this ordeal and will never ever give them the time of day again... that is if I can keep someone on the line to get that even done. Stay on hold or hang up and try again?

Helpful? [Yes](#) | [No](#)



Tim of Lineville, AL on Aug. 19, 2015



office), however you pay the same price that everyone else in the state of Alabama. Others in the state receive more value along with more services at the same price you pay for sub-standard and often not working or barely functional service.

They use a really old piece of equipment to provide internet connectivity. ATX-EDGE unit, which is way past its prime, they have sold service to hundreds more customers than this unit can handle. (There should be a law against this.) The equipment was never designed to provide service to so many subscribers. With so many customers on the same internet connection, (bridged) ADSL, which is like a shared pool of internet, there is no way this company can provide the services for which you are paying and they know it. I cannot recommend this company to anyone for anything.

Helpful? [Yes](#) | [No](#)

How do I know I can trust these reviews about CenturyLink?

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Joe of Black Hawk, CO on Aug. 19, 2015



I lost service Friday, August 14th about 2:20 pm here in rural Colorado. I immediately called CenturyLink and got a repair order for Monday August 17th, to be completed by 8pm. Within an hour, my phone started dialing 911. Friday evening, after a cop walked up my driveway, hand on weapon, eyeballing me, I called back for a repair escalation, and got an appointment for Saturday, August 15th. My 10:24 am appointment was cancelled and rescheduled for 3:24pm Saturday, which was also cancelled. The cops showed up again Saturday while entertaining, and folks were uncomfortable. I immediately called CenturyLink again and was told it would be repaired on Sunday August 16th by 8pm (I later found out they don't send out techs on Sunday, but this got me off the phone).

Sunday May 16th about 3:30 am the cops showed up at my house, waking me from sleep, making me prove my identity and that I was alone - in my own house! Sunday I called CenturyLink again, asking them to simply shut my line off to prevent the 911 calls. Guess what? They cannot do it! It's my responsibility to work something out with the police; if my neighbor or I did this, it would be harassment. For CenturyLink, it's not their problem, even though they keep calling 911 and sending police to my personal residence. Monday, my "original" appointment, after four 911 calls, and three physical visits from police, the tech informed me that he "forgot his meter" and he would return Tuesday, August 17th. He did return on the 17th - spent less than 10 minutes here, left without notification, and nothing has been fixed.

In fact, it's WORSE. I used to lose both phone and internet whenever moisture was too high. Today after the repair with clear sunny skies? No landline at all - I called service again this morning, August 19th and they show a "short on the line" on my phone line, but they are not sending a tech out to look at it until Monday August 24th, which will be TEN FULL DAYS since I reported the outage. Ten days I'll be without phone or internet, and for a man that works from home, that's horrific. The only bright side is we recently got a competitor to CenturyLink - I'm scheduled for a replacement in less than two weeks for four times the speed, at 20% less money. CenturyLink is a horrific company that doesn't even care if their service repeatedly sends cops to your house. Ten days is my estimate before this travesty ends.

Helpful? [Yes](#) | [No](#)



CJ of San Antonio, TX on Aug. 18, 2015



This company has way over priced products. Watch your billing very closely, they will try to sneak extra charges in there. The internet is terrible and garbage. Worst company I have ever conducted business with. DO NOT BUY ANYTHING FROM THEM. I'M WARNING YOU NOW, YOU WILL REGRET IT!!!

Helpful? [Yes](#) [No](#)



MIKE of Denver, CO on Aug. 18, 2015



Angry. Try again. Same thing. 40 minute this time then cut off and no return call from them CenturyLink. Have ask for vice or big bosses' email, wouldn't give out.

Helpful? [Yes](#) [No](#)



Ameenuddin of Ankeny, IA on Aug. 18, 2015



My internet was suppose to be activated by 08/17/15 (in writing, according to activation letter). I spoke to customer care (at 8pm) - told them I have a job to start 10pm (I work in IT as support and I was schedule for night shift). After a long long hold I was transferred to high tech customer support supervisor (Raymond - he said he can't give his last name on phone). I told him the whole situation and he said "I apologize I can't help you tonight to get the internet."

So I had to call my manager 5 minutes before I was scheduled to start my job and tell him that I cannot work tonight as I don't have internet. (I live in Iowa and we don't have 24hr Starbucks or anything go get free wifi.) Plus they pulled my credit 3 times for this crappy service. I wish I never had changed my internet service but from my perspective CenturyLink don't care their customers. Many people warned me about CenturyLink service. I should have taken their advice. Very very disappointed by the service. I will never ever trust them again.

Helpful? [Yes](#) [No](#)



James of Phoenix, AZ on Aug. 18, 2015



The TV signal continuously goes out and the WiFi service is extremely slow. I am going to get rid of CenturyLink as soon as I can. It stinks!!

Helpful? [Yes](#) [No](#)



susan of Chandler, AZ on Aug. 18, 2015



Prices more than double competitors and throughout the almost 18-month contract, the WORST customer service I have ever experienced. Don't imagine any call to CenturyLink will be fast, I once held on for 3 hours just to see how long it would take!!! This company is terrible and their services are expensive. If you think cancelling the service will help, think again. I cancelled phone service in July, they disconnected it July 21. I took a picture of the phone saying "NO LINE" on July 21st and today Aug 17th, they are still saying it is connected! Even if you ever get a supervisor, you can be assured they will NOT do anything. Appalling service, customer service, high bills and horrendous wait times are all you will get from this company.

Helpful? [Yes](#) [No](#)

6 weeks ago I called to disconnect phone service. CenturyLink emailed me to complete an online rating. This was before I could tell anything was completed and had yet to receive new bill with just internet service so I declined because there was no way I could rate them fairly yet... Note to others (Wait until you can tell if the service you requested has been provided and you have received at least 1 cycle of bills before rating. I have now been in 3rd billing cycle and my bill with only internet is the exact same (way too much and not what was quoted) as when I had hard wire service and internet.

I will get a rep that seems to understand the situation and they tell me something to the effect "I can see several people have messed with your account so I don't want to add to the confusion and will pass it on to someone else" and then I have to relay my story to the next person and nothing is completed. If there is another internet provider in my area, I would completely close my CenturyLink account which I may still do. Warning to others... Like the others on here state, think twice before signing on with CenturyLink. I want to add you're lucky if you even get to speak with a human. However, you're not that lucky because it doesn't seem to get you anywhere.

Helpful? [Yes](#) | [No](#)



mad of Phoenix, AZ on Aug. 15, 2015



I received internet service through CenturyLink. Upon moving, I attempted to transfer my service twice. Both contacts with customer service resulted in their inability to transfer my account. The first encounter, resulted with me speaking to a female that acted as if she had no clue. The second, a male which attempted to sell me three different price packages. The sad part, he could not spell my street name (an easy word too). The kicker, when I was fed up with the run-around and tried to cancel, he hung up on me.

This company is much like the rest of the big box stores today, no customer service. Large companies continue to drive up consumer prices, and yet, offer no reliable customer service to speak of. I've chosen to boycott, as much as possible, the large conglomerate corporations and will try a local business that appreciates my business. America, stop lining the pockets of shareholders that don't give a crap about you! We work hard for our money too.

Helpful? [Yes](#) | [No](#)



Dennis of Liverpool, PA on Aug. 14, 2015



Last month I was horrified to see my bill jump. I called them, said I'd been a customer for 5 years. I had TV with them, but went to satellite several years ago. I fulfilled my contract almost 3 years ago. Have had no contract since. Now I have internet only. They dropped my bill back to \$42. I wrote the check, I figured that was the end of it. Just got my newest bill. They want \$77 again. That's over \$920 a year just for internet. I'm on Social Security! They said I could reduce my bill by signing a one year contract and setting up Auto Pay. They said my bill would be around \$58 per month, but said they couldn't give me an exact amount for some reason.

So without an exact amount, they want me to send in the Auto Pay document and sign a contract. Without knowing what my bill will be. They say they can only reveal the exact amount after I sign up for Auto Pay and agree to the contract. That's got to be illegal. A jump from \$42 to \$58 (or more, they won't tell me) is still approximately a \$200 increase per year. A hefty 33% increase. That seems highly unreasonable for somebody on a fixed income. There is no competition. I've written a letter to my PA State Senator, Rob Teplitz. You know, I never was late one time on a bill for 5 years. And this is how they treat me. I think I'm being punished for going to satellite for television. After CenturyLink tried to jump my bill for that, too. Perhaps the MOST corrupt company with which I've ever dealt. People who are ripping off people on fixed incomes.

Helpful? [Yes](#) | [No](#)



tony of Lacey, WA on Aug. 14, 2015



So I'm moving and I call Centurylink to transfer my service. They make an appointment for nine days after I'm already there and sent a technician to complete the transfer. Two days later, internet still not working so I call them up to be told I need a new modem. They arrange to have it sent via UPS - another 4 days! Finally that day rolls around and still no modem. I give them a call to find they sent the modem to my previous address! How

Helpful? ☒ Yes ☐ No

sahel of Chandler, AZ on Aug. 14, 2015



When I called to enroll in internet, phone, and TV service, 4 months ago, the customer rep told me the whole fee including tax would be \$104 per month, and that I would receive \$150 gift card from them. The monthly payment has turned out to be \$166 per month, & no gift card received so far, after 4 months. When I called them, the wait time was VERY long, about 50 min, and then when I asked them about the high payment, the customer service transferred me to "Loyalty department". After the second waiting time, they said I need to talk to "Customer Service"!!! & I was transferred to customer service. After a few words of explaining my issue & telling them I had talked to customer service before, I GOT DISCONNECTED. Yes, the customer service is awful. And the service is not very good either. I lose TV stream very often for 20 or 30 sec; & the phone voice quality is really poor.

Helpful? ☒ Yes ☐ No

Stephanie of Herriman, UT on Aug. 13, 2015



We got our phone and Internet service in Feb 2015. The reason we went with CenturyLink was because it was the only service we could get when getting DirecTV hooked up. They were going to send us a modem that we could hook up ourselves to save us money. A couple of days later I got a call to say a tech was going to come and install a modem. I believe the charge was around 60 bucks. I told them I wanted to buy the modem which was \$99.00. The next month I received a charge for renting the modem. I called and told the guy that that I wanted to purchase the modem and he said it would be three monthly installment payments of around \$33. He said he would switch everything over to meet purchasing it.

The next month I received another charge for renting it. I called back and got a woman on the phone and she said that they do not sell the ones that are rented. She said she would send me out a brand-new one and that I would just ship the old one back in the same box. My husband hooked up the new modem, took the old modem and put it in the box and shipped back like we were told to do. The next month I got a charge for \$106.99 for unreturned equipment. I called to find out if they received the equipment yet was told no, there was nothing showing up in the system, but then the girl said just a minute and put me on hold. A few minutes later she got back on the phone and said that yes, they did receive my equipment and that I will be seeing a credit on my next bill and that they would be having it showing in their system shortly.

The next month I received a bill again with the charges still showing, so I placed a call and they said that it takes a little bit of time for it to show up on the bill, but the next bill will definitely not have the charge on it anymore. The next month I got a disconnect notice saying that my phone was going to get disconnected because I owed them \$106.99 that was past due. I had already talked to two other people before this letting them know I was waiting for a credit and they said to just pay the bill minus the \$106.99. I called back to talk to them about the disconnect notice and they took my phone off of disconnect and made a note in the system that I was waiting for a credit.

I was talking to another woman who said that yes, they actually do sell the modems that are sent to us originally and that I could've bought it. I did not have to have a new one shipped to me at all. Too many different answers from people working there. Now they are saying again that they have not received the modem and it has now been 7 months since this has all been going on. I have now been emailing a supervisor who is once again telling me that they have not received it. How could they not receive the modem when it is shipped back in the box we were told to put it in? Our contract ends next February and I will be canceling my service with CenturyLink. My mother got CenturyLink hooked up two months prior to me getting ours hooked up and she too has had problems with them. This company is an absolute joke to deal with. Each person that I have dealt with has told me a different story.

Helpful? ☒ Yes ☐ No

Paula of Chandler, AZ on Aug. 13, 2015



We signed up for Prism/CenturyLink in Feb. 2014. We had a 2 year price guarantee. We are now on our 2nd price increase. Granted, it's not a lot, but it's the idea. My husband called to cancel our services today. He was hung up on twice and transferred twice. When he did talk to a customer service rep (I use that term lightly) she was laughing and said we would owe a \$200 cancellation fee. He asked why and she said because we had a 2 year promo. He informed her THEY are the ones who broke our agreement by raising the price. She then hung up on him. We'll try again

Helpful? [Yes](#) [No](#)



Bob of Laughlin, NV on Aug. 13, 2015



I have been with CenturyLink for 18 months and can't wait till my contract is over with. I have spent more time on the phone to them than I have been able to use my cable and internet. You call them and have to give a person all your info and that person can't help you so you get transferred to another person and have to repeat all the same info again. I called again today to complain that when I signed up for their service I was suppose to pay a certain amount each month (I am on a fixed income) and I have yet seen a bill from them that is the same. They are rude and don't know what customer service is. I will be switching to another service that is 1/3 price cheaper than they are and probably twice as better. If I owned a company like them I would not have a company anymore.

Helpful? [Yes](#) [No](#)



Zoltan of Omaha, NE on Aug. 12, 2015



If anyone feels tempted by a CenturyLink promotion, I urge you to resist the temptation and stick with what you got. We got a deal for \$29.95/month for 12 months + modem + taxes and my second bill showed up with \$74/month + modem + taxes. My wife decided to call and ended up spending almost two hours being transferred around, without resolving the situation, after which she said she cannot take it anymore and asked me to try.

So I did, and ended up being transferred around as well and call was also interrupted after being on the line with them for about half an hour. I called back and the transfer game started again. I finally gave up. Cancelling my service right now and have to say that will end up paying about \$80 more for the two months I was with them than I would have if I would have stayed with previous internet provider. And those hours that both me and my wife spent on the phone with them, getting angry and frustrated - Priceless!!!

Helpful? [Yes](#) [No](#)



Lisa of Humansville, MO on Aug. 12, 2015



BEWARE: pay very close attention to your monthly statements and how they are presented. They give you a total current charges and an amount due... making the total current charges in bold. Make sure they match and if you're even a cent short they will charge you \$7 late fee, not for being late, but for being a penny short on the amount due. I think they do this on a regular basis and it should be illegal. Just watch the billing and late fees... I wouldn't be surprised to see a civil suit. I'm sure I'm not the only one this has been happening to.

Helpful? [Yes](#) [No](#)



Remon of Crestview, FL on Aug. 12, 2015



They do not know anything about customer service, not only horrible service, slow internet, "the fastest they call it" but also very incompetent. It never fails, every time I called or joined their chats, they always give you different information, lie to get you off the phone, or just simply hang up on you or just leave the chat session. If you do take the time to go to one of their offices like I have, they will tell you, "Only sales here, we cannot address issues, only collect money."

If you think cancelling their horrible service to get rid of this hassle, think again. It has been over a month that I am dealing with strange bills and charges that they cannot explain. And not sure when this nightmare is going to end. It is like is not enough that you suffer through the contract where their fees constantly increasing, 4 times during the one year contract. So they get you indefinitely with cancellation. Save your time, money and sanity and never sign up for CenturyLink.

Helpful? [Yes](#) [No](#)



Alafiyah of Ocala , FL on Aug. 12, 2015



A portion of this complaint was sent to CenturyLink yesterday 8/11/2015. "First your info above asked that I provide my account # or SS# (which I understand this to mean ONE or the OTHER) Not both, so I provided the A/C #. DO NOT WRITE AND ASK FOR MY SS# in order to answer my complaint. Yesterday 8/10/2015, I was online around 10.00 a.m, writing a contract for a Cruise for some clients. Abruptly I was left without any internet service up until I went to bed around 10.30 p.m. Not only did the client miss the cut off deadline for the cruise booking, I lost the contract. I called CenturyLink who only provided voice monitored messages and was told the service would be up at 3.15 p.m., then 5.45 p.m. then I called and spoke to a human (Kevin) after 6.30 p.m., who promised me a phone call when the internet was back online. This never happened. CenturyLink caused me to lose commission and my reputation."

This company is quick about taking a \$14 late payment from its customers. If they cared about their customers in this area, then a phone tree message to all those persons affected would be good company service. The service is deplorable! I wish I had another option for my area with a land line phone and internet service. Also when I signed up with CenturyLink in 2010, I had faster internet service. They have slowly decreased my speed, then have the audacity to send me fliers to increase my internet speed which they lowered. I have had numerous complaints with them for 5 years. With all the complaints on the internet about this company, why hasn't the Telecommunication Department in the USA stepped in to do something. CenturyLink only cares about their shareholders and not the millions of their subscribers.

Helpful? [Yes](#) [No](#)

John of Wvc, UT on Aug. 12, 2015



I would not rate this company a minus 10. They do not know what service is, they are intent on harassing customers with long hold times and then disconnecting, not to mention constantly transferred calls and no call backs. I have not had a straight bill in nine months. Finally fed up enough, I was not going to take anymore of their abusive attitude and do nothing approach. I notified them by e-mail that I was terminating my service with them, was not going to be using the months in advance already billed for, and requested a refund. They responded that I need to call them with my pin number, which is nonsense, they already have my pin number.

Finally they hooked me up with a so-called e-com supervisor who said I could not quit them, I was on a contract. Over months I repeated requested to see this contract, which they refused. One response was "we don't know if you are entitled to the information". Months later, I get another response that any phone conversation is considered a contract, but they did not have a copy of the conversation. That being bull anyway, their message says this call may be recorded for training purposes. Ok it does not say it is for contract purposes.

I told them if they refused to let me cancel with them, they were responsible for the bill, and I stopped paying it. They illegally hacked my computer, removed my Google Chrome from the taskbar and implanted an extension that took me to their billing page and I could go nowhere else on the internet. My service was temporarily suspended according to Donna, that required me to make a payment, before I could change to another ISP. They sat on the payment and when they claim service was restored, they either hacked my computer or implanted an extension, on my computer, without my permission and every time I tried to check my e-mail, it forced me to have to reboot my computer.

As a result of their actions, my computer was damaged beyond repair and I had to have my computer replaced. I informed them that I was holding them responsible for the cost of replacement of my computer and they responded with an unsolicited nonsense e-mail thanking me for being a long-term customer signed by Akiem.

Finally, I was able to switch to another ISP, my phone, but they said I would have to call again and cancel my internet. Remember I had cancelled my internet months earlier but they refused to allow me to cancel. I called to cancel my internet as they said under protest, I was given a new account number that I did not request and services I did not request. When I called for a credit, I was constantly transfer and left on hold. I talked to ten different people was transferred, hung up on, and had to call back. Over almost three hours and repeatedly put on hold, only to be connect with a new call and waiting period or just hung up on.

Every one of the people I talked with had my number, not one of them called me back. Two days later I get another bill from them. What good does it do to call them? No good whatsoever, they don't do anything to resolve anything and just make matters worse. I would not ever recommend them to anyone. Seeing one Better Business Report, they had 17 bad customer reviews, one good, and one neutral, that speaks for itself. They care less about their customers and harass them to the point of forcing them to leave, and then harass them some more by refusing to let them cancel. If this sounds familiar to you, don't feel bad, they treat many of their customers this same way.

and if they don't offer something satisfactory, deny their offer. And remember to include in your complaint that all records or any derogatory credit report by them shall be removed and a satisfactory credit rating should be mailed to you in writing. Get everything in writing from these people as they cannot be trusted and what they say is not what they do. They will try to distract you with meaningless, do-nothing apologies one after the other that do nothing to resolve any issues with them. I will probably be filing a complaint with the Federal Communications Commission and the Federal Trade Commission, as I believe that most of their tactics are not only bad business practices, but outright illegal, and customers should not have to deal with this abuse from them.

Helpful? [Yes](#) | [No](#)



Lisa of Windsor, CO on Aug. 12, 2015



This company is HORRIBLE. Watch for the "TRANSFER." Almost every phone call will require a transfer and unbelievable wait times. Customer services is hit & miss, mostly miss. Also, I have tried to change bill to a lower price and get billed even higher but that is another story. Got through menu, on hold 25 minutes. Talk to rep then a transfer to loyalty and retention, 70 minutes now, someone answers. Their phone hangs up. Definitely deliberate. Reps will make it seem like you will be talking to someone right away and EXPECT EVERY time a really long wait.

Transferred to financial services, on hold 15 minutes, again hung up on. Called back again, go through menu, 20 more minutes, billing rep answers, then another transfer to financial services and spoken to like trash. She did not look up my account and would hardly even speak so can't report this to anyone because no record of her speaking to me since she did not log into my account. They are abusing their customers with unjust practices. Hopefully, lawsuits are on the way.

For a paycheck, people play this game. What else will they do for money? The US in moral decline. Insane to think we pay them for this treatment.

Helpful? [Yes](#) | [No](#)



Sheriden of Chandler, AZ on Aug. 11, 2015



Just a heads up - if you are thinking about going to CenturyLink don't do it! I have had nothing but horrible experiences every time I have to contact them. I am on the phone with their company for at least one hour even if it's just to find out how much my bill is because they have not sent one in 4 months. It is always a run around spending most of the time on hold. One department can never handle an issue - they always have to transfer you which means more wait time.

The lady I spoke with today after trying to pay my bill for the last 2 days told me she did not wish to hear what I had to say and that if I wanted to pay my bill from now on I would have to do it online. This normally would not be a problem however the account number that is on my bill I was told today is not my account number and that I would have to use a different account number to pay my bill. I could go on and on with all the issues I have had with them but that would take more time than they are worth. I wish I could use another company but CenturyLink has the contract for our area.

Helpful? [Yes](#) | [No](#)



Natally of Salt Lake City, UT on Aug. 11, 2015



I have been with this awful company for a month now. My trouble started when a young gentleman went ahead and signed me up for a phone and internet bundle after I said multiple times I only wanted stand alone internet. It has been a nightmare sorting it out. To make matters worse they didn't even get my correct email causing me to miss out on vital information. You would think one easy phone call would sort things out, but after being on hold for at least a half an hour all their highly trained customer service representatives could do was transfer me.

The employees are undertrained and have no administrative powers to actually solve problems. At one point I got into an argument with one of their representatives. He refused to look up my account by my name, insisting he needed an account number and then refused to transfer my call to another representative. Of course some of my frustration stems from the fact that this was probably the fifth time I've had to sit on hold listening to their awful elevator music. Seriously, silence would be better. Now usually I'm not one to gripe, but seeing as my only other choice is Comcast, I feel a little trapped. Where are our options?

Helpful? [Yes](#) | [No](#)



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Consumer Complaints and Reviews



M of Las Vegas, NV on Aug. 19, 2015



Don't try to email me. My CenturyLink internet is down AGAIN. Enough said.

Helpful? [Yes](#) | [No](#)



Jeremy of Colorado Springs, CO on Aug. 19, 2015



I signed up for the \$39.99 a month up to 40 mb download speed plan 4 months ago. My download speed is around 10 mbps but that's not the root of this complaint. My first bill was \$212 including installation, etc. Ok they snuck fees in there even though the ad said free installation. I paid it because I was really frustrated with ComCast service and CL is the only other option. Second month's bill \$148 so I call and complained so they credit me

anything credited and with late fees my bill is \$167 and unless it's paid in full within the next 3 days my internet will be shut off. So that's over \$100 a month for an advertised price of \$39 and today after getting off the phone with them I get an advertisement for 260 channels plus internet for \$80 a month in the mail from CL. Don't trust anything they say or advertise.

Helpful? [Yes](#) | [No](#)



leslie of Mesa, AZ on Aug. 19, 2015



Called to talk about my billing, I was quoted a price. When I looked over my bill, it was 50.00 more than what was quoted. I called, waited 15-20 mins on hold each time I called. When I did get someone I was hung up on 3 times, and was told there was nothing they could do. Pretty much too bad. They CHEAT, LIE, STEAL, CUSTOMER SERVICE STINKS. Don't use them. Worst company ever. Never was treated like this from a company. Left after 26 days. Customer beware!!

Helpful? [Yes](#) | [No](#)



Justin of Yakima, WA on Aug. 19, 2015



Was promised services for a agreed upon rate with confirmation number for agreement. Received bill for triple the amount. Called customer service to see what was going on, then put me on hold for 40 plus minutes to look over account then hung up on me. Got 2nd bill price have now went from 61.16 to 318.41 after 1st call for no apparent reason. I called back again the following week and was put on hold again, currently still on hold as I'm writing this complaint. Going on 50+ minutes now. This customer service is getting ridiculous and is not worth my time and all the anger they are starting to cause me. I will be canceling my service after this ordeal and will never ever give them the time of day again... that is if I can keep someone on the line to get that even done. Stay on hold or hang up and try again?

Helpful? [Yes](#) | [No](#)



Tim of Lineville, AL on Aug. 19, 2015



Helpful? [Yes](#) [No](#)

How do I know I can trust these reviews about CenturyLink?

For more information about reviews on ConsumerAffairs.com please visit our [FAQ](#).



CJ of San Antonio, TX on Aug. 18, 2015

★☆☆☆☆

This company has way over priced products. Watch your billing very closely, they will try to sneak extra charges in there. The internet is terrible and garbage. Worst company I have ever conducted business with. DO NOT BUY ANYTHING FROM THEM. I'M WARNING YOU NOW, YOU WILL REGRET IT!!!

Helpful? [Yes](#) | [No](#)



MIKE of Denver, CO on Aug. 18, 2015

★☆☆☆☆

Angry. Try again. Same thing. 40 minute this time then cut off and no return call from them CenturyLink. Have ask for vice or big bosses' email, wouldn't give out.

Helpful? [Yes](#) | [No](#)



Ameenuddin of Ankeny, IA on Aug. 18, 2015

★☆☆☆☆

My internet was suppose to be activated by 08/17/15 (in writing, according to activation letter). I spoke to customer care (at 8pm) - told them I have a job to start 10pm (I work in IT as support and I was schedule for night shift). After a long long hold I was transferred to high tech customer support supervisor (Raymond - he said he can't give his last name on phone). I told him the whole situation and he said "I apologize I can't help you tonight to get the internet."

So I had to call my manager 5 minutes before I was scheduled to start my job and tell him that I cannot work tonight as I don't have internet. (I live in Iowa and we don't have 24hr Starbucks or anything go get free wifi.) Plus they pulled my credit 3 times for this crappy service. I wish I never had changed my internet service but from my perspective CenturyLink don't care their customers. Many people warned me about CenturyLink service. I should have taken their advice. Very very disappointed by the service. I will never ever trust them again.

Helpful? [Yes](#) | [No](#)



James of Phoenix, AZ on Aug. 18, 2015

★☆☆☆☆

The TV signal continuously goes out and the WiFi service is extremely slow. I am going to get rid of CenturyLink as soon as I can. It stinks!!

Helpful? [Yes](#) | [No](#)



susan of Chandler, AZ on Aug. 18, 2015

★☆☆☆☆

Prices more than double competitors and throughout the almost 18-month contract, the WORST customer service I have ever experienced. Don't imagine any call to CenturyLink will be fast, I once held on for 3 hours just to see how long it would take!!! This company is terrible and their services are expensive. If you think cancelling the service will help, think again. I cancelled phone service in July, they disconnected it July 21. I took a picture of the phone saying "NO LINE" on July 21st and today Aug 17th, they are still saying it is connected! Even if you ever get a supervisor, you can be assured they will NOT do anything. Appalling service, customer service, high bills and horrendous wait times are all you will get from this company.

Helpful? [Yes](#) | [No](#)



Jean of Pocatello, ID on Aug. 18, 2015



I signed up for CenturyLink with quotes on prices and a promise of a \$50 Visa rewards card. I asked upfront to have our old number ported over and was advised to wait a few days and then call a number to request this. I followed the person's advice and this led to a series of very lengthy phone calls with at least six different representatives who clearly didn't know the rules. They would ask the same questions over and over as if they didn't have a computer in front of them that already had all the data necessary. At some point I really thought this had to be a bad dream - or somebody's idea of a joke. Eventually they disconnected our service before the phone number could be ported over and once we were without service for a couple of days I decided to call them and ask where our new modem was. Only then did they inform me that they were unable to port over our old phone number and would hook us up with a new one.

I thought it was odd that they wouldn't have let us know that sooner but apparently they have a policy of "call us because we won't call you". Another hour on the phone to get this ironed out. Finally got the new modem after being a week without internet or phone. Then the promised visa rewards card arrived and I couldn't activate it so called the dreaded customer service again and they told me the card was cancelled because I had "disconnected service" before 60 days. I tried to explain that I hadn't disconnected services - that they had done so in the process of trying to port over the old phone number. They then said it wasn't their fault that they couldn't port over the old phone number so the visa card was no longer available. They didn't even take responsibility for leaving us without service for a week.

Helpful? [Yes](#) | [No](#)

Steve of Gettysburg, PA on Aug. 17, 2015



CenturyLink lied to me several times. They gave me a low price quote over the phone or online, and then sent a bill that is double or triple the cost! This is well noted in history as an illegal activity called "Bait and Switch". A class action lawsuit brought about by angry consumers against CenturyLink would be the only way they will think twice about doing this to other people in the future. CenturyLink's business practices are unethical, dishonest, and illegal.

I think they may also put pressure on their representatives to participate in this illegal activity, calling it "being a team player", paying them as little as possible while the higher-up's rake in billions of dollars. Is this the "American way" of business ethics and principles? One positive thing about CenturyLink; they really make us appreciate the businesses that are honest about their prices! I would rather pay a higher price to another company that is at least honest, than to deal with the dishonest practices of CenturyLink.

Helpful? [Yes](#) | [No](#)

Sophy of Bloomington, MN on Aug. 17, 2015



I called in June to start phone service. The guys come out and say they can't start service due to not having a dial tone. Too technical for me to explain. But no one ever came out to fix anything on July 7th as ordered. I called and they said they would send someone out again. Days pass and I chat online with reps who either tells me the system is down or that they can't find my account #. I have multiple account numbers with bills that are being sent to my home. I make payments on them thinking they're the correct ones. And then I receive a bill for over \$200 and it's \$380 when I call in asking why. They're charging me for phone service I never properly received and they tell me they can only give me credit for the initial call on August 11.

I called 2 times before that and chat 2 times online. To get a proper bill and to know what services I am receiving because I wasn't able to pay my bundle service with DirecTV. I've been on the phone with them for 1 hr and 47 min right now. Jerry and Kristy in financial services were the reps that told me I would get credits for service I never received and start up and disconnect charges I never requested. They told me to call back once service was working to receive proper credits and Tina (supervisor) in billing transfers me to financial service and now financial service transfers me back to billing. Of course they do blind transfers without telling the next person what it is about so I end up explaining this difficult story over and over again.

Helpful? [Yes](#) | [No](#)

6 weeks ago I called to disconnect phone service. CenturyLink emailed me to complete an online rating. This was before I could tell anything was completed and had yet to receive new bill with just internet service so I declined because there was no way I could rate them fairly yet... Note to others (Wait until you can tell if the service you requested has been provided and you have received at least 1 cycle of bills before rating. I have now been in 3rd billing cycle and my bill with only internet is the exact same (way too much and not what was quoted) as when I had hard wire service and internet.

I will get a rep that seems to understand the situation and they tell me something to the effect "I can see several people have messed with your account so I don't want to add to the confusion and will pass it on to someone else" and then I have to relay my story to the next person and nothing is completed. If there is another internet provider in my area, I would completely close my CenturyLink account which I may still do. Warning to others... Like the others on here state, think twice before signing on with CenturyLink. I want to add you're lucky if you even get to speak with a human. However, you're not that lucky because it doesn't seem to get you anywhere.

Helpful? [Yes](#) | [No](#)



mad of Phoenix, AZ on Aug. 15, 2015



I received internet service through CenturyLink. Upon moving, I attempted to transfer my service twice. Both contacts with customer service resulted in their inability to transfer my account. The first encounter, resulted with me speaking to a female that acted as if she had no clue. The second, a male which attempted to sell me three different price packages. The sad part, he could not spell my street name (an easy word too). The kicker, when I was fed up with the run-around and tried to cancel, he hung up on me.

This company is much like the rest of the big box stores today, no customer service. Large companies continue to drive up consumer prices, and yet, offer no reliable customer service to speak of. I've chosen to boycott, as much as possible, the large conglomerate corporations and will try a local business that appreciates my business. America, stop lining the pockets of shareholders that don't give a crap about you! We work hard for our money too.

Helpful? [Yes](#) | [No](#)



Dennis of Liverpool, PA on Aug. 14, 2015



Last month I was horrified to see my bill jump. I called them, said I'd been a customer for 5 years. I had TV with them, but went to satellite several years ago. I fulfilled my contract almost 3 years ago. Have had no contract since. Now I have internet only. They dropped my bill back to \$42. I wrote the check, I figured that was the end of it. Just got my newest bill. They want \$77 again. That's over \$920 a year just for internet. I'm on Social Security! They said I could reduce my bill by signing a one year contract and setting up Auto Pay. They said my bill would be around \$58 per month, but said they couldn't give me an exact amount for some reason.

So without an exact amount, they want me to send in the Auto Pay document and sign a contract. Without knowing what my bill will be. They say they can only reveal the exact amount after I sign up for Auto Pay and agree to the contract. That's got to be illegal. A jump from \$42 to \$58 (or more, they won't tell me) is still approximately a \$200 increase per year. A hefty 33% increase. That seems highly unreasonable for somebody on a fixed income. There is no competition. I've written a letter to my PA State Senator, Rob Teplitz. You know, I never was late one time on a bill for 5 years. And this is how they treat me. I think I'm being punished for going to satellite for television. After CenturyLink tried to jump my bill for that, too. Perhaps the MOST corrupt company with which I've ever dealt. People who are ripping off people on fixed incomes.

Helpful? [Yes](#) | [No](#)



tony of Lacey, WA on Aug. 14, 2015



So I'm moving and I call Centurylink to transfer my service. They make an appointment for nine days after I'm already there and sent a technician to complete the transfer. Two days later, internet still not working so I call them up to be told I need a new modem. They arrange to have it sent via UPS - another 4 days! Finally that day rolls around and still no modem. I give them a call to find they sent the modem to my previous address! How

Helpful? ☒ Yes ☐ No

sahel of Chandler, AZ on Aug. 14, 2015



When I called to enroll in internet, phone, and TV service, 4 months ago, the customer rep told me the whole fee including tax would be \$104 per month, and that I would receive \$150 gift card from them. The monthly payment has turned out to be \$166 per month, & no gift card received so far, after 4 months. When I called them, the wait time was VERY long, about 50 min, and then when I asked them about the high payment, the customer service transferred me to "Loyalty department". After the second waiting time, they said I need to talk to "Customer Service"!!! & I was transferred to customer service. After a few words of explaining my issue & telling them I had talked to customer service before, I GOT DISCONNECTED. Yes, the customer service is awful. And the service is not very good either. I lose TV stream very often for 20 or 30 sec; & the phone voice quality is really poor.

Helpful? ☒ Yes ☐ No

Stephanie of Herriman, UT on Aug. 13, 2015



We got our phone and Internet service in Feb 2015. The reason we went with CenturyLink was because it was the only service we could get when getting DirecTV hooked up. They were going to send us a modem that we could hook up ourselves to save us money. A couple of days later I got a call to say a tech was going to come and install a modem. I believe the charge was around 60 bucks. I told them I wanted to buy the modem which was \$99.00. The next month I received a charge for renting the modem. I called and told the guy that that I wanted to purchase the modem and he said it would be three monthly installment payments of around \$33. He said he would switch everything over to meet purchasing it.

The next month I received another charge for renting it. I called back and got a woman on the phone and she said that they do not sell the ones that are rented. She said she would send me out a brand-new one and that I would just ship the old one back in the same box. My husband hooked up the new modem, took the old modem and put it in the box and shipped back like we were told to do. The next month I got a charge for \$106.99 for unreturned equipment. I called to find out if they received the equipment yet was told no, there was nothing showing up in the system, but then the girl said just a minute and put me on hold. A few minutes later she got back on the phone and said that yes, they did receive my equipment and that I will be seeing a credit on my next bill and that they would be having it showing in their system shortly.

The next month I received a bill again with the charges still showing, so I placed a call and they said that it takes a little bit of time for it to show up on the bill, but the next bill will definitely not have the charge on it anymore. The next month I got a disconnect notice saying that my phone was going to get disconnected because I owed them \$106.99 that was past due. I had already talked to two other people before this letting them know I was waiting for a credit and they said to just pay the bill minus the \$106.99. I called back to talk to them about the disconnect notice and they took my phone off of disconnect and made a note in the system that I was waiting for a credit.

I was talking to another woman who said that yes, they actually do sell the modems that are sent to us originally and that I could've bought it. I did not have to have a new one shipped to me at all. Too many different answers from people working there. Now they are saying again that they have not received the modem and it has now been 7 months since this has all been going on. I have now been emailing a supervisor who is once again telling me that they have not received it. How could they not receive the modem when it is shipped back in the box we were told to put it in? Our contract ends next February and I will be canceling my service with CenturyLink. My mother got CenturyLink hooked up two months prior to me getting ours hooked up and she too has had problems with them. This company is an absolute joke to deal with. Each person that I have dealt with has told me a different story.

Helpful? ☒ Yes ☐ No

Paula of Chandler, AZ on Aug. 13, 2015



We signed up for Prism/CenturyLink in Feb. 2014. We had a 2 year price guarantee. We are now on our 2nd price increase. Granted, it's not a lot, but it's the idea. My husband called to cancel our services today. He was hung up on twice and transferred twice. When he did talk to a customer service rep (I use that term lightly) she was laughing and said we would owe a \$200 cancellation fee. He asked why and she said because we had a 2 year promo. He informed her THEY are the ones who broke our agreement by raising the price. She then hung up on him. We'll try again

Helpful? [Yes](#) [No](#)



Bob of Laughlin, NV on Aug. 13, 2015



I have been with CenturyLink for 18 months and can't wait till my contract is over with. I have spent more time on the phone to them than I have been able to use my cable and internet. You call them and have to give a person all your info and that person can't help you so you get transferred to another person and have to repeat all the same info again. I called again today to complain that when I signed up for their service I was suppose to pay a certain amount each month (I am on a fixed income) and I have yet seen a bill from them that is the same. They are rude and don't know what customer service is. I will be switching to another service that is 1/3 price cheaper than they are and probably twice as better. If I owned a company like them I would not have a company anymore.

Helpful? [Yes](#) [No](#)



Zoltan of Omaha, NE on Aug. 12, 2015



If anyone feels tempted by a CenturyLink promotion, I urge you to resist the temptation and stick with what you got. We got a deal for \$29.95/month for 12 months + modem + taxes and my second bill showed up with \$74/month + modem + taxes. My wife decided to call and ended up spending almost two hours being transferred around, without resolving the situation, after which she said she cannot take it anymore and asked me to try.

So I did, and ended up being transferred around as well and call was also interrupted after being on the line with them for about half an hour. I called back and the transfer game started again. I finally gave up. Cancelling my service right now and have to say that will end up paying about \$80 more for the two months I was with them than I would have if I would have stayed with previous internet provider. And those hours that both me and my wife spent on the phone with them, getting angry and frustrated - Priceless!!!

Helpful? [Yes](#) [No](#)



Lisa of Humansville, MO on Aug. 12, 2015



BEWARE: pay very close attention to your monthly statements and how they are presented. They give you a total current charges and an amount due... making the total current charges in bold. Make sure they match and if you're even a cent short they will charge you \$7 late fee, not for being late, but for being a penny short on the amount due. I think they do this on a regular basis and it should be illegal. Just watch the billing and late fees... I wouldn't be surprised to see a civil suit. I'm sure I'm not the only one this has been happening to.

Helpful? [Yes](#) [No](#)



Remon of Crestview, FL on Aug. 12, 2015



They do not know anything about customer service, not only horrible service, slow internet, "the fastest they call it" but also very incompetent. It never fails, every time I called or joined their chats, they always give you different information, lie to get you off the phone, or just simply hang up on you or just leave the chat session. If you do take the time to go to one of their offices like I have, they will tell you, "Only sales here, we cannot address issues, only collect money."

If you think cancelling their horrible service to get rid of this hassle, think again. It has been over a month that I am dealing with strange bills and charges that they cannot explain. And not sure when this nightmare is going to end. It is like is not enough that you suffer through the contract where their fees constantly increasing, 4 times during the one year contract. So they get you indefinitely with cancellation. Save your time, money and sanity and never sign up for CenturyLink.

Helpful? [Yes](#) [No](#)



Alafiyah of Ocala , FL on Aug. 12, 2015



A portion of this complaint was sent to CenturyLink yesterday 8/11/2015. "First your info above asked that I provide my account # or SS# (which I understand this to mean ONE or the OTHER) Not both, so I provided the A/C #. DO NOT WRITE AND ASK FOR MY SS# in order to answer my complaint. Yesterday 8/10/2015, I was online around 10.00 a.m, writing a contract for a Cruise for some clients. Abruptly I was left without any internet service up until I went to bed around 10.30 p.m. Not only did the client miss the cut off deadline for the cruise booking, I lost the contract. I called CenturyLink who only provided voice monitored messages and was told the service would be up at 3.15 p.m., then 5.45 p.m. then I called and spoke to a human (Kevin) after 6.30 p.m., who promised me a phone call when the internet was back online. This never happened. CenturyLink caused me to lose commission and my reputation."

This company is quick about taking a \$14 late payment from its customers. If they cared about their customers in this area, then a phone tree message to all those persons affected would be good company service. The service is deplorable! I wish I had another option for my area with a land line phone and internet service. Also when I signed up with CenturyLink in 2010, I had faster internet service. They have slowly decreased my speed, then have the audacity to send me fliers to increase my internet speed which they lowered. I have had numerous complaints with them for 5 years. With all the complaints on the internet about this company, why hasn't the Telecommunication Department in the USA stepped in to do something. CenturyLink only cares about their shareholders and not the millions of their subscribers.

Helpful? [Yes](#) [No](#)

John of Wvc, UT on Aug. 12, 2015



I would not rate this company a minus 10. They do not know what service is, they are intent on harassing customers with long hold times and then disconnecting, not to mention constantly transferred calls and no call backs. I have not had a straight bill in nine months. Finally fed up enough, I was not going to take anymore of their abusive attitude and do nothing approach. I notified them by e-mail that I was terminating my service with them, was not going to be using the months in advance already billed for, and requested a refund. They responded that I need to call them with my pin number, which is nonsense, they already have my pin number.

Finally they hooked me up with a so-called e-com supervisor who said I could not quit them, I was on a contract. Over months I repeated requested to see this contract, which they refused. One response was "we don't know if you are entitled to the information". Months later, I get another response that any phone conversation is considered a contract, but they did not have a copy of the conversation. That being bull anyway, their message says this call may be recorded for training purposes. Ok it does not say it is for contract purposes.

I told them if they refused to let me cancel with them, they were responsible for the bill, and I stopped paying it. They illegally hacked my computer, removed my Google Chrome from the taskbar and implanted an extension that took me to their billing page and I could go nowhere else on the internet. My service was temporarily suspended according to Donna, that required me to make a payment, before I could change to another ISP. They sat on the payment and when they claim service was restored, they either hacked my computer or implanted an extension, on my computer, without my permission and every time I tried to check my e-mail, it forced me to have to reboot my computer.

As a result of their actions, my computer was damaged beyond repair and I had to have my computer replaced. I informed them that I was holding them responsible for the cost of replacement of my computer and they responded with an unsolicited nonsense e-mail thanking me for being a long-term customer signed by Akiem.

Finally, I was able to switch to another ISP, my phone, but they said I would have to call again and cancel my internet. Remember I had cancelled my internet months earlier but they refused to allow me to cancel. I called to cancel my internet as they said under protest, I was given a new account number that I did not request and services I did not request. When I called for a credit, I was constantly transfer and left on hold. I talked to ten different people was transferred, hung up on, and had to call back. Over almost three hours and repeatedly put on hold, only to be connect with a new call and waiting period or just hung up on.

Every one of the people I talked with had my number, not one of them called me back. Two days later I get another bill from them. What good does it do to call them? No good whatsoever, they don't do anything to resolve anything and just make matters worse. I would not ever recommend them to anyone. Seeing one Better Business Report, they had 17 bad customer reviews, one good, and one neutral, that speaks for itself. They care less about their customers and harass them to the point of forcing them to leave, and then harass them some more by refusing to let them cancel. If this sounds familiar to you, don't feel bad, they treat many of their customers this same way.

and if they don't offer something satisfactory, deny their offer. And remember to include in your complaint that all records or any derogatory credit report by them shall be removed and a satisfactory credit rating should be mailed to you in writing. Get everything in writing from these people as they cannot be trusted and what they say is not what they do. They will try to distract you with meaningless, do-nothing apologies one after the other that do nothing to resolve any issues with them. I will probably be filing a complaint with the Federal Communications Commission and the Federal Trade Commission, as I believe that most of their tactics are not only bad business practices, but outright illegal, and customers should not have to deal with this abuse from them.

Helpful? [Yes](#) | [No](#)



Lisa of Windsor, CO on Aug. 12, 2015



This company is HORRIBLE. Watch for the "TRANSFER." Almost every phone call will require a transfer and unbelievable wait times. Customer services is hit & miss, mostly miss. Also, I have tried to change bill to a lower price and get billed even higher but that is another story. Got through menu, on hold 25 minutes. Talk to rep then a transfer to loyalty and retention, 70 minutes now, someone answers. Their phone hangs up. Definitely deliberate. Reps will make it seem like you will be talking to someone right away and EXPECT EVERY time a really long wait.

Transferred to financial services, on hold 15 minutes, again hung up on. Called back again, go through menu, 20 more minutes, billing rep answers, then another transfer to financial services and spoken to like trash. She did not look up my account and would hardly even speak so can't report this to anyone because no record of her speaking to me since she did not log into my account. They are abusing their customers with unjust practices. Hopefully, lawsuits are on the way.

For a paycheck, people play this game. What else will they do for money? The US in moral decline. Insane to think we pay them for this treatment.

Helpful? [Yes](#) | [No](#)



Sheriden of Chandler, AZ on Aug. 11, 2015



Just a heads up - if you are thinking about going to CenturyLink don't do it! I have had nothing but horrible experiences every time I have to contact them. I am on the phone with their company for at least one hour even if it's just to find out how much my bill is because they have not sent one in 4 months. It is always a run around spending most of the time on hold. One department can never handle an issue - they always have to transfer you which means more wait time.

The lady I spoke with today after trying to pay my bill for the last 2 days told me she did not wish to hear what I had to say and that if I wanted to pay my bill from now on I would have to do it online. This normally would not be a problem however the account number that is on my bill I was told today is not my account number and that I would have to use a different account number to pay my bill. I could go on and on with all the issues I have had with them but that would take more time than they are worth. I wish I could use another company but CenturyLink has the contract for our area.

Helpful? [Yes](#) | [No](#)



Natally of Salt Lake City, UT on Aug. 11, 2015



I have been with this awful company for a month now. My trouble started when a young gentleman went ahead and signed me up for a phone and internet bundle after I said multiple times I only wanted stand alone internet. It has been a nightmare sorting it out. To make matters worse they didn't even get my correct email causing me to miss out on vital information. You would think one easy phone call would sort things out, but after being on hold for at least a half an hour all their highly trained customer service representatives could do was transfer me.

The employees are undertrained and have no administrative powers to actually solve problems. At one point I got into an argument with one of their representatives. He refused to look up my account by my name, insisting he needed an account number and then refused to transfer my call to another representative. Of course some of my frustration stems from the fact that this was probably the fifth time I've had to sit on hold listening to their awful elevator music. Seriously, silence would be better. Now usually I'm not one to gripe, but seeing as my only other choice is Comcast, I feel a little trapped. Where are our options?

Helpful? [Yes](#) | [No](#)



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Mike of Colorado Springs, CO on Aug. 11, 2015



Moved to Colorado Springs in January with my girlfriend who's lived here 15 years already... she's had centurystink for quite a while. The service, just internet, is the worst... it's like having dial up. They charge too much for what we pay for. I had asked them when they will do the upgrade in our area and this guy said it would cost \$250,000 and that's too much money for them right now. I told him if they did the upgrade they could add maybe 50 or more houses to get more services and they could recoup that cost in about a year for what they charge. Still I got a "NO." I said we don't want to pay their charges when we don't receive the quality we deserve. I've been fighting for a month with this company. Avoid CenturyLink at all cost.

Helpful? [Yes](#) | [No](#)



Deanna of Salem, OR on Aug. 11, 2015



Fluctuating bills and horrible horrible horrible customer service is why I am leaving CenturyLink. Beware! Beware! Beware! If something goes wrong with your service at 5 pm on Friday, you will NOT get attention until they open on MONDAY. If you have a work from home business requiring reliable internet access, RUN THE OTHER WAY!

Helpful? [Yes](#) | [No](#)



Chris of St. George, UT on Aug. 11, 2015



I have been with them for well over a year, and I have had 8 technicians, replaced 8 modems, spent countless hours on the phone with customer service, and they are still sending me bills every month with different dollar amounts anywhere from 118.00 to 359.00. I pay my bill on time every month, and I have asked for a service where I can get a regular bill with the same price every month. I have tolerated more than most people, and I want someone to help me, that's all. Someone please tell me what I can do to get these guys to be fair. They always tell me on the phone "thank you for being a preferred customer", now I know why.

Helpful? [Yes](#) | [No](#)



Brenda of New Smyrna Beach, FL on Aug. 11, 2015



I received a 200.00 bill from a collections agency 2 years after leaving Qwest. They say it's a final bill. I say I paid my final bill. I was not in a contract. Had been with the company 8 years. Has is the key word NEVER AGAIN. I was on hold, transferred, hung up on, transferred some more, finally got this witch in finance who tells me "We mail a final bill out one time, if it's not paid we send it to collections. We're not responsible for the mail." Well neither am I!!! I called, paid my final bill, received a refund check! WTF!

Helpful? [Yes](#) | [No](#)



Tennie of New Plymouth, ID on Aug. 10, 2015



We have been customers of CenturyLink (Qwest) for 29 years. We live in rural Idaho and we had our internet through them. For well over a year,

with a local company where their internet just became available in our area. So today I called to disconnect my service (internet and phone) and I also wanted them to credit my bill because I have not had internet at all for 3 weeks.

They had given me a \$22 credit for that last month due to not having reliable internet. After I talked to the representative about the disconnection, I wanted the refund addressed. She said that she had to transfer me to a repair technician. After being on hold for about 7 to 10 minutes, that representative came on the line and eventually told me that she couldn't do anything, that I needed to talk to someone on the Care team. Well, after another 5 - 10 minutes on hold, guess what, she couldn't help me either. She said that I needed someone in Billing. So I was back on hold for another 5 - 10 minutes, and when this representative finally came back with an answer, he said that I had already been credited.

Yes, I had a credit from prior to July 22. After July 22 to August 5, we had NO working internet but that's not what their computers show. I was afraid of this because even with a red light on my modem showing ABSOLUTELY NO SERVICE, when I called the tech number I would get a computer that would say, "We do not detect a problem with your line."

So that's how Centurylink treats a customer that has been with them for 29 years; we can't even get a credit on a bill for probably less than \$25 dollars. Well, I hope it is worth it to them because I will tell everyone I can that CenturyLink is a horrible company that does not care about its customers and would rather give them the runaround rather than trying to just help them. I lost an hour of my day today because of them and the only good thing to come of it is that now, after the disconnect, I will NEVER HAVE TO SPEAK TO ANOTHER CenturyLink REPRESENTATIVE AGAIN!!!

Helpful? [Yes](#) | [No](#)

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Alan of Aurora, Other on Aug. 10, 2015



We opened a new business in a strip mall in a suburb of Denver CO. We have 4 networked computers used to design t-shirts for our customers. We were quoted with a speed of up to 40 MB. Once we got the service up and going we did several speed tests and all maxed out at 1.5 MB. We called customer service and was informed that the max available speed is 1.5 MB for our location. The mall has a Bed, Bath and Beyond, Chick fil a, Pet Smart and about 40 other smaller stores. All indicate they have the same problem and operate with 1.5 MB and do some very creative things to beef up the speed just so their systems can run.

We talked to a local service manager and said he would work to try to increase the speed. After about 6 weeks he came back and said he could get us to 40 MB if we would pay the \$20,000 it would take to put fiber optic cable into the location. Needless to say we told him no and he said that would be the only option to increase. Unfortunately no other service providers are an option and the Landlord will not allow a satellite dish so we are stuck with the worst company on earth for our internet service.



Amir of Albuquerque, NM on Aug. 10, 2015



I filled a form online and asked for a call from an operator for further information. On the request form was just my name, address and phone number (NO SSN). A week after, I noticed 2 hard credit inquiries on my TransUnion credit report from Qwest LandLine (CenturyLink) that decreased my credit score by 4. It also happened for a friend of mine. I have already started a dispute with TransUnion and CenturyLink and Will never ever even think of using CenturyLink even if they offer it for free.

Helpful? ☒ Yes ☐ No



cal of El Mirage, AZ on Aug. 10, 2015



Briefly: I sought service being offered under a promotional offer from CenturyLink 2 months ago. The Sales agent slammed my account (Agent for company signed up every option and service to customer without their permission.) Furthermore the Agent then took over my account by entering the initial customer account setup for making changes to your new account. I can't access or enter view info change for the account. I informed CenturyLink of this fact and they acted like it is my responsibility to call every one of their disparate departments to inform this of the fact. So basically I work for Comcast cust service in doing their job for them. I have wasted over a week with this situation and am still being billed and put into a corner where they are trying now fine me for not signing up in time to get my original promo deal. Yes, you guessed it.. out of 14 cust agents, supervisor, billing, tech, retention all put it back on me to solve the problem.

CenturyLink has designed the system to be like this as they do not account for any type of change within the company and they find themselves in this situation. It doesn't hurt them as they collect the initial payment and have no problem asking for additional fines auto reaped (yes similar to raped). Then threaten to send you to collections if you don't pay for the entire period or just leave it with collections coming after you either way. CenturyLink as it stands now has opened 4 accounts under my name and only one dept can find my address. CenturyLink has a major rudimentary built-in problem with their operations and owing they have enough money to fix it, probably denotes making more money this way and no reason to change or some pathetic excuse for management.

Finally, at this moment I am on the phone with cust serv again and this agent actually is mad enough at the other workers just passing my account on that he is going to go out of his way and try and fix this. He is saying this is routine but the extent of the damage on this is too much for him and put me on hold for another 45 minutes... It should have never gotten to this point unless by poor cust design... oh fantastic. He is saying that I have to pay 75 dollars to clear out the other 3 accounts.

Helpful? ☒ Yes ☐ No



Katherine of Franklin, NJ on Aug. 10, 2015



I have the misfortune of living in an area in which my ONLY phone/internet provider option is CenturyLink. Aside from prehistoric top internet speed availability of 25 mps and landline service requiring frequent repairs for a variety of issues - i.e. clicking on the line, call disconnects, voice warbling, etc. - their customer service representatives are poorly informed and seemingly only able to make repair appointments. I have just spent the last 90 minutes of my life trying to get through the customer service. My first hurdle being the voice option menus that ask if I'm calling about local (press 1) or long distance (press 2) service. WHAT?!? When was the last time there WAS a division between local & long distance service? 1970's? Perhaps the 1980's?

After finally getting through to "John" in customer service, I foolishly began by saying that I was annoyed. He just disconnected me. Phoned again and was finally connected to "Mike." Being a fool, I gave my name & phone number and asked that he not hang up on me as John just did. He hung up, at no time was I abusive. Nor did I raise my voice. I phoned yet again and was connected to "Chris" who, it turned out, was INTERNET repair. Chris transferred me to "Ray" who arranged a service call for me.

After these experiences I decided to report the poor customer service to CenturyLink corporate headquarters. A "Google" search provided phone numbers in Monroe, Louisiana. Both numbers provided resulted in very rapid busy signals. Not ready to surrender, I dialed one of the Century Link new service numbers and was connected to an obviously new employee. I deduced this because he was not only polite and willing to be helpful, but he also made notes on my account and stayed on the line with me while transferring me to "Bruce" in the CenturyLink Escalation Department.

complaint. I explained to Bruce that, while on hold, I had searched public review sites for CenturyLink and would simply write a review. Here it is Bruce. CenturyLink is abysmal across the board and the instant another option presents itself, I will sever all interaction with this purported telecommunications company.

Helpful? ☒ Yes ☐ No



Ralph of Aurora, OR on Aug. 10, 2015



A few months ago I saw a mail advertisement for a special on a CenturyLink internet connection, since my ISP was getting too expensive to keep I called... asked questions. The person I talked to - very courteous, and persuasive and she indicated that the installation would be more money than the monthly subscription. She also indicated that a modem would incur an addition fee which at that time I said I would get my own. The first bill came, after opening it my eyes were really opened, then the amount was \$351 and change! I called about it, the person I talked to said she would look into it. She seemed surprised as I was. The adjusted bill came some time later... \$151 and change which I paid online immediately. Meanwhile I bought a modem, called CenturyLink to tell them and to get a RMA with appropriate mailing information.

The next bill came and to my surprise it was not the special price but \$65 and change and I might add very difficult to understand how they arrived at the figures. I paid that amount online immediately also! The next bill came, the price was the same amount and there was nothing about the modem I sent back. I called about that, the folks I talked to seemed irritated that I was calling about that modem and if they received it. The next bill came, same amount and no mention of the returned modem!! About this time I am wondering if I made a good decision to change ISPs. I am also wondering about that \$351 dollars and change, if that is done to all CenturyLink first time customers and if it is common practice of CenturyLink to say one thing and do another.

I called again and indicated to them I was about to disconnect... She said she would lower the amount to \$40 a month, I asked for how long to which she said for 12 months. I said OK. The very next bill came, the amount was \$65. I paid that amount online immediately. I called and indicated I was going to disconnect. The bill came, CenturyLink wants a early disconnect fee. The last call I made to CenturyLink, they busy so I was listening to their advertising and at one point their advertisement mentioned something about good customer service That was almost laughable!! After what happened to me, I was talking about this situation to my neighbors and friends, they told me of similar experiences. I was done calling about this difficult situation that somehow needs attention. I do not think this is a company-wide practice but this experience begs that question.

By the way CenturyLink sent me a letter about a unpaid bill, which CenturyLink indicated that it would be turned over to creditors if not paid by a certain date. I called, wanted to know what the amount was for which she said it was for a early disconnect fee. Emphatically I said NO to that. By the way my credit score is on the high side of 700. I am 71 years old, which means I have paid for whatever I was responsible for decades. I worked retail for decades, never have I treated a customer like this. I would have been fired! I would like to resolved this problem. Looking forward to hearing from you.

Helpful? ☒ Yes ☐ No



Keith of Alamogordo, NM on Aug. 10, 2015



My elderly grandmother is on a very strict budget and had been paying way too much for her local phone service. She had lived in the same house and had the same phone number for over 50 years. I ported her over to Vonage and installed a cable modem in her house, saving approximately \$12 per month, and giving her unlimited long distance. Unfortunately, the cable provider couldn't provide reliable service, and it seemed I was constantly having to walk her through resetting her modem. Finally, I saw an advertisement with CenturyLink, offering unlimited long distance for about the same price I was paying with the cable modem/Vonage hybrid arrangement. I initially placed the order to port her number back to CenturyLink on June 15. A few days later, I received a call from someone, saying they can't find my grandmother's address in their "system."

Despite a couple comments about the number of years they serviced her home, I assisted with providing cross streets and names of her neighbors. I was given a commitment date of June 19 for the service to be transferred. On June 20, I called to inquire of when the service would be connected only to hear the order entry people still couldn't find the house. Each time I call, I became a little more frustrated because each call is taking about an hour and involves a minimum of 3 people, of which no information was shared between transfers. I finally speak with someone else, who assured me they now know where they are going and the service will be connected the following Monday. On Tuesday, June 23, my grandmother called me, concerned that nobody from CenturyLink has shown up, and the phone we setup on the jack wired for CenturyLink still has no dial tone.

Another 45 minute call to CenturyLink and I was told it definitely was connected and that the problem has to be in the home, and that I can have my grandmother check by opening up the network interface on the outside of the home and connecting a phone directly (yeah, right). Since I was

from one foreign call center employee to another until I demanded to speak with someone in the United States. When I finally speak with an American, she found out they connected my grandmother's phone service to a home 20 miles away!! How does someone mistake Maple Place with Flagler Road?!!

They again assured me the service would be connected the next day, as the nearest on-call tech was 100 miles away. I was told the first install fee and first month would be credited back to me. Finally, on June 29, her phone got installed and has worked fine. Somehow, I just knew they would get the billing totally wrong - and I was right. Flash forward 6 weeks: I get a bill for \$191. When I begrudgingly call CenturyLink again to find out about the billing, I get the foreign call center who has no idea what I am talking about but reminds me that if I don't pay, the service will be turned off. I escalate to a supervisor who manages to hang up on me. I call back and tell the whole story again. I get told they can't give any credit, and transfer me to "financial services." More hold time. They argue with me.

I escalate and get transferred to repair, who transfers me back to customer service, who says the people who can help me had left for the day. I call back the next day and spend 2 more hours on the phone, similar story. FINALLY, I ask to speak to the CEO, and get transferred to someone in repair, who finally takes care of the needed credits. Long story, but here's the main complaint. CenturyLink's customer service has to be among the worst in the United States. I have over 20 hours of call time invested in simply changing back to them for phone service. They have to fix this! They have to know there's a real problem. I spent nearly half a work week just trying to connect a line with them, at a home that's been occupied by the original owner, in the middle of town, since it was built in 1962. They should be paying me a half a week's' pay for this! Truly awful. Don't take my word for it, look at my account notes!

Helpful? [Yes](#) | [No](#)



Lu of Albuquerque, NM on Aug. 8, 2015



I purchased internet service from CenturyLink. The advertised download speed was 20 Mbps. The actual delivered speed was much lower and unstable fluctuating between 1.5 Mbps and 16 Mbps. I contacted technical support multiple times. The people at the other end were nice and tried to help. But the internet speed remained in the range and below the advertised speed. Is anyone aware of class action lawsuits against CenturyLink for false advertising?

Helpful? [Yes](#) | [No](#)



Kristina of Burien, WA on Aug. 8, 2015



I signed up for service with CenturyLink online. I have had no service. Three service calls. When service was available I could not use due to past due account. Past due? I have not had any service. Been sent to Tukwila, then Bellevue then on hold for one hour and 54 min. I now have a bill for \$275 for no service and they have lost a phone number I have had for twenty five years. No password!! No service!! No one will take back equipment! This is crazy making?

Helpful? [Yes](#) | [No](#)



Mason of Warsaw, IN on Aug. 7, 2015



The company failed to transfer my service to the new address after being with them for 9 months! Upon disconnecting the service I was advised that because I am moving and CenturyLink does not have services in new address, all ETF is waived but they sent me the bill! Charged me 200 ETF and after talking with them several times, they transferred me to escalation team and very rudely said that the ETF is not negotiable. Go with them if you have absolutely no other choice! Everything about them sucks!

Helpful? [Yes](#) | [No](#)



mike of Aurora, CO on Aug. 7, 2015



This company is a disgrace. 3 techs all said to me the other tech stunk. Customer service is pathetic. Can't understand them and most of all they sold me a 29.95 package, not. They charged me 39.95. I'd love to take this company to court. Their Internet barely worked for the 2 month I had it. Please folks don't buy their junk. God bless. If you like you can call me anytime.

Helpful? [Yes](#) | [No](#)



Rhonda of Cedar City , UT on Aug. 6, 2015



Was promised a rate that was never provided, initial bill came after the '30 day cancellation period', calls to customer service resulted in service reps exclaiming in dismay over the account setup, transferring to other departments, very long terms on hold, and sometimes being hung up on, and occasional suggestions that I just didn't understand my bill. Problem was never resolved and after filing complaints online was finally told that they could not give the promised rate. Asked for my contract term to be cancelled without cancellation charges, went through the same process with customer service as before and finally discovered the cancellation had not occurred as promised. Filed additional complaints and finally my contract was cancelled. Now Centurylink is dragging their feet as I try to transfer my service to another (and hopefully better) provider.

Helpful? [Yes](#) | [No](#)



Victoria of Colorado Springs, Co, CO on Aug. 6, 2015



I started out with a bill of \$83 a month for both internet and Prism tv. That was great, the service was good - really no problems. One year later my bill started creeping up, every month. When it reached over \$135 a month - this was over the course of 4 months - I called and asked what was going on. Was told all my "discounts" had expired. The "loyalty" department agreed to put my bill back down to \$115 a month, that didn't happen. This month I received my bill, it's over \$185. They charged me a late fee even though I was told they wouldn't. Well guess what, I'm done. I cancelled the Prism TV today (the majority of monthly bill is for the Prism TV). I have no "premium" channels and my package is just one up from the very bottom. Netflix here I come. I can think of better ways to spend over \$1800 a year.

Helpful? [Yes](#) | [No](#)



jared of Tempe, AZ on Aug. 6, 2015



CenturyLink is full of staff that are completely unhelpful and unknowledgeable about even the most basic things. They were set to come to my house and install the internet and TV, and never showed up. When I called it took a total of 2 hours just to learn that for some reason the order had never gone through to their technician. During a previous phone call with them they hung up on me 4 times. And believe me, there were no connectivity issues. They were most certainly hanging up on me. In the background I could hear people cussing and saying the F word. So I just called and canceled my service before they set it up. Hopefully they don't still fraudulently charged my card...

Helpful? [Yes](#) | [No](#)



Lynn of Queen Creek, AZ on Aug. 6, 2015



I have had CenturyLink for one year now. The initial set up was a nightmare. They were going to change my home phone number I have had for 25 years! Whoever took the original setup order set it up entirely wrong. The second guy fixed it, but the installation guy didn't know it was fixed. The customer service is largely inept. Disaster. But... got the service and love, love, love the features. Love the DVR, the portable boxes and haven't had any connectivity issues. However, my billing amount has changed every single month, generally going up in price. I changed from my former cable company because of their excessive fees and slowly but surely we are getting to exactly where I was before the change. Apparently, you are supposed to call in every month or so and see if there are any promotions going on. I just want a consistent bill and it's so frustrating.



Lin of Nada, CO on Aug. 6, 2015



This company is running shady business practices. I suspended my account due to a deployment and was assured I would keep the same plan upon return. Needless to say when I requested my services to start 7 months later, I was told by the tech that I had a higher speed than I requested. And when I asked to keep my original plan, now I'm being charged double!!! This is the only internet company in my area and of course they're going to rip people off!!!! SHADY BUSINESS.

Helpful? [Yes](#) [No](#)



Joseph of Kent, WA on Aug. 6, 2015



We have been trying to get bundled since January 18, 2015, March 2015, and June 2015. We have paid CenturyLink \$1,372.63 for 4 months of service for TV, Phone and DSL Internet at 1.5MB a minute, because they cannot seem to get us bundled. We are left to file a report on your their business practices. I have repeatedly asked for a supervisor to contact me concerning our bill and why they can *NOT* seem to get us bundled. This has been going on for many months now and I keep getting the same BS story every time I call, "It will take up to two billing cycles to get the bundle completed." Well, It has been 7 billing cycles and still we are NOT bundled and we have paid hundreds of dollars every month because they cannot seem to bundle us!!! I really do not understand this issue.

Today they contacted me saying that if we didn't pay our \$333.00 bill, for one month I might add, they were going to disconnect us. I do not really understand why they cannot seem to get us bundled. We have been customers of CenturyLink for well over 15 years, our bill has always been paid when it was due, and never had a problem until we bought our new house and now we seem to have nothing but problems. What IS the problem with CenturyLink??? I just do not understand and feel I need some Consumer Affairs to help to remedy this situation. They have three accounts for us, I have no clue as to why... I do have all the bills that I can scan and provide. Please help us get this situation taken care of. Thank you.

Helpful? [Yes](#) [No](#)



Kellee of Cottage Grove, MN on Aug. 5, 2015



Thankfully we have 2 phone lines, because one only works half the time. This happens to be the line with long distance. Service calls result in an appointment being schedule one week out. One service order lost, so no one showed up. 5 calls in 6 weeks, still no resolution. Yesterday someone came out, of course I had to re-explain same situation to this one too. I guess they didn't get it fixed, because today there's a loud hum on line, hence no ability to use the line. The call center people are very nice; however, they can only listen and put in a repair order. I asked for a contact number to complain to management, and they could not provide. Cottage Grove, MN CenturyLink, please get my long distance phone line fixed soon. I am at the end of my patience.

Helpful? [Yes](#) [No](#)



Danielle of Fort Myers, FL on Aug. 5, 2015



On July 9, 2015 I signed up for service to have Internet through CenturyLink as DirecTV said that CenturyLink was the best Internet provider in the area and that is why they work with them. I set up my service appointment for July 31, 2015; weeks in advance. I was told that installations are not performed on Saturdays, so I took a personal day on Friday, July 31 to be available during my five-hour window for the installation. Also, my friend came in from out of town. We waited the five hours and after multiple calls to the CenturyLink 800 number we were told the order had been "force completed" and labeled a point of no return.

No technician showed up Friday, July 31 nor was one scheduled. After CenturyLink admitted to making a mistake, that there was a mixup with my service because during the pre-evaluation of mv house they were unable to provide the 10mb/s I was promised but rather 8mb/s. the scheduled

you had to have a technician come out on the next business day because there are no installations on Saturdays.

I was able to get the service call for free and on Saturday, I was told the technician would arrive first thing in the morning (closer to 8am from my 8-1pm window) due to the nature of the call. I waited for six hours, during that time I called the CenturyLink 800 number over 4 times and no one could tell me where the technician was, only that he was promised to come out. Multiple supervisors paged and called the technician yet he did not respond to anyone. At 1:41PM (41 minutes after my installation window) I received an email stating the service had been completed, however I was in the house alone --no CenturyLink technician.

He finally arrived at 2:13 pm EST. Upon arrival I showed him the location of where I would like the modem. He removed the phone jack plate & put some wires on the cables in the wall. Then, he went out to his truck & got his ladder. At 3:38pm he advised he had to leave and would return. He finally finished at 5pm. Had I gone with the option of having the modem overnighted to me, this is something I was expected to do???

Helpful? [Yes](#) | [No](#)



Doug of Arvada, CO on Aug. 5, 2015



When I set up my CenturyLink service I was promised a Prepaid Visa that was valued at \$150 by the customer rep. I have waited over one month and have not received the prepaid Visa card in the mail as promised by CenturyLink rep. When I called CenturyLink the service rep said there was no record or knowledge of my getting this prepaid Visa and could not help me. When I originally set up my order I asked the rep to email me a confirmation outlining what I was to receive from them. I never received an email from CenturyLink. CenturyLink has been very difficult to deal with and get this issue on the prepaid Visa that was promised.

Helpful? [Yes](#) | [No](#)



Anisa of Portland, ON on Aug. 4, 2015



Internet was complete unreliable. Called Customer Service multiple times without improvement. Finally cancelled account. Was told by "Loyalty" that I would NOT be charged the early termination fee but the \$13 credit would be "zeroed out". Then I received a bill for \$159.61. When I called the first time and spent >1hr on hold, being reconnected, transferred, disconnected, on hold again, transferred to someone else, more hold. Finally asked for a recording of the original conversation, had to be transferred to another supervisor, still no help. Finally the last supervisor informed that I would have to get a lawyer to subpoena the voice recordings. Grrrrrrr.

Helpful? [Yes](#) | [No](#)



Paula of Littleton, CO on Aug. 4, 2015



Calling CenturyLink for service was one of the worst decisions of my life. When I originally signed up for service I was quoted \$115 for a bundle package. I have never received a bill for \$115. The bills are always \$212, \$250, \$270. I have called several times and spent hours on the phone each time explaining the situation. I constantly get transferred or disconnected. No one seems to care! I am told that I need to go ahead and pay the currently bill and my next bill will have a credit on it. Never happens! I pay the bill, and never receive a credit. My bill actually keeps increasing every month. I tried cancelling service but was told I will have to pay hundreds of dollars to get out of it. CenturyLink blames DirectTV for the billing issues and DirecTV blames CenturyLink so nothing ever gets accomplished.

Helpful? [Yes](#) | [No](#)



James of Boise, ID on Aug. 4, 2015



CL continued to bill us for the next two months, even though we clearly cancelled our internet and settled our bill. They apologized and said they would take care of it... twice... after lengthy waits on the phone.

Then, out of the blue, we get a bill for \$183. Apparently, we were under contract, so they billed us for that plus \$70 for non-payment (non-payment?!). After waiting for nearly an hour on the phone, I get a rude manager who tells me that they dictate the terms of the contract and customers agree with them, which means they can fail to provide service and customers still have to pay. What's my recourse? "Pay your bill or we'll keep tacking on fees." Terrible customer service. Corporate Greed!

Helpful? [Yes](#) | [No](#)



Judy of Vestal, NY on Aug. 4, 2015



We have been trying to cancel my uncle's CenturyLink phone service since February of this year. He vacated his apartment and moved into assisted living in January. Despite monthly phone calls and faxing disconnect requests (not once, but twice) to the required fax number, and additional calls after that, we are still receiving bills. Our uncle passed in April and this is distressing to all of us. I can't even find a snail-mail address to send documents to.

Helpful? [Yes](#) | [No](#)



carol of Oregon City, OR on Aug. 4, 2015



At the time to renew my bill I spent 45 minutes on the phone and was guaranteed numerous times that my bill would not exceed \$34.95 per month. I received 1 bill in that amount and 2 of 12 billing cycle already hit me for a new "auto bill pay" charge. The company wants to force access to my bank account. I have received 1 month of 14 months that my bill was the committed amount. The company charges \$7 for ANY unpaid internet balance, and this means any disputed amount must be paid or I am hit with an additional charge. If I'd not pay insupportable billing this means I am paying another \$7. Furthermore they strong-arm me with turning my service off and reporting me to debt collection preventing me from changing companies without paying the other company a debt.

Helpful? [Yes](#) | [No](#)



John of Prescott Valley, AZ on Aug. 4, 2015



I signed up with CenturyLink in 2013 and continued to get price increases. I was told I had no contract and have continued service until June of 2015. In March they doubled my bill and I did not find out until I got the bill at which time I called them right away in April. I told them I wanted to cancel as I was selling the house anyway. I had a bundle package with DirecTV which was also a mistake. The sales person talked me into staying and tried to get me into a contract for approximately 24 dollars which I said no I did not want one as I was moving. I was then told the best they could do for me with no contract was 35 dollars which I agreed but made it very clear once again I was not agreeing to any contract!

Well the next bill I got on 5/6/15 was for 226.22 dollars so once again I got on the phone with them and asked them what the charges were for and after asking to speak with a manager I was told they pay one month ahead to DirecTV and I also owed then for two months of their price increase before the new 35 dollar charge would come into effect. I tried to explain I cancelled Directv in March and had already sent their equipment back and was told by Directv that I was paid in full. The manager was talking all over me and said I still owed them the money to which I finally said I was done arguing and paid the 226.22 dollars.

At the end of May I contacted CenturyLink to let them know I sold my house and that I had to be out on June 22nd. The gal I talked to said to find the box and send aka the equipment no later than one week after the 22nd and said that I had 109 dollar credit. I sent back the box on the 25th at UPS and was told by the lady at UPS to make sure I do not lose my tracking number as she has seen lots of people who had come back to their office try prove they sent their equipment back.

In July around the 20th I received a bill for 230 dollars so once again I called them and had to explain to the lady I had not had CenturyLink since June 22nd and had sent back the equipment. The next thing she told me they have no proof I had sent the equipment back and asked me if I could provide a tracking number which I was able to do. When I asked her what if I had not had the number she would not give me a answer but said that their records had not been updated. (Not mv fault!) She advised me after I gave her the tracking number she had found it and said that I would

On 08/02/15 I received yet another bill for 121.37 and an adjustment of 108.67 (the credit I was told I would receive when I originally cancelled). I called them right away and spoke to a male customer service person and told him right away I had a problem with my bill. He looked up my account and said it was for canceling my contract to which I advised him I had no contract and he advised it was for one year. I advised him that I had been with CenturyLink since 2013 so any type of contract would have been fulfilled!

Well after being talked over once again he said he was not in a department where he could help me so after 30 minutes I got transferred. I spent another 45 minutes on hold and got a female service person who I had to explain everything again. She again looked over my account and apologized up and down and finally said I would have to talk to someone in the Loyalty department and again put me on hold. After 1 hour and 34 minutes I had a male answer the phone and asked me to hold, I heard him talking to someone then I got hung up on.

I called back and again, sat on the phone for over 15 minutes and after talking with another female service person and explained to her I need to talk to the Loyalty department and had just spend an hour and thirty four minutes on the phone and got hung up on, she put me on hold where I sat for another 10 minutes until I got hung up on again. I once again called back and found out the departments had closed for the day.

I am writing this to help others not to get scammed by these corrupt companies. I have a credit score of 805 and always pay my bills but I will not be cheated out of my money! My 21 year old son has experienced the same thing with CenturyLink and still has them because he was told he was under a contract! Please let your family and friends know about these scams.

Helpful? [Yes](#) | [No](#)

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jim of Elm Grove Wisconsin, WI on Aug. 3, 2015



No problems with service, system works well. Added internet \$19.95 to my existing service \$35 and expected about \$60/ month. Not \$125. Seems you have to take a very expanded telecom when you bundle the internet which was not told to me twice before from CenturyLink reps... At least no contract and I can get TV from other providers at that price. Beware the add ons.

Helpful? [Yes](#) | [No](#)



Kathryn of Saint Paul, MN on Aug. 3, 2015



arranged to pay my bill on a Friday when my husband got paid. His paycheck hits the bank at approx. 6:00 am. CenturyLink tried to access their fee at 5:20 am before my husband's paycheck had gotten there. They disconnected our service and said the payment had been rejected. They neglected to contact us to tell us they were disconnecting our service.

We had also signed up for their bundle service with DirecTV to save the \$10 a month. They neglected to bundle our service. We didn't notice this for about 2 years, \$240 worth. We asked for a refund, but they refused. Besides all of this, the service is just plain lousy. We are unable to use our cell phones in the house, except in odd places (ie. the bathroom) because of the sketchy WiFi. Do yourselves a favor and save yourself headaches by staying away from CenturyLink.

Helpful? [Yes](#) | [No](#)



Victoria of Olympia, WA on Aug. 2, 2015



Earlier this month, I called to inquire about obtaining internet service at my location, **, mailing address is different. The service had recently been offered where I live, and I wanted to sign up for the same deal other members of my community here got, \$30 a month high speed internet service only.

Issue 1: Service ready site: I told the sales rep that I wanted the \$30 internet service. He checked his records and told me that the service was available for my Lot 49-8. I said others here had to dig trenches in order to get a line to their lots. He checked again, and said the service was already installed on my lot from my previous telephone service with Qwest and I wouldn't have to do anything. When the service technician arrived, he informed me I would have to dig a 2 foot trench from the service jack to my house, about 4 feet long. He completed a temporary hookup until I got the ditch dug. I've been told by customer service to call the technician directly when I get it dug and there will not be any additional charge. Can I count on this?

Issue 2: Unlimited Internet: I told the sales rep that I wanted to be able to have unlimited internet so that I could hook up my devices and stream shows that I missed due to horrible satellite DISH service during poor weather. He told me that unlimited was all CenturyLink offered and I would be able to do anything I wanted. I chatted online yesterday with a rep, and he informed me that there was no unlimited internet. I have no idea what my limits are and what it means for my use.

Issue 3: \$31 one-time charge: The sales rep told me there would be a \$31 one-time charge to initiate the service and he needed to charge my visa at the time he placed my order. I did that and the charge has appeared on my Visa. When I viewed my bill yesterday, I have been billed for the fee I already paid. I went to the chat room again and was told I had to call billing to get this double charge taken off my bill. I can only imagine how awful this experience is going to be and I shouldn't have to be put through yet another negative experience.

Issue 4: Internet Service Only: I told the sales rep that I wanted the internet deal of \$30 a month, he led me into a discussion about bundling. He told me the best thing he could offer me was an internet/phone bundle for nearly twice the \$30 charge and that was all that was available for me. I told him I didn't have a landline, I used my cell phone only and I was not going to get another phone I didn't need. He said it was part of the package and was at no additional charge, so I agreed. He told me there was no \$30 offer, yet others, where I live, have told me they got the internet only line for \$30 a month. I found online yesterday that you do offer an internet only package for \$30. I now have a phone/internet package which I will never use but I have to pay for it anyway just to get internet service others didn't have to get?

Issue 5: Bundling with DirecTV Service: Since my satellite service is so bad, I suggested I would consider a bundle with DirecTV. I told him that a few years ago, DirecTV came and told me that I couldn't get service on my lot. Last week, the technician told me that was still the case even though the sales rep said there had been many improvements and I most likely could get service now.

Issue 6: Receipt of Equipment: The sales rep said I would be charged \$15 dollars to have both the DirecTV receiver and CenturyLink internet modem mailed to me. I would have to go to my mail box site and have these items prior to any service hookup. I found out recently, that only the modem is sent by mail. DirecTV doesn't mail receivers, they bring it with them. I made numerous trips to my mail box location in town inquiring about the DirecTV receiver.

...savings. I said, sure. She then looked into it and told me I didn't qualify because I had an outstanding account. No, I don't. I checked that. I don't.

Issue 8: Setting up my online account: I called customer service when I couldn't set up my billing account. I told the rep that it was calling for a code I didn't have. The rep gave me a 3-digit code. It didn't work. I went to a chat room and learned it was a 4-digit code that would be phoned to me. How was I to know this?

Issue 9: Customer Service: I now have a number for customer service, another number for billing, a number for sales, and another number for customer loyalty (though it is the wrong number). These are 4 different numbers I have had to deal with in under two weeks as a customer. Really?

Issue 10: A 30 day grace period: The sales rep told me not to worry as I had 30 days from date of install, with no penalty, to accept or change my package. In one of the numerous chat rooms I visited trying to get clarity on what I had and didn't have, the chat rep told me he couldn't change my package because I had locked into a bundle and that I would have to talk to the customer loyalty staff by telephone. He gave me the number. I called it. The woman told me she was sales but could transfer me to the correct number. She did. I hung up after being on hold for over 5 minutes.

Summary: I just want internet service. I want my bill corrected to reflect that service only and the double charge removed and the actual bill resent to me once corrected and with internet only service. I want to know what my internet service will actually allow if it is not unlimited as I was told. I don't want any additional charges for installation when the service technician returns once my ditch is dug.

Helpful? [Yes](#) | [No](#)



Kimkar of Peoria, AZ on Aug. 1, 2015



I have been with CenturyLink for 1 year. I should have read the reviews before signing up. I called their customer service today to order the Rousey fight since I was unsure how to do it on the tv. I was transferred 5 separate times: CenturyLink to DIRECTV to CenturyLink to CenturyLink Prism back to CenturyLink back to CenturLink Prism. Total phone call time - 1 hour 37 minutes. Total hold time - 1 hour 15 minutes. Total time it took the last person to explain how to help me - 1 minute. Total incompetence and rude customer service. I spoke to the manager who said he would investigate the issue. Mmm hmmm, I'm sure he will. NOT! I will never be a CenturyLink customer again!

Helpful? [Yes](#) | [No](#)



Roy of Savannah, MO on July 31, 2015



CenturyLink would turn off our service before our bill was actually due. On top of that, they would shut us off at 10:00 at night when their customer service hours are not in operation. Then I would have to call back and be on hold for a long time. Usually I have to call them several times to get an issue resolved, wasting hours of my life that I could be doing other things. Don't waste your time with this company!

Helpful? [Yes](#) | [No](#)

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Lauren of Henderson, NV on July 31, 2015



So me and my girlfriend decided to get CenturyLink and it was such a mistake. They did not inform us of the "early termination fee" of \$200.00. In fact, they had said there would be no fee due to cancelling the service within the first 30 days. We decided to cancel the service after having to deal with the customer service telling us we had a scheduled appointment for an employee to come out and fix our connection to the power box located in our apartment complex. No one ever showed up after multiple calls and them rescheduling the appointment.

Finally someone did show up to set it up, and he was very nice and professional I will give them that. But not long after everything was set up our internet connection grew very slow causing the Wi-Fi and Netflix to lag extremely. Also, we had originally signed up for 10mbps of internet and I wasn't informed until the employee was at my apartment that because of their tower locations, we could only receive up to 3mbps of internet. We are completely anti-CenturyLink now and will never do business with them again. Besides fighting this ridiculous bill.

Helpful? [Yes](#) | [No](#)



Jerry of Dexter, OR on July 30, 2015



Have had problems off and on for years. When it rains phone service goes, usually takes 2 or 3 visits before they finally fix it and then it works OK for 6 - 8 months then it happens again. This summer has really been the worst though, have been losing internet service off and on even without rain. Since in the past they've told me it was the modem (I've bought 2 on their insistence it was the modem in the past and it didn't help). I keep a spare new modem to test with and I also have a long phone line I can run from the modem to the outside box whenever I have problems to verify it is not on my end.

It took them 4 visits to finally fix it this time. Multiple calls where I have to give my phone number repeatedly and convince them that I know it is on their end. Then I notice that my speed is only at 2.5 mbps with dropouts where it used to be 4.5. Call them up on the day after repair about this and they say I only have a 3.0 mbps service so that is OK. Knowing that I pay for 5 Mbps and have repeatedly in the past asked them when they were going to have something faster available I told him he was wrong. After arguing for a while and a long time on hold I'm told that yes, I had 5 but for some reason when they fixed the line they dropped it to 3.

Now I'm really pissed because no one can tell me why this happened, but he assured me it would be fixed in the next morning. The next evening it still was less than 2.5 mbps. Another frustrating call, and now I'm told it can only be changed if I call during the day. Next day I spend my lunch hour with incompetent person who refused to transfer me to a supervisor. Finally they tell me that it will be changed back, but not for 4 - 5 days! They can screw it up in one day but takes at least 4 days to fix it. I asked to talk to a someone that might be able to expedite this, I'm put on hold for another 15 minutes and then the phone is answered by someone who knows nothing about what is going on and is in tech support. I gave up at this time. I have never ran into a company so incompetently ran and no one knows what is going on.



Jean of Ocala, FL on July 29, 2015



Called to see if they could lower my bill with discounts being applied after they fell off after 2 years. She ended up adding 53.00 on my bill. For 3 months I've called to get this resolved and got different answers and attitude. Still not credited to my bank account. And my TV freezes, which they haven't fixed yet.

Helpful? [Yes](#) | [No](#)



pete of Warsaw, MO on July 29, 2015



I first called on 7/19. Called at least 25 times next 9 days. Many of those calls went to some third world country and I could not understand what they were saying. Also cut off many times. Finally was told rep would be out on 7/28, by 5:00 pm. Waited until 6 and called. Told that it would be by 7. Called again at 8 and was told that service tech signed out for day. No courteous call informing me of such. Wasted a whole day. All I get is hundreds of "I'm Sorry". Hands down... this company has the worse customer service on earth.

Helpful? [Yes](#) | [No](#)



Russell of Clifton, CO on July 29, 2015



Every time you call you have 20 to 30 limit to wait then to be put on hold cause the computer can't understand and I decided to stop the business account since I have no contract to hold me in check. I wanted to put a DSL at my home so I asked - they wanted my SS number. They came back with some bogus bill on bogus phone and Internet in 2011 600.00 dollars they said I have to settle up with. They said it was at my address. Funny thing is at my address I have had a phone and Internet since 2003 so why would there be another service - so this company must be having trouble. Qwest was a good company. They would answer the phone 24 hrs a day. It was a sad day when Qwest went away.

Helpful? [Yes](#) | [No](#)



Corey of Phoenix, AZ on July 29, 2015



I've been put through a full bait and switch with CenturyLink Prism. After my 1 year internet contract expired I called to cancel and was offered Prism Preferred TV with 40 Mbps Internet with no install fees and 5 free set top boxes as well as a \$100 Visa Gift Card in the mail. I was also told I was signing a one year contract, which turned out be 2 years after I was already locked into their contract. They offer a 30 day guarantee during which I didn't cancel within because the TV service was good enough considering it was supposed to be \$78 (It turned out to be over \$400/month for TV alone).

At day 36 they cut my first bill which included over \$200 in set top box fees that were supposed to be waived. However, since it's been over 30 days I can't cancel due to hidden fees which I couldn't see because there was no bill generated until after the 30 day cancellation period. It now makes sense why the retention agent refused to give me his name or extension, so he could save his butt and still earn his commission. I had requested him to send me a copy of the bill which he said wasn't possible because "there are two different systems that process it". I even called back the day before install and asked what my total would be again but she said she couldn't access it even though I gave her my order number. The installer could not produce a bill when I requested it either. This whole sign up process is designed to stick you in a contract that you can't break without a \$480 cancellation fee. Avoid at all costs.

Helpful? [Yes](#) | [No](#)



N. W. of Bellevue, WA on July 28, 2015



Avoid this company! They are a rip-off! They overcharged me for the price I was originally quoted for - \$70 + taxes for unlimited local and long distance, caller ID & voicemail. My first bill was over twice (around \$150) as much as what I was quoted. When the first bill came, I called CenturyLink for an explanation. The billing department told me that because they charge services one month in advance, the total actually applied to two-month-service periods (from end of May to the end of July), which I thought was reasonable. However, as the second bill came as \$110, I was confused again. This time of phone call totally changed everything I was told before. The \$110 is supposed to be the fixed rate for each month and the second bill only applied to the service period from the end of June to the end of July only, which indicated that the prior \$150 I paid was only for one instead of the two months I was told as I first called in.

The inconsistent answers I got each time truly annoyed me. I felt so cheated, manipulated and humiliated by this company! Moreover, it was a huge PAIN to talk to them regarding the bills! Be prepared to get held on the phone for over ONE HOUR because neither the supervisor nor the customer agent is helpful to get your concerns straightened out. I don't understand why it could take them ONE WHOLE HOUR to review the bills for only two-month service periods. Everything should be so clear to pick out in their system. They just enjoyed wasting my time and put me on constant hold. The background on their side was very NOISY. I could barely hear what they said!

One hour later, the supervisor told me that the first bill was overcharged for \$35 and he was willing to credit me for that amount in next bill, but that was all he could do. Meaning if I switched to another provider before next billing cycle, I would never get my credit of \$35 back to my account! I am

definitely tied up by their rules even though I never sign a contract with them. Thank God for the month-to-month term!!

Helpful? [Yes](#) [No](#)

geary of Park City, UT on July 28, 2015



This is the worst company support I've ever encountered. The nasty "woman" on the other end simply hung up and I still can't believe anyone would work with such a horrible group. I will never be a customer of CenturyLink!

Helpful? [Yes](#) [No](#)

GRISELDA of Copperas Cove, TX on July 28, 2015



So I just recently moved into a new house. I will be honest, I was hesitant about getting service with CenturyLink due to the bad reviews. I decided to give them a try for internet services, regardless of the reviews. They set me up for a date of 7/27/15, I receive a confirmation email with my order number and details of my order. Well, on 7/27 I took off from work and around 6 in the evening I finally call to see what is going on. The representative informs me, I am actually scheduled for 7/28 (as I mentioned above, I have my email stating my confirmation order). So the representative waives my installation fee, and tells me on 7/28 they should be at my home between 10-12.

Ok, here it is 7/28, 10-12 has come and gone and nothing. I call customer service, they inform me it is actually 8-1... so aside of taking 7/27/15 off and asking for a few hours in the morning off, now they tell me it is a different time. If customer service is like this prior to getting installed, I can only imagine how it is as an actual customer. Absolutely no customer service, it is very important to me to have a good reliable company as an internet provider since I do work from home. I cancelled installation and currently am looking for a new provider. I seriously do not recommend a company like this to anyone!

Helpful? [Yes](#) [No](#)

Caryn of Longwood, FL on July 28, 2015



A week ago today, a CenturyLink sales rep knocked on my door promoting an internet/Prism cable package that seemed very reasonable. I have internet through another company, but do not have cable so I decided to sign up for the deal. Sales rep guy returns the next evening to set up the order but couldn't because CL's svstem was down and thev didn't know when it would be back up. Sales rep guy returns again the next evening.

Evenings being interrupted by him, I called CL to set up the service account.

After spending over an hour on the phone and paying \$104 for the first month & start up fees with my debit card, the customer service girl informs me that oopsie their credit department was going to require an additional \$150 deposit from me because of my "credit class." I told her that I was not willing to pay an additional deposit and asked that she just please cancel the service altogether and refund the \$104 to my debit card that I had just paid. She assured me that she would take care of canceling the order, refunding my \$104 and apologized profusely for everything.

Fast forward to today, still no credit to my bank account for \$104 so I called customer service. After spending 15 minutes listing to the lady trying to sell me other packages and deals that may require less of a deposit, and me repeatedly saying "No thank you. Can you please just check the status of my refund." I was told that no refund had been requested by the customer service girl that cancelled the order last week AND that since 24 hours had passed since I cancelled the order, a check would have to be issued to me for the refund, which will take 3 to 5 days to process. That's when I completely lost my **!!! My ex husband warned me not to sign up for anything with CenturyLink because he's had nothing but problems with them & because their service sucks. I wish I would have listened!! I only gave this review 1 star because it's required.

Helpful? [Yes](#) | [No](#)



Virginia of Hoodspport, WA on July 28, 2015



I called CenturyLink in June 2015, spoke to 3 very rude reps. Was told to they could give me 10.00 off for 7 mos. Long story short I WAS TOLD I couldn't get any promo. There was a whole lot of diff. stories.

Helpful? [Yes](#) | [No](#)



Russ of Minneapolis, MN on July 28, 2015



I called CenturyLink on July 1, 2015 to get internet service. First off, it was a trainee that I first dealt with and that was just not working so I finally got agitated and asked to talk to a supervisor. He FINALLY, after about 1 hour of being on the phone, that they had the service set up. Then they inform me that it will take 30 days for them to get a tech out to climb the phone pole and get the service started. That was ridiculous but not much we could do. At the end of the conversation, they told me what the first bill would be and gave me a reference number (which I managed to lose). They told us that they would get the modem sent out.

Well, today, which is July 27, 2015, we still hadn't received the modem so I called them. I talked to someone in customer service who couldn't tell me where the modem was so she wanted me to talk to a tech. She transferred me and after waiting for 30 minutes, someone picked up but I guess couldn't hear me so they hang up. I called back. This time I finally get a tech on the phone and he informs me that AN ORDER WAS NEVER PLACED!! I was beyond ANGRY!

He then transfers me to customer support. She says that something must have went wrong when the order was placed. WOW! I said I wanted to talk to a manager. Now at this point, I have now been on the phone on just this call for almost an hour! The manager gets on the phone and tries to give me some crap about how the order got messed up but I wanted to know what they could do about it.

He said they could send a tech out in a couple days to get a basic internet started but all that would be capable of is checking your email and maybe some web surfing. We couldn't even use Netflix with it. He would get another order set up but would probably take at least 30 MORE days to get a tech out. WHAT??? You mean they couldn't let a tech get a little overtime to get us taken care of?? I have spent more than 3 hours on the phone and that was the most they could do? I told him that I would go to Comcast. This company has no clue what customer service is and I would never suggest anyone to use them!

Helpful? [Yes](#) | [No](#)



Renee of Las Vegas, NV on July 28, 2015



I was told if I renewed my service with them they would continue my 10 bundle discount with DirecTV. It has been 6 months and they still have yet to give me my discount. Customer service is the worst. They play games and keep you on hold and when you finally get someone all they do is argue with you and then tell you it will cost you a fee to cancel. Worst company ever. Anyone starting a class action lawsuit count me in.



darren of Littleton, CO on July 28, 2015



I signed on to CenturyLink and it was the worst decision ever. I was told that I could have over 40 mbps but can only have 20 mbps which is too slow. I downgraded my service and they have been overbilling me for 4 months now and spend over 12 hours on the phone to get it fixed. They keep hanging up on me, put on hold for hours, and never return calls. Worst customer service ever. Do not sign up with CenturyLink.

Helpful? [Yes](#) [No](#)

Cristian of Salt Lake City, UT on July 27, 2015



This company is one of the worst customer-oriented and the biggest liars on the market. They provide only lies and no service at all when called to complain. All they do is apologize and sell you more lies. It's never their fault. We pay for a service that basically is not delivered. I've called and complain several times. Nothing has been improved. Lies and more lies, following with apologies. The 20 minutes wait to talk with a representative is a joke and a waste of time. I really hope that Consumer Affairs will do something about this company. They promise speeds and services that they can't deliver. It's one of the worst company providers of internet services. If you wanna cancelled they give you the runaround and they make you feel like it's your fault. Please Consumer Affairs, do something...as consumers we beg you. Thank you sincerely.

Helpful? [Yes](#) [No](#)

Eric of Reynoldsburg, OH on July 27, 2015



Not going to waste time. The worst internet and customer service I've ever experienced. Can't cancel services. On hold for 45 minutes the first time for some lady to clearly hang up on me. 30 minutes the second time to be transferred somewhere else and on hold 45 minutes the third time for some black lady to answer and start talking all ghetto to her friend, and wouldn't answer me. After listening to her talk for 5 minutes I hang up and called back. Was told the call center was closed. I thought Time Warner was bad. This place is unreasonable. I actually made an account on here to let you know to never choose CenturyLink.

Helpful? [Yes](#) [No](#)

Kiyo of Manchester, NH on July 27, 2015



I am extremely disappointed in the quality of service provided by CenturyLink. I have been a customer for over 20 years since they were Quest and didn't have much to say then except that they provided decent service. This all changed when I moved to my new house and set up a new internet service. Under CenturyLink, they had a promotion for \$29.95 internet for 12 months that required autopay to be set up. I followed the instructions provided by the customer service representative and my internet was set up. When I received my bill, I was surprised to see a charge for \$39.95 instead of the promised amount of \$29.95.

After calling, they stated that it was because I had only set up autopay but not paperless statement. Never once was I told to go online to make an account to switch over to paperless, nor does it state under the promotion that this needs to be done. This clearly demonstrates the scheming and scamming side of this company. I was charged \$10 for a piece of paper every month that stated that autopay charged my credit card. Absolutely ridiculous. I am outraged! Nevertheless, I have learned my lesson and will never again do business with this company because of this experience. TL;DR: I was charged an additional \$10 a month for internet because I did not set up paperless statement.

Helpful? [Yes](#) [No](#)



Kenny of Clayton, NC on July 27, 2015



Spoke with sales representative to establish new service on 4/16/2015. I inquired about 1gig fiber internet service as a new customer. The price I was quoted was: Normal price of \$155.94/ month minus a 59.00 discount/month and a 10.00/month discount. FINAL price of \$86.94/month + tax - locked in for 24 months with a 24 month term commitment.

After I received my first bill, it was completely wrong. I was being charged the full amount, plus a partial month (where I didn't even have service). There have been a number of billing issues with a little bit of money credited, but not the full amount required. I received another bill on 7/20/15 and the price is still showing higher than quoted (\$104.95 + tax). This is \$153.95 - 39 credit -10 credit. So my total bill is now 108.76.

I called and spoke with 3 representatives (included the cancellation department and the escalation team). And they said there is nothing they can do to fix the price. There is nothing in their system to give me the price originally quoted. I have spent approximately 10 hours on the phone with billing issues in the past 3 months with minimal resolution.

I have now cancelled my other service, paid them 59.99 for installation, 15.00 for activation and am now being charged approximately \$20 more per month. I also know that your company has spent several thousand dollars sending out contractors to bury new fiber for my service. I have been lied to in order for the rep to make a sale and now I am locked in at a rate higher than what it should be. I feel this is a bait and switch tactic used by the sales rep just to get a new customer to sign up.

Helpful? [Yes](#) [No](#)

Nona of Auburn, WA on July 27, 2015



Was told a date to have service on so went out of our way to make sure someone was at new location which took them away from helping the move go quickly. Called the next day and was given a second date which was also not meet, ended up buying a separate wireless modem to have DirecTV connection to keep 2 year old busy while moving in. I am not happy with the "move it with you" service. We are tied into a contract or we would choose another provider. Was the absolute worst service I have had with trying to get internet services.

Helpful? [Yes](#) [No](#)

Steve of Warrenton, MO on July 26, 2015



CenturyLink sells us service then tells us the area is exhausted and it's up to me to call back to see if they can provide me, the paying customer, service. Their customer service is ridiculous. I escalated my concerns to a manager, Yavette, and the best and could do was apologize. I emailed the company and turns out they outsource complains to some foreign country that makes it near impossible to understand the representative! I live fifty miles from St Louis and find it impossible to get either a hard line phone or internet service to my home. When we called to sign up the rep told us we would get 10 megabyte service at our home.

Then when the scheduled date came, NO ONE, showed up or called us, then they called several days later and rescheduled another week later and after the appointment time frame passed my wife calls CenturyLink and is told the service guy cancelled our service. He showed up and tested the lines and decided the line was exhausted and never even knocked on my door. When we setup the initial service I explained to the salesperson I needed internet for my job and he assured me we would get service. This company needs to be forced to fix their services. I am very disappointed in everything about this poor company. Now I am getting a bill sent to me for nothing and they want me to pay for the DSL router to be returned to them. My next letter is GOING TO THE BBB AND MY STATE REPRESENTATIVE!

Helpful? [Yes](#) [No](#)

Natalie of Las Vegas, UT on July 25, 2015



I signed up with CenturyLink for 20Mbps. When the tech came out he informed me he was unable to set me up with 20Mbps because of wiring so he told me he would cancel it for me. He also told me someone would call me within the hour which they did not. So I called them a couple hours later

they never get returns and so I had to speak with her supervisor and after I asked that the they took up to 2 business days and instead of putting it back on my card I was getting a check. I am so glad I did not go with CenturyLink for any service if this is how they deal with their customers. I suggest no one gets service through this company!

Helpful? [Yes](#) | [No](#)



Lisa of El Mirage, AZ on July 25, 2015



I moved 4-5 months ago and have spent way too much trying to get my online account to reflect my current account. Every time I log on to try to add my "new" account number (which why they even had to change my account # is beyond me... I transferred multiple other utilities as well, and none of them required more than one or two clicks to get my account info updated), it asks for my pin number, which I enter (which I know is correct, as I write all password information down as I create it). It then tells me that my pin is incorrect and gives me options of how to correct it. I can't have them call me, because I don't have phone service through CenturyLink (ok, seriously, it's 2015... How many people still have a landline?).

I've requested to have it emailed to me multiple times, never get it (and yes, I checked my spam folder). I can have it mailed to me in 7-10 business days, which is what I finally opted to do, or I can chat with one of their agents to supposedly reset it. I resisted this option for a long time, as those

chats inevitable take 3 times as long as needed to resolve a problem, but finally gave in today. It takes 5-10 minutes to verify my old account info, and then he wants to walk me through starting a new account, which wasn't even what I asked about when we started the chat. Unfortunately, living in Phoenix, there are very limited internet options and I am probably stuck with CenturyLink.

Helpful? [Yes](#) | [No](#)



Diane of Denver, CO on July 25, 2015



Just received my July bill and noticed a slight increase in the cost. After comparing to my previous month's bill, I noticed they increased the monthly modem lease from 7.99 to 8.99. The notification of this increase was on the July bill. This seems to be a violation of CTL's 30-day notice period for changing the terms of the service. Shouldn't I have been notified in June for a price increase on my July bill?

Helpful? [Yes](#) | [No](#)



Kelly of Cuba, MO on July 25, 2015



I called about the service year ago and it has NEVER gotten 10 megabytes as advertised. Recently it's been down to about 90 kilobytes. It shuts off, we get no service. So I called, and I called again and again. They say "we will send someone out." No one shows. This is 5th phone call, 4th attempt by technician that has never shown up to fix service. Currently waiting on management to call back. I've used all my data on my cellular devices and minutes on my cell. I'm currently looking for new service. Very dissatisfied customer. My son does college classes online, unable to fulfill his classes due to CenturyLink.

Helpful? [Yes](#) | [No](#)



Eric of Phoenix, AZ on July 25, 2015



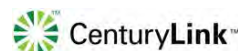
Recently my 12-month CenturyLink Internet/phone subscription was about to expire and jump from \$49 a month to \$145 a month! I called CenturyLink to complain about the insane \$96 increase. A customer representative named Julio offered me \$55 a month for another 12 months, which I accepted. But when the first bill came I learned it was really \$76 a month. Julio didn't mention a bunch of taxes and fees. I called up again to cancel altogether, and I was told I couldn't cancel without paying a \$240 penalty! Julio didn't mention a penalty, which I had somehow assumed by my verbal acceptance of the offer. I have called CenturyLink a total of four times now, and each person gives me a different price, and doesn't

One hand doesn't know what the other is doing in this organization. They just pull fake prices out of thin air! I have now cancelled the telephone service, and downgraded the Internet speed to save money. I'm still waiting for those changes to take effect. I'm not complaining about the CenturyLink service itself. The Internet worked fine, and so did the telephone. But it's not worth the price they're demanding. The CenturyLink representatives are incompetent and are liars and give out misleading information. They constantly try to trick you and play games with you. Do not ever deal with CenturyLink!

Helpful? [Yes](#) | [No](#)

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Consumer Complaints and Reviews



Rhonda of Des Moines, IA on July 25, 2015



I had called them because after a prior call to them where I had tried to lower my bill with them a new modem arrived at my door and I realized that they must have set up an additional account for me. The first guy (only waited 12 mins) said "Nope only one account" until I persisted with why there was another account number on the box and he then said "Oh it is a pending order so it didn't show up." Ugh, then I asked about a return shipping label and if they were going to honor the price quoted to me on my previous phone call. He said I would have to talk to two other departments about each, one for the shipping and one for the pricing. He transferred me to pricing/promotions first. I waited on hold for 1 hr and 53 minutes, to have my call finally answered by a lady named Shareah. She advised that she couldn't find either of my accounts. Really??? Then she said I must be a CenturyLink customer and not a Qwest customer. I said that is correct.

She then gave me a phone number to call. I asked her if they were not the same company, just different departments and she reluctantly said "Yes". I then asked her if it was good customer service to just give me a number to call after waiting as long as I had. She said she would transfer me but no one will answer at that number because they are closed. Haha! Now, I was really mad and asked for a supervisor. Yep, you guessed it she hung up on me. So, in the meantime while waiting on that call to be answered I tried their chat contact medium and that was almost as bad. The person at first tried to tell me that I should add DIRECTV to my new pending account and have my original account closed.

Helpful? [Yes](#) | [No](#)



rick of Prescott, AZ on July 24, 2015



Failed software integration/installation. Original installation was deleted resulting in a continued failure to bundle services with Directv and not recognizing the promotional offer.

Helpful? [Yes](#) | [No](#)



Wayne of Omak, WA on July 24, 2015



As a result of CenturyLink's "slow" (low data transfer rate) Internet service in the area, I contacted them about the problem and was told that they do not provide faster service. I eventually decided to migrate to another ISP but because it takes time to change email addresses, I wanted to keep my CenturyLink email account active for a while, while I got set up with my new ISP. I was told by CenturyLink that they had a plan that just allowed email service. So I called back later and tried to take advantage of it but I was told they didn't have such a plan! I told the person in Retention about my situation and then asked to be downgraded from their 7 Mbps plan to 1.5 Mbps plan so at least I could still receive emails and save some money by not paying for the highest data transfer rate.

I called CenturyLink recently to terminate my 'slow' Internet connection and was transferred to the wrong department I was told and they transferred me to Retention. I spoke to a man who told me that there would be an early termination fee of \$200. I told him I never was told by the person who set up the Internet Promo plan who knew of my situation that there would be a \$200 termination fee when I terminated the Internet service plan. He also said that I signed for it. That is false! How could I sign the supposed document by speaking on the telephone? I asked to speak to his Supervisor and was eventually transferred to his Supervisor who was no better to deal with and even said something like the person who set me up in Retention did tell me that there was an early termination fee.

I am sure that no such thing was said since I was wanting to end Internet service with CenturyLink in a few months and that would conflict with my plans of terminating CenturyLink's service and the person in Retention also knew my plans of wanting to terminate my service, I am sure. I asked to speak to the Supervisor's Supervisor but she said that it was not possible. Eventually, she would do nothing, I hung up approximately one hour after I called. I called CenturyLink again and then spoke to a woman who asked me for my phone number which I had just entered. I told her I had just entered it three times but she wouldn't go any further and she hung up before I did give the phone number again around 15 minutes later. At one point, I was told to call 1-800-603-6000 and they could possibly waive the early termination fee.

I called the supposed Business Office phone number above at 5:05 p.m. I was given earlier and the auto answering device malfunctioned (second time today) and was eventually told the wait time was five to seven minutes. At 5:22 I was disconnected. At 5:24 p.m., I called again and spoke to a man, and explained the issue and he said that I need to talk to Billing instead and was transferred there at 5:36 p.m. so that was more wasted time

I asked to speak to their Supervisor since they refused to waive the early termination fee. I was told that they can't take calls and then they transferred me to an Escalation Specialist at 5:57 p.m.

At 6:05 I started speaking to Aram, ID Number **. He told me that he would not waive the early termination fee. He also said that the Retention specialist (who set up the Internet Promo) told me that there was an early termination fee. I disagreed and said something like, "When was that written?" thinking it could have been possibly written in letter. I do know that the Retention person who set up the Promo, did not warn me in my hearing that if I did terminate the Internet Promo plan with the special price which they got for me, I would have to pay up to \$200. The Escalation Specialist did finally say that the termination fee is up to \$200 since it is prorated.

I also did object to CenturyLink calling my Internet service plan of 1.5 Mbps (1.5 million bits per second) down and 896 kbps up "High-Speed" which a person normally doesn't get anyway--a person can get up to 20% less and it is still called acceptable. Bits which are used to describe data transfer rates are an inflated value to make ISP's look like they offer higher "speeds" (actually data transfer rates, it is not a measure of the actual speed of the data) than they really are. When you divide the above values by bytes--the normal designator used to show file size, you get much smaller numbers. One byte equals eight bits so the down "speed" becomes 187.5 kbps and the up "speed" is only 112 kbps!

CenturyLink disagreed with me and told me that the Internet plan was High-Speed! Also, with both plans, the 7 Mbps, which is the "fastest" and the "slower" 1.5 Mbps one, the up "speed" is the same--only 112 kbps. Since there was nothing more to discuss, the call was ended at approximately 6:25 p.m., I believe. So spending approximately two and one half hours on the phone was wasted time.

It would be helpful if: CenturyLink would provide higher Internet "speeds" in the area. When a Retention person is aware of a customer's need to change their ISP in a few months, as a result of their "slow" service then they should NOT give them a Promo which locks them into a year's commitment. Retention should plainly tell people that if the Promo plan is terminated early there is an early termination fee of up to \$200.

A customer should not be disconnected, transferred to wrong places, or be told to dial a phone number for a department that cannot help them. Their automated phone system would not think a person said something when they actually said nothing therefore delaying the process or creating a problem with getting connected possibly with the correct department. A CenturyLink person should not falsely say that I signed the Promo agreement or commitment for a year when I did in fact not do so. I request that CenturyLink address these issues soon.

Helpful? ☒ Yes ☐ No



marcia of Artemas, PA on July 24, 2015



I opened a new account, bundled phone internet & cable for the low price of \$89 a month, I was told we could only get 1.5mb speed internet although my landlord who lives at the same property (2 poles beyond the house I rent) has 25mb speed internet cheaper than my 1.5mb. After moving in the phone wouldn't work. There were 2 phone lines installed by the previous renter also with century link, not like they didn't know there were 2 lines. Anyway the wrong line got activated and I had to pay for a service call for them to switch the line.

My home phone still won't allow me to make long distance calls. I keep getting a recorded message saying I need to dial the one first even though I dialed the 1. Months later I still can't make a call long distance unless it's to a cellphone. I called a tech guy and they will need to schedule a service call for more money... I'm about 3 months in suffering with the slo-mo internet then I get offered the faster speed, get this... at a higher cost, so I pay for the speed, like a sucker. My bill goes up every month. After 10 months my \$89 bill has crept to \$165 and is never the same amount month to month. Not sure why that is. If you have another option for internet service, phone or cable I would suggest you use them instead.

Helpful? ☒ Yes ☐ No



christie of Albany, OR on July 24, 2015



First, I want to start by saying it sucks. The customer service is horrible. They are rude. They try to force you into things and if you say no they get an attitude. The worse customer service I have ever seen or heard, ghetto people. Second, I have just internet through them and it is the slowest. The cost is 50 dollars a month and it is so not worth it. I truly hate Centurylink customer service and quality I literally wait into. I am already having a bad day to call and pay my bill. If you're not, they will but you in one. One girl even hung up on me so she could go home for the 4th of July. The worse.

Helpful? [Yes](#) | [No](#)

How do I know I can trust these reviews about CenturyLink?

- 784,695 reviews on ConsumerAffairs are verified.
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sean of Fargo, Nd, ND on July 23, 2015



My internet constantly goes down, and the router HAS to be one of theirs. I call the customer support and the guy "helping" me made everything MY fault and insulting ME. My internet service is still crap and unreliable. I would not recommend CenturyLink services to anyone. Very disappointed.

Helpful? [Yes](#) | [No](#)



James of Northglenn, CO on July 23, 2015



I have been a customer with CenturyLink/Qwest for 10 years, and I thought my contract has been up for the last 8 - turns out I was wrong! They were illegally entering me into a contract without informing me, and when I went to switch companies today they told me I have 1.5 years left on my contract! I was never informed I was entering a contract. Nobody told me anything about a contract or I would said HELL NO and bailed.

Their customer server is completely **. Not only do they outsource American jobs to India (which the Indian reps are actually nice), the reps they do have here are ** and treat you like **. I called Monday, waited on hold for a total of 2-3 hours, all while being transferred randomly, and being hung up on right after I give them my info (happened twice!). Finally got a hold of someone today, and he said he didn't have to help me do anything because I was in a contract, and I said "Wtf, why am I in a contract", and he said "because when you agreed to your new deal that is an automatic contract" and that if I wanted out of my contract he would be happy to charge me for all the discounts they gave me over the last 10 years. DO NOT JOIN CENTURYLINK EVER!!! Save yourself the issues and join someone else's internet!

Helpful? [Yes](#) | [No](#)



Rose of Rio, WI on July 22, 2015



I received a letter with my March phone bill indicating I would get a \$30 rebate (\$5 for 6 months) to sign up for auto pay. I signed up in March. Today contacted CenturyLink to find out why I didn't receive a credit yet on my bill. Was told they don't have a record that I ever signed up for auto pay (even though they are taking money out of my bank account since April). Christian ** said he could not honor this offer but graciously said he could give me a \$15 credit. Really? They don't have a record that I signed up for auto pay even though they are taking money out of my account? This seems unlikely. I think I was scammed by CenturyLink. Only have them for the internet, so will be checking US Cellular today. I still have the offer they sent me but he said that didn't matter because they don't have a record that I signed up for auto pay. How can this be when they are taking the money out of my bank account monthly since April?

Helpful? [Yes](#) | [No](#)

Fanoalii of Maple Valley, WA on July 22, 2015



I opened an account with CenturyLink in Aug 2013. CenturyLink became Qwest at which time many different problems began to occur. I made every payment though Qwest has turned my first two months bill into a collection agency with an account number that I knew nothing about. I have provided the collection agency with 2013 bank statements showing the withdrawal of payments though they are claiming that is not the correct account number yet I only had one account. After the merge with Qwest there were so many problems with incompetent employees, accidental disconnections, lost payments and rude customer service. We paid our bill in full and disconnected services with this company yet they continue to report this false bill to collection agencies. I refuse to EVER do business with Qwest again.

Helpful? [Yes](#) | [No](#)

Sheila of Prescott, AZ on July 22, 2015



I have been paying for internet wireless service, first with Qwest now with CenturyLink. I still have only the old Qwest modem and when I test my speed on a 3rd party site it shows only 122-442 KBPS. Miraculously, if I use CenturyLink's speed test tool it shows 1.9 MBPS. Clearly it is not performing there or I would have connectivity on a consistent basis.

Helpful? [Yes](#) | [No](#)

Francesca of Portland, OR on July 21, 2015



I have been a CenturyLink customer since 2008 - Bundled with DIRECTV. CenturyLink is very rude and unprofessional. They shut my service off for a \$1.41. I have never been late on a bill. They are trying to get me to pay \$94.00 I do not owe. When speaking with DIRECTV I have a \$93.27 credit on my service. CenturyLink has a note of it and still insist I owe \$94.68. They could not tell me how much my monthly service was and insisted I would have to wait one to two months for the credit to catch up. I've already given \$200.00 for July and over my dead body will I send more.

Well today I separated with CenturyLink and feel some relief. The divorce won't take place until tomorrow but I have already talked to DIRECTV and they were very easy to talk to. As soon as this divorce takes place, my husband will finally be able to watch the news. CenturyLink has been worse than a bad marriage. Thank you DIRECTV. I'm staying loyal to you!!!! Hallelujah no more 2 hour runarounds with CenturyLink and a huge saving on money!

Helpful? [Yes](#) | [No](#)

We cancelled with Cent. Link on 06/17/2015. Internet and telephone. Century Link did not release the phone number to Comcast, due to non payment of the telephone bill. They only cancelled the internet. We went back to Comcast for tele. and internet. Since CL did not release the number to Comcast both companies are billing us for tele.

We cancelled CL due to horrendous errors on their end from day one (May 5, 2015). We were told by Irene in the Escalation Dept. in Phoenix that when this was cancelled they would credit our acct. to a zero balance. We were not aware that CL was still servicing the line until they disconnected the phone on 7-17-2015. They maintain that we owed the amt. no matter what. Supervisor in the collection dept was very rude (to say the least) his name is Ben. We paid the bill in the amt. of \$298.28 in protest.

I have totaled up over 7 hrs. on the phone either on hold or talking people who kept telling me "this was out of their scope" to be able to assist me. I was transferred over and over and the call was disconnected many times. We want to dispute this entire situation and are trying to find the easiest way to do so. Conf. no. of payment on 07/21/2015 in the amt. of \$298.28. This is for under 3 mos. of their phone service.

Helpful? [Yes](#) | [No](#)



Kim of Herriman, UT on July 21, 2015



Not only does CenturyLink have the SLOWEST internet service, but their customer service is terrible! I spoke with 2 different representatives that told me that they could split up an installation fee over 3 months and of course, it didn't happen. I spent over an hour on chat with them and got transferred 4 different times. No one could help me so I finally just gave up and paid the stupid bill. First chance I get I am cancelling and switching to a different provider.

Helpful? [Yes](#) | [No](#)



Megan of Gilbert, AZ on July 21, 2015



I signed up with CenturyLink in November 2014 because their service is less expensive than Cox for just internet. I had to sign a year contract and was forced into auto-deductions in order to qualify for their lower price. I did this because I needed internet due to my master's classes being all online and not being able to afford Cox at twice the price for just internet. Everything was fine until I had to move because I needed to move to a less expensive place in June. I contacted CenturyLink in April when I found the new place and signed the lease, and CenturyLink stated to call them back when I had moved in June. They said I would not be charged an early termination fee if the new rental could not have CenturyLink.

Thus, I waited as advised and called in June when I had moved. We discovered that my new place was not able to have CenturyLink at my new place. Thus my service was cancelled and I reconfirmed there would be no penalty and I would not be charged an early termination fee. This was June 24, 2015. On June 30, 2015, I got a bill in my email stating I had a bill of \$91.81. Imagine my surprise! I logged into my account and discovered that they were charging me the early termination fee of \$119.80, which was supposed to be waived due to my reason for canceling was because my new place was not equipped or contracted for CenturyLink service.

I called, and spoke with several agents. One of the agents claimed I did get service at my address but she thought I lived in Phoenix, when I live in Gilbert. I tried to explain to her that I was not a Phoenix address - there is actually a street name the same name in Phoenix and Gilbert and it has the same street number - confusing, but not confusing when using the correct address with the correct zip code. As a result, I had to call back and speak to another agent, who used my correct address and discovered what two previous agents had that my new address does not get CenturyLink service. This agent processed a refund for the early termination fee, gave me a confirmation number, and I assumed it would be taken care of, and I would receive my refund for overpayment for the June-July bill when I did not have service.

I received another bill today, July 20, 2015 stating I still owed and was late paying a bill for \$91.81...thus I had to call and discover the agent did not file the reimbursement of this invalid early termination fee correctly and I was still being charged. In addition, the regular agent could not handle the issue and passed me to a supervisor. The supervisor, whose name is Michael, employee number **, was unbelievably rude and intimidating. His behavior was absolutely unacceptable in the conversation and was extremely aggressive. He told me he would not speak to me if I interrupted him; which I did not, but then when I asked questions for clarification about this entire debacle, he refused to answer - instead just sat silent and would not respond.

When I questioned his presence, his response finally was that he was not going to respond to me or speak to me unless I stopped interrupting him and that my questions were irrelevant because I already had the answers. However, I told him my goal was clarification because I know the calls are recorded so I want to be sure I am getting the same responses from each agent to document them. I forgot his name mid-conversation and

He also demanded the tracking number for my modem, which I returned and tracked and discovered it was delivered today, July 20, 2015 at 3:08 pm Kansas time, which meant they had had it for 5 and a half hours by the time I called. Regardless, they had a different tracking number altogether - and I figured it out - it was the tracking number to send me the information; but the tracking number for the return was the same on my receipt from UPS when I dropped it off as on the CenturyLink paperwork they sent along with that label. It is ridiculous that this information is missing on their end when it is on their paperwork. Thus, I know I will likely need to call again and may need to contact my bank for a fraudulent charge as they might charge me when they should not.

It should not be this difficult to cancel the service and receive the correct charges and/or refunds. I did not do anything wrong, nor did I violate the policy because I had to move where my money could afford and it happened to be where CenturyLink does not service. I am appalled at the supervisor behavior because the supervisor should never behave in that intimidating manner. He also hung up on me stating he would not talk to me any longer because I was asking questions I already had answers to.

It is my opinion, but I would think this is part of customer service, that I have the right to ask the same questions to determine that I am getting what I need to get done - otherwise I do not know what the agent did on the other end as I cannot see him. I want to be sure things are processed correctly and efficiently as they have not been previously and I am worried I am going to receive yet another bill and will have to call again - this is time consuming and frustrating as I often have to wait on hold for 30-40 minutes to speak to an agent. CenturyLink needs to have better trained employees, an easier process for cancellation, an option for employees to easily waive the early termination fee when applicable, shorter call times, and appropriately mannered employees, especially supervisors. I would have considered returning to CenturyLink in a new home, but due to all of this, I will find another option when I move again.

Helpful? ☒ Yes ☐ No



Camille of Tumwater, WA on July 20, 2015



So... a Centurylink salesman showed up on my doorstep and I said ok. I got the equipment and hooked everything up and it wouldn't work. Evidently there was a problem between the street and my house. So, rather than fight with Centurylink and incur additional charges to fix the problem between the street and my house, I went back to Comcast which had been reliable, if expensive.

Meanwhile I still had the Centurylink (CL) equipment. Fast forward several months and my credit report shows a collections from CL. No problem, my fault for still having the equipment. I call CL to pay the collections amount. They initially cannot find an account with my name, addy, etc. but I explain that I have the equipment, blah blah blah. They find my account and advise me that they will send a UPS sticker so that I can mail the equipment back. I said I won't pay the balance due until I'm sure they've received the equipment. Fast forward a couple weeks, no UPS sticker. I'm on the phone again right now with CL and they cannot find an account for me. Seriously? I've got your ** equipment. You sent me to collections. There is no store in the area for me to return equipment to. I am willing to pay my bill and they can't find it. LMAO!

Helpful? ☒ Yes ☐ No



Valerie of Dennison, KS on July 20, 2015



I have had CenturyLink for 4 months now and have had nothing but problems from the first phone call. They set me up with two accounts. When I got the bill for both and told them what was going on, they canceled one of them but when I got home we had no internet. I spent 4 hours on the phone being tossed from person to person only to get hung up on when I started getting frustrated. So I gave up for the night being it was already 8:00.

I then called back first thing the next morning and they said they would have to send someone out that afternoon and before so I took off work, no one ever called or showed. So at 830, I called again and this time they had the tech who was supposed to come out. Call me, he was very rude and said there was no way he was coming out. He didn't have time. He would be out some time tomorrow. When I asked him if he could give me a time frame so I wouldn't miss a whole day of work he said "no" because that wouldn't be fair. Yet it was fair. I had to miss two days of work because of them.

So I took yet another day off still, no one showed. I then called and insisted to speak to a manager. He promised me someone would be out that next day and they would call 30 min in advance to make sure someone was going to be home so I wouldn't have to miss another whole day of work. Finally, the next day I got a call saying someone was on the way over. So I left work early and I got to the house and the technician had it fixed before I got there. He told me it was something they should have been able to fix the first day I called. I shouldn't have had to go through all of that. Well everything was ok for a few months and now we are having the same problem again. If I had really any other options for internet service, they would have one less customer. Unfortunately, where we live we don't have much options.



Avis of Warsaw, MO on July 19, 2015



As a new customer there were so many issues from the first call to the last. First I was told I could have 20 spd vs 10 at a lower cost. Three week delay in install. Oversold area and you have to wait like a turtle to use the service. They will not upgrade lines.

Helpful? [Yes](#) | [No](#)



Jessamy of Covington, WA on July 19, 2015



I have been without television for 3 years, it's just been out of my budget. I have had CenturyLink internet since I canceled my cable tv. I attempted to get their TV service, which is DISH, so that I could have TV again. The technician came out and explained that there were too many trees and they could not get a signal. So once again, I am stuck with just internet and no TV. They had a great price to begin with but after a certain period of time it would skyrocket 3x as much as the promotional price. So I would have to call and tell them I was going to cancel because it cost too much. They would then tell me they could put me on a promotional rate for a certain period of time, and after that time expired I would have to call back to get back on the promotional rate, which I had to do this past May.

This week, I noticed Comcast had a great deal on internet and TV package which I needed. Comcast speeds on internet are much faster but it costs the same if not less than CenturyLink. I called to cancel my account and was suddenly told that I was on a 12 month CONTRACT and would have to pay an early termination fee if I canceled. I told them I never signed or agreed to a contract! When I first switched to CenturyLink it was because they did not make you sign a contract. And now I am being told that I made a "verbal" contract, though it was never explained to me that if I canceled it would be an early termination fee?!

I have had problems with my service with CenturyLink ever since I have had it. I explained that they would shut my service off due to past payment without first informing me, multiple devices COULD NOT run at the same time without lagging, and my service would randomly go out due to problems in the area. This is horrible customer service. After being a customer of theirs for 3 years I would never expect to be treated this way.

Helpful? [Yes](#) | [No](#)



K of Henderson, NV on July 19, 2015



At our request, CenturyLink turned off our bundled services on June 2, 2015 at 12:01 am. Cox Cable services installed that morning, and that afternoon, we drove to the local CenturyLink Store (1) returned our leased equipment, (2) paid our final bill, in full, and (3) obtained a written return receipt from a representative. Two months later, we are still are billed for services (\$300), and REFUSE to refund prorata???

Response from CenturyLink: "Thank you for contacting us. We promise to do everything we can to evaluate and address your unresolved billing issue to meet your expectations. In review of the account, the request to disconnect was not placed until 07/13/2015. Unfortunately, as services were not disconnected until this date, the bill is valid. In order for an account to be disconnected, you must speak with a representative to have the account closed. As stated, this was not done until 07/13/2015 and therefore no credit is warranted to the account as charges are considered valid for an active account. CenturyLink appreciates your business and values you as a customer. Our goal is to provide you with excellent customer service."

Helpful? [Yes](#) | [No](#)



Debi of Aurora, CO on July 18, 2015



We had CenturyLink through Dish, it was so bad trying to get help with Internet Speed, we stopped bundling their stupid charges and went with CenturyLink direct. Um. No better. Download speeds are supposed to be 20mps, we get barely 12. When we call them on it and they check it of

every site I go to to try to upload.. Bad bad.. Bad advertising.. I have to say they lie. If you can find an alternative (unfortunately in our area they have a monopoly on phone internet services) I'd go with another company.

Helpful? [Yes](#) | [No](#)



Willard of Mesa, AZ on July 18, 2015



I was having an issue with my new service and was scheduled for a visit Monday. Ryan was in the area and stopped by and took care of the problem in a very professional manner. You are fortunate to have a person such as Ryan representing your company. I was impressed by his demeanor and knowledge and customer relationship.

Helpful? [Yes](#) | [No](#)



Mark of Albuquerque, NM on July 18, 2015



Thanks, Centurylink, for angering me to the point of seeking psychiatric help. Worst customer service of any company I have ever dealt with. Need to sell out to an entity that isn't complacently irresponsible and obsessed with greed. I have had telephone and dsl issues that took months to partially resolve and repeated visits to my home that never were necessary - the problem was never on my property (and the inside wiring I completely replaced at my expense which was perfectly fine to begin with), it is your decayed and poorly maintained infrastructure. When are you going to join the 21st century? To those of you having problems with CL - my advice is to dump them if you can. If not, scream your lungs out but try not to actually feel angry; just pretend and make it a game. It is to them. Some of the mildly retarded telephone support staff actually laugh at you when they frustrate you to the point of insanity.

Helpful? [Yes](#) | [No](#)



Billy of Seattle, WA on July 18, 2015



When I called CenturyLink to have my internet and landline switched over from Comcast, I chose a bundle deal that was around \$50. I was told that with taxes, my monthly bill would be around \$80. My first bill was \$224, the second bill was a little over \$100, and my current bill is \$114. I have switched back to Comcast as of today.

Helpful? [Yes](#) | [No](#)



sepp of Pataskala, OH on July 18, 2015



I've been a CenturyLink customer by monopoly due to area where I live for over 10 years and I've written several complaint letters to their CEO, President with detailed service issues with no response. Class action suit is next. Deplorable.

Helpful? [Yes](#) | [No](#)



Kathryn of Irvington, AL on July 18, 2015



Earlier this month I received a disconnect notice from CenturyLink. I had their "snail speed" internet service only, no other services! I admit I had fell behind 2 months on payments. The disconnect letter requested a payment of \$54.54 in order for my service to remain on without service.

my service was terminated anyway! I called & talked with a service rep, who informed me that my account was almost \$300.00 overdue & that I would have to pay \$190.00 @ that time to restore service. I don't understand their calculations! Way overcharging! Without any reasonable explanation! Without a doubt they will soon be minus 1 more customer when I terminate their service!

Helpful? ☒ Yes ☐ No



said of Ft.Rucker, AL on July 17, 2015



BLUFF. Do not work with CenturyLink. I have been in Active Duty for 9 years and have seen all kinds of different services from Europe to Asia to Alaska to lower 48. CenturyLink is for sure beat them all on CRAPPY contest. They beat even Czech Republic phone and internet services without joke. Customer service suck and rude, internet is slow and you have to pay for even for setting up a voicemail. Friendly advice, go with some other companies in the market. They are really bad! I would NOT give them any star. I gave them 1 star because it is required.

Helpful? ☒ Yes ☐ No



Nospam of Beaverton, OR on July 17, 2015



I have been a customer for 30 years. Every year during that time and especially lately, my monthly rate keeps creeping up, up, up. 50 cents here, a dollar there. Small, barely perceptible increases but over the year(s) it adds up to serious money. I am hearing disabled so rarely use the phone. And I mean RARELY. The ONLY reason I keep my account is because I have their DSL. My bill is now \$60 for a pretty much "basic services" account. 1 MBPS DSL is very slow these days. Every week I get a letter from CenturyLink wanting me to "upgrade" to a faster DSL connection if I also take their nationwide calling bundle which I most certainly do not need!

As they used to say, if I had an option, I'd leave CenturyLink in a heartbeat. Why would I ever want to subscribe to MORE services when they are charging me an outrageous amount for the tiny amount of service I currently use? I'd complain to the Utility Commission but I seriously doubt that would do any good. Bottom line is that CenturyLink DOES NOT value loyal customers. They S-U-C-K!

Helpful? ☒ Yes ☐ No



Bill of Malta, OH on July 17, 2015



I have been a CenturyLink customer for nearly 7 years. In January 2015 I tried to install and use a satellite phone (Ooma), but due to an error by CenturyLink the internet speed they provided wouldn't support Ooma. As a result, in about February 2015 I had to return to CenturyLink phone service. For some reason, Ooma couldn't re-port my old number back, so CenturyLink arbitrarily assigned a new phone number. I chose CenturyLink's Phone II bundle (phone and misnamed "high-speed internet"). That bundle included UNLIMITED local and long distance calls, along with internet service. Internet speed was just impossible - the lowest DSL speed available, despite the fact that their own service rep tested our line and equipment and said it should be TWICE as fast (1.5) which in our neck of the woods passes for "high speed".

If we would have been getting 1.5, it would have been satisfactory, but for some reason, CenturyLink didn't even have my physical address in their database. Over a period of at least 5 months, the continually stated I was already receiving the highest speed internet available to me. An almost exact physical address existed in a town 13 miles away and CenturyLink was using that address to determine my service. I have a file of chat records that's close to an inch thick that consistently explained that the address they were using was totally incorrect. Did they listen? Oh NO! They kept stating their engineers had determined that I was already getting the highest speed available for my location.

About two weeks ago, a CenturyLink "escalation" person entered our physical address in what he called the E911 system, and magically our true and actual address showed up in CenturyLink's system database. Within less than a day, our internet speed doubled. It took nearly 6 months of insistent calling, chatting and emailing to get this otherwise minor problem solved. During this entire time, CenturyLink service reps did nothing but regurgitate the same previous erroneous info that was recorded in their system. No one took a new look at it. Everyone simply assumed I, the customer, was WRONG and they, the monopoly service provider was right. Did anyone apologize for all the trouble I had to force my way through to finally get someone to take action? OF COURSE NOT! At least that problem has now been solved.

However, here's a key piece to this horrid story. I contacted CenturyLink's CEO with my complaint. Of course, I never heard from him, but he did forward the complaint to his trouble-shooter. Ms. Kristv **. She was quite sympathetic, and did attempt to get the original problem worked out, but

...at the top of the company and then can get the reputation that goes out to say about the company's management as well as their people. Basically, the attitude I faced starts at the top and flows downhill. So it is with CenturyLink. But that's not the end of the story.

At the same time as the internet speed issue was dragging on and on and on, the phone problems were just beginning. I mentioned I had elected a phone and internet bundle, with unlimited long distance and local calls included in the package price - \$71.90 per month with a \$10.00 monthly discount if you chose their "auto pay" billing system. I didn't - I couldn't trust them. Good thing I didn't because doing so means you just let them charge your bank account for the charges. I noticed immediately that I was paying for unlimited long distance and local call package, but I was stunned to see that I was also being charged for each and every local and long distance call made from our phone. That increased our bill quite a bit - perhaps as much as \$30.00 per month.

When I complained about that, CenturyLink customer reps said it was because we weren't dialing a "1" before each call. But I and my entire family were doing just that! CenturyLink acknowledges I should not be paying for those calls individually, so I requested credits for each and every call separately and had assistance from a service rep to accomplish that herculean feat. CenturyLink said it would take 2 to 3 billing cycles for the credits to show. Fat chance. The credits have not only NOT shown, but the erroneous billing has continued. In fact, after all the calls, chats and even contacting the CEO's trouble shooter about this latest screw-up, my bill for this month is even HIGHER than any previous bill and charges for the supposedly "unlimited" long distance and local calls has continued without abatement.

I've even contacted the FCC, but CenturyLink seems just to ignore that impotent government agency. I write to the FCC, the FCC notifies CenturyLink of the complaint, then CenturyLink pens a letter to me AND the FCC saying everything is now cleared up, even though it isn't. If anyone reads this and STILL does business with CenturyLink, they have been forewarned and deserve all the abuse they receive at the hands of this miscreant company. There are thousands of reasons CenturyLink should go out of business. Search the internet complaint sites about CenturyLink and you see without a doubt what I say is the absolute truth. The number of "positive" comments about CenturyLink is so small as to be dwarfed by the mountains of negative posts by users.

If CenturyLink weren't the monopoly provider in our area, I'd have nothing to do with anything, person, place or service even remotely connected with CenturyLink. The company has proven to me that it's by far the worst communications service provider in the universe. This has been occurring to me since late January 2015. Historically, comments like mine reach further back into time than you can imagine. It boggles the mind. But don't stop here. Check all this out on the internet. You simply will find it almost impossible to believe - but the numbers don't lie. It's ALL TRUE!

Helpful? [Yes](#) [No](#)



John of Sioux City, IA on July 17, 2015



I have not had my internet working for almost 2 weeks. I called a week ago and they scheduled a technician to come to my house yesterday (a week later) at 11 am (never showed up.) I received a text around 2:30 telling me they were on their way (no show) again. I called at 3:15 and after many apologies they promised that the technician will be here to 4:30 but again no show. And to make matters worse they send me a text around 5:45 to tell me that they finished and my problem was solved (not!) I called back today to tell them to cancel my service since they breached the contract by not providing me with the service I'm paying for every month on time.

This is not the first time I have problems with the service. I have had nothing but problems since day one and I'm not willing to continue paying for a service that I'm not getting. The employee informed me that I have a contract with them that I signed and needed to obey by. But as of today I still don't have my internet fixed nor a solution to my problem. I want nothing to do with this company ever again. As far as I concern they breached the contract and not me. I'm not willing to continue fighting to get the service that I'm paying for. Besides even when my Internet was working it only worked off and on. It was constantly out. So as far as I concern I'm done with this company. My account # is **.

Helpful? [Yes](#) [No](#)



kent of Glenwood, IA on July 17, 2015



Called and ask to fix outside street lines and tech, states that bare wires and insulation falling off wires at boxes and shorting out at many location. But CenturyLink will not fix or replace lines. My speeds on a good day is normal. 18 to 19 kbs, download, .006 kbs uploads. If rain out of service, transfer to Philippines for tech. so service sucks. Local tech said wires been shot for 15 yrs. Head office in Utah said that I live too far from Walmart 11 miles. Kind of strange. My home in KS is 156 miles from 3 Walmarts and I have fiber to the house and great speeds, but CenturyLink is all about how much he can put in his pocket and not fixing anything correct. I sent letter to FCC and get a return letter from CenturyLink and they do nothing. They should be fine big time for fraud on poor service and not providing needs to elderly phones lines that don't work.

A friend had a heart attack was lying on floor with landline in hand and no phone signal due to CenturyLink did want to fix his house phone line. So

line cost and they will not improve it. Going on 5 yrs and I within 5 miles of a google data center and I got really no internet. ** and cat shield cable coming from modem to pc. High end pc. No low ball pc. Just CenturyLink is low ball. No service. Really bad service. No other provider in area. And a disable vet on top of it and get nowhere with big companies. They just rip us little guys off.

Helpful? [Yes](#) | [No](#)

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Consumer Complaints and Reviews



ron of Grants Pass, OR on July 17, 2015



Less than 3 miles from the NOC switch, signed up for 1.5 download and typically received .25. At least 10 calls placed to them for poor service. Finally I could not take it anymore when I was told I could only have 1 computer on at a time from their rep. I chose a different provider who has provided much better service--consistently. Now I am getting collection calls from these peeps. First they do not provide what they were being paid for then I bypass them and pay Directv directly and now they are after me. Good luck as I will be telling everyone about their lack service and their attitude when you leave them. And by the way I do not owe them anything.

Helpful? [Yes](#) | [No](#)



Terry of Queen Creek, AZ on July 17, 2015



I have been a CenturyLink customer with internet for 12 years and never had a problem. 3 years ago I was asked to be part of a test program for the Prism TV and thought why not. Everything has been great for almost 2 years now and as of 3 months ago we started having issues with pixelating and freezing to the point of not being able to watch tv at all. Numerous calls were made, numerous disconnects were made, numerous transfers were done. I totaled up the time spent on the phone to 32 hours and time waiting at home for a tech was 22 hours to try and fix the issue.

Guess what problem still there so as of July 1st? I contacted the loyalty dept to cancel my service and request a credit on my bill. I was told by the supervisor that could care less, had a huge attitude and never even asked why I was canceling that she was not able to issue a credit unless she spoke with tech support and could confirm that I was without service for any length of time.

I told her at this point I didn't really care and she suggested that she go ahead because I had nothing to lose. 30 min later she returned to our call with a very, very apologetic voice and expressed that she had reviewed what I had been thru for the last 3 months and she even said she was very sorry and that she still could not issue a credit but after my service was discontinued on Aug 15th that there would be no charge for June or July. At this point I really didn't care, I was just so upset from all I had been thru. So you would think that was it but NOOOO. Instead of cancelling my service on Aug 15th as I requested they cancelled my TV & Internet both on July 15 a whole month earlier than I requested and now they are closed so no tv or internet tonight.

Morning comes and spent another 4 hours working to get internet back on. They had to create a whole new account to turn back on my existing acct (go figure) and I lose any credits that I was supposed to get. Finally 8 hours later it's up and lo and behold now we have no tv. Another 6 hours, more hang ups, disconnects, transfers to 5 different departments to find out why and guess what, they are now CLOSED another night of no tv. I am 50 plus years old and have never, ever begged for anything in my life but today I heard myself begging a total stranger to please, please not disconnect, transfer or put me on hold and just do his job customer service and to please turn my tv back on (billing dept now closed!!!).

I have reached my breaking point and broke down in tears from all the stress and time this has taken from me. I literally couldn't take another minute of this matter and I finally give in. YOU WIN CenturyLink. You broke me to the point that I just don't care anymore but I will be damned if you ever see a dime from me again. I literally will never ever pay another penny and I don't care if you go after my credit, it comes off in 7 years so there. I have just figured it's time I take the same attitude that you do with your customers. You just don't care!!!

Helpful? ☒ Yes ☐ No



Crystal of Bellevue, WA on July 16, 2015



I spent 4 hours on the phone with CenturyLink, been transferred 12 reps, issues could not be resolved. Finally I talked with one of the supervisors, but she was even worse than those reps. What's this company? What type people they hired? Super poor customer service, super rude reps. The internet services also even worse. The internet was on and off all the time. I am still on hold now while writing this review. It is going to be 5 hours of my time wasted without going things solved. One of their rep made mistake, no one seems could figure out the issue and fixed it. Once the billing issue solved, I am going to cancel the service. Hopefully everyone else is leaving this poor customer services company.



Margo of Fort Myers, FL on July 16, 2015



I connected service with my home and business with CenturyLink. To find their internet is so bad for my business. I cannot use it. I called to disconnect service. They informed me that I had a CONTRACT... What!!! I stated, "I never signed a contract." They informed me, "it was a verbal." I ask them to pull the recorded conversation with their tech and myself. That the tech never said a word about a contract. He said, they cannot pull my recorded conversation.... EXACTLY. Because they know they are wrong! I am disconnecting service with them both places.

Helpful? [Yes](#) | [No](#)

Tonya K of Milliken, CO on July 16, 2015



I moved to Colorado from Kansas in April of 2015. I signed up with CenturyLink before I moved. I asked if there would be more fees that I would have to pay. They told me "no, that would be it." I moved, contacted them and was told I did not have an account. I told him they had signed me up. He asked my phone number. Told him "I did not have a number." He told me he could not find my account without the phone number. I told him "I did not receive a phone number." "Well I can't find your account without your number."

This was the type of customer service I received from this company at least with six of their people. I have never been so frustrated with a company like this one. I got different answers from everyone I dealt with. No one could give me a straight answer and no one knew what they were talking about. They charged me a \$100 for the installation fee which they did not tell me about that fee. One person told me I did not need the phone jack, another said I did. The service man came out and installed it and said "You don't need this. You can just use wifi." Customer service said I did. This went on with at least 5 reps. One rep said he could take off \$50. Called back in because I was charged the \$100. Another said they could not take it off because they were out of \$50's. So the next person I talked to about the charge said "oh we don't do that."

I finally called and told them to cancel my service. I got a bill from CenturyLink for \$233. I called and talked to another rep and he told me that it was not legal in the state of Colorado to reduce the installation fee. I had two reps said they could. I was so upset by then, I told him I would pay the bill just so I would not have to deal with this company again. Their reps were rude, hateful, would not try to help me at all and when I canceled told me I had to pay that money. I did not even have the service and I have paid them \$233. I have never dealt with such a company as this and I assure you I never will again. So beware!!!

Helpful? [Yes](#) | [No](#)

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Desiree of Walnut Creek, CA on July 14, 2015



It took 2 months and at least 3 hours on the phone, waiting, transfers & hang ups. The install guy never showed up to flip the switch in my building, so that postponed my appt for weeks! My internet would always go out, I moved out of service range and was charged \$200 for canceling. I tried to return the modem to the store & was told I can because they come up "missing" so I was given a shipping label to send it back. Mailed it in April & got a \$99 equipment charge in June! This company is such a scam!

Helpful? [Yes](#) | [No](#)



Rachel of Killeen, TX on July 14, 2015



My husband and I have had CenturyLink as our personal service for about one year now, but we both also have family that use their services as well. My husband is military, so as soon as we got to our first duty station, it seemed natural to go with CenturyLink for our household. Not only because we were already familiar with them, but also because they are the cheapest in the city we live in. Our first mistake was going with them for the cost instead of the quality. We got to our home with nothing in the house and, as any military family will understand, you have to wait for your belongings to arrive at your house. We purchased a small television, and decided we should get an internet and cable package started, that way we could have some form of entertainment for our four-year-old. We called, and the next day someone from DirecTV came out and set up our television.

The following day, someone from CenturyLink came and installed our internet. The very first day, after the technician came and set it all up, our internet quit working. For that entire month, we called customer support for repairs to find out why we could not get a connection, and we were bounced from representative to representative, and from department to department. I was told different excuses ranging from the technician didn't make a simple check mark on his paperwork saying we were okayed for our internet, to we need to call an electrician to make sure our outlets were working properly.

Finally, after one month of calling and complaining, a customer service representative sent out a technician to see why we were not able to connect. Turns out that the router we received had a faulty wire. Something so simple, and only five minutes of someone's time, had to take one month to fix. Not only did we have to wait an entire month to have working internet, we also had to pay for that month's service, despite us never being able to utilize it.

After that was taken care of, we haven't had any issues until now. We received a flyer in the mail about a new package deal that CenturyLink was offering. \$119/month for television, phone, and internet. This sounded like a great deal, especially because we have been paying \$143/month for just television and internet. We called to see if we were eligible for this deal, and was told we were. The representative informed us that we would be charged a \$30 one-time fee, but that we would also be receiving credits for our bill because we switched to a cheaper package. This was okay to us, so we accepted the deal.

Now, three weeks later, I receive my statement in the mail saying that I have a past due amount of \$24, and that my current statement is \$279, which brings the total amount due to \$303. My husband and I paid our last month's bill well in advance, and we paid the total amount due, so there was no way we were late on our payment, and the current amount of 279 was damn near double the amount we normally pay per month. We called customer service, and in talking to the first representative, we found out that the \$24 past due amount should have actually been a credit to our account, and she adjusted the amount, which brought us down to \$208. Still absolutely ludicrous, and still absolutely not paying that amount when we signed up for \$119/ month. She then placed us on a hold to "look at our account," but instead transferred us all the way back to the beginning of the self-help menu.

We finally got to another customer service representative who told us that by putting a phone line on our services, it increases the amount due, saying they would not honor their package deal. Unacceptable. They advertise on their website now \$96 for TV, internet, and phone, so we asked that if they would not honor their package deal that we switch to our original package of just TV and internet for our normal \$143/month. He declined to let us do this. Instead, he sent us to their "Loyalty Program" department, where the one and only representative that it seems CenturyLink has is understanding of our problem, said that our bill was nonsense, and she saw where they messed our package up. She was able to fix our CenturyLink services to the correct amount, however the first representative that set our deal up for us did not transfer the deal to include our television, so we had to call DirecTV and reset our television package.

This in turn messed our package deal up all over again. After one and one half hours on the phone, we are still no closer to seeing the \$119/month package deal. We were told, before getting off the phone, that this month's bill will be about \$145, as previously discussed, with the one time fee. Next month would reflect the package deal, and all would be good. I am ready to pay our bill, which, again, is early, and I forgot to write down the exact amount that is due now that it's been adjusted, so I went to the chat option online, as it's always easier to deal with them this way. They had

Not only did they increase my bill on a package deal that was supposed to be cheaper, they wasted my time "adjusting" it to a price that they still will not honor. There are only two companies in the city that I live in that offer television and internet, and I stupidly chose to go with a company that was cheaper. Never again will I use CenturyLink's services, and I will always tell anyone that is searching for services to choose any service besides CenturyLink. Once our contract is over, we will switch our services to a company that may be more expensive, but one who values their customer's business, and understands that we work hard to be able to enjoy things such as internet and TV. If I am expected to pay for services from this company, I expect them to honor deals that they make with me, or I will take my services elsewhere.

Helpful? ☒ Yes ☐ No



Jordan of Orem, UT on July 14, 2015



I contacted CenturyLink because I heard from a friend that they had a 30 dollar a month promotion for internet access. They offered me the promotion. I accepted the offer and the agent said they would set everything up for me, including the paperless billing and automatic payments to ensure I received the promotion. As I was also paying for the modem they sold me, I was unaware that I wasn't getting the promotion. After a couple of months I forgot that I was making payments on the modem. So I called Centurylink to ask why the bill was so high. They told me it because of the modem and then again I asked them if I was getting the promotional 30 dollar price and that it would continue. They verified that I was. The billing for my modem was now paid and a couple months went by. I didn't check how much I was getting charged.

I moved to a different home and had them set up the internet there (which took 2 weeks for them to finally get it turned on) During this process I made sure several times to ask the agent working with me if I was getting the 30 dollar promotion and if I would continue to get it. I was told that I was. 1 month later I got charged 40 instead of 30. I contacted CenturyLink and the agent FINALLY set up my paperless billing and auto-pay (which I had thought was already set up). The agent told me I would get the 10 dollar credit because I was overcharged. I set up a CenturyLink account because I was skeptical (I hadn't earlier because they did everything for me over the phone).

On my account it showed that I had been charged 40 dollars for the past 8 months. I lost 80 dollars. This is a lot for a newly married couple. I contacted CenturyLink about it and they told me it was my fault for not checking my bill. I agree with them that I should have checked my bill. I told them about how many times I called and was told I was getting the promotion. They refused to give me the credit. I encouraged them to listened to the calls I had made and they would not. I will always strongly recommend in the future that people avoid CenturyLink so that they don't get screwed over like I did. Especially because so many newly-weds are trying to find cheap internet access.

Helpful? ☒ Yes ☐ No



Kevin of La Crosse, WI on July 14, 2015



After years of being a satisfied customer with CenturyLink, I upgraded from 10 Mbit to 20 Mbit speed. Tech support couldn't give me a time frame for the tech to arrive, only a date. I work night shift and stressed the importance of at LEAST finishing up by 2 PM on the scheduled installation date. The tech showed up with JUST enough time to do the install. However, he seemed to be in a rush and started out the door telling me I still needed to activate(?) the router, run the speed test, and some other things I had no idea how to do. I did get him to activate the router, but it didn't work properly and I lost my phone service as a result (I use a VOIP phone, and am still without service 8 days later).

My internet connection is terrible. I have to try repeatedly to get any site to open, I keep getting a "No Internet" error. Tech support was supposed to come this morning to fix it, but no one came. When I called, I was informed that all of the reps were busy and I'd have to reschedule for another day. I'd had enough -- I called another ISP and scheduled installation of 3X the speed offered by CenturyLink for only \$5 more, and a MUCH lower installation fee. I then tried to disconnect my service through Live Chat, but have been told I can't discontinue my service that way, I have to call. Hmm, how can I do that without a phone? I'll call tomorrow once I get the new ISP and a working phone.

Helpful? ☒ Yes ☐ No



Ken of Leesburg, FL on July 14, 2015



CenturyLink quoted me a price for Prism/internet service. After installation was delayed I called to confirm price because neighbors were having

confirming our contract.

A month later they tried charging an internet hookup fee (biggest complaint of neighbors) but did back off when I threatened to cancel service. Two months later their billing reflected a \$14 above quote bill and no notes to document our discussion. Yes, I am getting services that cost the \$14 but that is not what they agreed to. Six months later they add another \$5 to service meaning I'm paying \$19 more than they quoted for service without taxes. This is more than one person misrepresenting their offerings, it is a system that seems to encourage lies and hides fees and will do anything to sign up new customers without intent to provide service they promised.

Helpful? [Yes](#) | [No](#)



Lesli of Deland, FL on July 14, 2015



I called centurylink over my bill being high and they claim I didn't pay, which I paid twice in november 2014. Recently I was told we ordered movies from bedroom, we were not home that weekend. What took the cake, got a notice to pay \$25 by July 13 or service would be shut off. I paid \$160 two days prior and asked if it would be shut off since I made payment... I was told no. It was shut off including my internet. Now I am in school and work full time. They left home phone on.

Helpful? [Yes](#) | [No](#)



babak of Colorado Springs, CO on July 14, 2015



I have had the worst experience with CenturyLink. Every time I have made the mistake of calling their customer service, it's been a nightmare. They never have a reference to previous calls of mine. One time I called about a promotion, the operator signed me up. A month later, I was being charge a ridiculous amount (which was not part of the promotion). When I called back to complain, the new operator had no idea what I was talking about or what packaged I previously signed up for. Then when I canceled my CenturyLink service, well, that is when the real nightmare started. I only had internet service, but for some reason I was charged 356 dollars for one month and 416 for another! Oh god, I am still trying to fight these charges! I regret ever getting CenturyLink!!!

Helpful? [Yes](#) | [No](#)



Steve of Iowa City, IA on July 14, 2015



CenturyLink promised a special rate \$39.99 then ended up billing me the standard full rate of about \$40 more per month. Because of Autopay I didn't catch it soon enough and they say they will not give a refund, but instead offered a discount for 4 months, at a net loss to me of at least \$300. Long story short, you have to scrutinize your bill very month to make sure they are not overcharging. Don't do Autopay with them! Write everything down! Save the offer, etc. Better still, just switch to another carrier if you have the option.

Helpful? [Yes](#) | [No](#)



Pamela of West Plains, MO on July 14, 2015



I'm horribly upset and feel like I have no method of retribution for what I have gone through in the past couple of weeks with Centurytel/CenturyLink. This is definitely what a monopoly is all about. Let me begin at the beginning. Approximately 3 weeks ago, I called Centurytel to request getting service into my new business which had been previously set up with a different business name. I left a message and was told someone would be calling me. Upon receiving the return call... Approximately 2 days later, I was told they would have to set an appointment for me and notify a third party provider that I would want to carry over my cell phone number which was on my letterhead and business correspondence. I was then given a date and time someone would be coming out to set up service. When that day and time passed with no further word from anyone, I called Centurytel again.

stories, have received phone calls wherein one department doesn't have a clue what the other department is doing. No notes have been placed on my account to tell anyone of the ludicrous amount of minutia I have had to put up with and still haven't gotten the security cameras I was assured would be in place within days (supposedly, from a company called VIVINT who was in some way affiliated with Centurytel). It has been one mistake after another throughout the entire experience, and even now, I am without security cameras, a modem, phone service, or a large unearthed hole in front of my business which was supposed to have been covered weeks ago. I am beyond livid and would like to know if there is anything that can be done to get faster and receptive service to my business?

Helpful? [Yes](#) | [No](#)



Connie of Chandler, AZ on July 14, 2015



We needed a set up that included home services and business phone hookup. They came several times and unsuccessfully got us services. In a short time, two weeks, they were unable to set up our services. We contacted them, they came picked up hardware and stated that they were sorry and we wouldn't be charged. We received a bill, called the company and stated they were sorry and we wouldn't be charged. We receive a notice from a collection agency that we owed close to \$400.00 for a service that was never completed. We do not want a blemish on our credit history.

Helpful? [Yes](#) | [No](#)



Alden of Kingwood, TX on July 13, 2015



I sadly am still on Centurylink for now. I have had many problems. I called customer support because our internet was extremely bad and then shut down all the sudden. The customer support wasn't easy to work with. The person helping me was very annoyed. In the end they had to send me a new modem and she asked "is it ok if it comes in 5 days?" And I said it's really not. She then said "I guess we will pay for overnight shipping". So it was obvious they didn't really care about the customer as much as they do saving a couple bucks because they would have made me gone an extra 5 days without internet to save money.

Helpful? [Yes](#) | [No](#)



Rick of Justin, TX on July 12, 2015



<http://www.speedtest.net/result/4500254990.png> The picture says a thousand words. While you can get this company to fix the problem (I am paying for a service 10 times faster than shown) the problem doesn't stay fixed and the company NEVER discovers the trouble until YOU do the tests for them! If you are in rural areas you might be stuck with this company but if you have any other choice do not use this company unless you have time to work with them 2-3 times a month to maintain the service you are paying for.

Helpful? [Yes](#) | [No](#)



Briana of Belgrade, MT on July 12, 2015



Well where do I begin? Let's start with the mistake we made signing on with CenturyLink. I am a very honest person and I'll give you an extremely unjust story. We signed on with CenturyLink, thinking we were getting a great deal with DirecTV and internet. We cancelled DirecTV, WITHOUT using it or connecting it. I soon discovered we didn't have a phone outlet to plug in the internet. They charged us 194.00 for two weeks and we hadn't even connected or USED the internet service. Two words, con artists!!!

Helpful? [Yes](#) | [No](#)

My saga started when, according to the CenturyLink service truck, squirrels ate through our cable. The service guy said he could do nothing since it had to be called in. We called and talk to customer service somewhere in a foreign land who informed us there was no way a squirrel could have eaten our cable and it had to be our fault. What? Three phone calls later and no resolution - we cancelled the account. That was just the beginning - now, after trying TWICE to return the leased modem in person to a store, I went ahead and mailed it back using the label CENTURYLINK PROVIDED! As others have said - MAKE SURE YOU KEEP YOUR SHIPPING RECEIPT! Tell everyone you know - don't use CenturyLink!!

Helpful? [Yes](#) | [No](#)



Olivia of Mesa, AZ on July 10, 2015



I never even had a chance to become a customer yet and gave them plenty of opportunities to take care of me. We decided to change providers due to price increasing with our old provider and looked into directv and CenturyLink bundle. Once we signed up, directv came out immediately and hooked us up. CenturyLink on the other hand came unannounced and in an unidentified uniform and, me not expecting them, didn't answer the door.

Between the 20 minutes of the tech ringing the doorbell and knocking, I looked out of a bedroom window and saw him going around to my rv gate then came back and started ringing the bell again. He then started pounding on my 1 yr old's bedroom window. That's when I opened the window and yelled "what do you want" and he identified himself with CenturyLink and told me if I need to reschedule, he can come back.

I told him he was never scheduled to be here to begin with. Needless to say I called and complained to a manager and told him that this tech is never welcomed back to my house. The manager had no clue to why he would even ring the doorbell because he was just supposed to hook up Internet from the street and leave and we would hook up the internet inside our home. Well after trying to hook up the Internet and not getting the green light, I called back. I was then told that a tech needs to get access to our backyard to get to the green box because they are having issues. So I scheduled for a tech to come and I left the rv gate unlocked for him have access to and after I noticed he left, we tried hooking up the Internet again and still no green light. I called back and well, they are still having issues. I then asked if they can communicate with us and at least let us know what's going on.

This went on for three weeks and we had not gotten one phone call. I had to call them each time to find out the status and been transferred multiple times during each call and being put on hold for an hour. I had scheduled for a tech to come out on a Saturday because my husband wanted to be here to talk to the tech. We waited half the day on Saturday before I called them up and guess what? No tech was scheduled to come out. I then called back on Monday to cancel the CenturyLink and spoke with someone in the "cancel service" dept to find out that he only signed people up so I had to get transferred once again. On hold for another 40 minutes, a lady finally picked up and told me I had to talk to customer service. Ten minutes later with no answer, I hung up and called back and finally talked to someone that was able to cancel my service. I told him why I was canceling and he could've cared less.

So fast forward to today. I finally got my bill through CenturyLink with just my directv service and they were charging me for a month and a half which I was fine with because my tv got hooked up on May 29 and their billing cycle starts on the 15th. I was unaware of their cycles but understood. However the bill was about \$50 too high. They have a 3 month promotion for starz, HBO, etc for free. Well they were charging me \$30 for the first two weeks and credited the full amount for the following month. After calling and being transferred to several people, I was told I get three full months free but because I signed up two weeks before the billing cycle started over that I was responsible for the first two weeks. I asked him "how is that my problem" and told him that I was never told that I would have to pay for that crap for two weeks? Plus every little charge that was included in the \$66 package, they were charging me again.

He put me on hold right in the middle of my sentence and transferred me to directv for them to explain the bill to me. Directv understood exactly what I was saying so the next bill will come directly from directv and is giving me a credit of \$60 on my next bill since CenturyLink won't fix their mistake. CenturyLink is absolutely horrible in every way but glad to say directv has great customer service from the tech who came out to everyone I've talked to on behalf of CenturyLink.

Helpful? [Yes](#) | [No](#)



David of Colorado Springs, CO on July 10, 2015



Just to start with the explanation, we had moved homes while in the middle of a current service, and a tech of theirs had set us up with a way to have internet at BOTH locations while we did the move, which resulted in TWO accounts under our name. All we had to do was send in the OLD equipment after we departed the old home (Which we did early this year) and the old account would be zeroed out, and closed. Since then, I started

and sure thing, we had an outstanding balance of \$279.84!!!

So I called up CenturyLink and they confirmed what I was afraid they would say, that I had in fact been sent into collections, even though the FIRST rep I spoke to was able to confirm that they received our equipment that we had sent to them, right after it was sent out! After about an hour on the line with several reps, one of them was able to send a notification to CenturyLink's third party collectors saying that the debt has been satisfied, but it will take 30 days to process! So in the meantime, am I still technically in collections? I have heard horror stories about how this sort of thing has hurt credit scores, and that people in similar situations can't get that ding taken off their report.

To make matters worse, my current job is the type that CAN be affected by this. If anything happened to my job as a result of this, furious wouldn't even begin to describe my mood. I may be overreacting, but it is boggling my mind how this could happen, and the possible consequences to my credit score or job are just racing through my mind. At this point I am actually seeking legal advice and am open to anything someone has to offer in those regards.

Helpful? [Yes](#) | [No](#)



Carly of Tucson, AZ on July 10, 2015



CenturyLink not only changes your account information to charge you more but they also are extremely disrespectful. I was charged for items I never had. When I called to discuss this I was called a liar multiple times and was told to "shut up" twice. In the end our bills were over \$60. Might as well go somewhere else because you'll be paying the same for horrible service and deceptive behavior. I'm disgusted.

Helpful? [Yes](#) | [No](#)



Lawrence of Salt Lake City, UT on July 10, 2015



We experience repeated failures of the CenturyLink phone service. Each time the problem is attributable to CenturyLink but repair service always takes 5 days. The last time was within 30 days of the previous problem but they would not reduce the waiting for service time.

Helpful? [Yes](#) | [No](#)



SonialP of Colorado Springs, CO on July 9, 2015



I am a first time CenturyLink customer and boy DO I REGRET??? Their customer services stinks big time. Also, what they sell you as a package (I am talking about dollar amount) is NOT what they end up charging you. I just got my first bill and it is \$50 over the value I was given. I am on the telephone for over 1.5 hours and I keep being transferred and no one seems to be able to help me. I AM SO UPSET about this and I feel that the state governments along with the federal government should get on top of this since we consumers are being ripped off from left to right. What am I supposed to do here? Please someone needs to get on CenturyLink and shape them up.

Helpful? [Yes](#) | [No](#)



Gilbert of Grand Forks, ND on July 9, 2015



I became a CenturyLink customer in March 2015. I was under the impression that my DirecTV and my internet would be bundled together, because that is what I asked for. Well now it is July 2015 and apparently my services were not bundled like they were supposed to be. So I have been paying for my internet which is all paid up, but my DirecTV was not getting paid in the background and it was adding up very quickly. So now my DirecTV services are disconnected and I have to pay a \$250 bill before my services are reconnected. So when I called and spoke to a supervisor and explain to her that this was not my fault, and that it was their fault for not bundling my bills correctly, she hung up on me. So I spent three hours on the phone for nothing, and I am still without cable service. I also asked for a payment arrangement because I could not afford to pay a \$250 cable bill

Helpful? [Yes](#) | [No](#)



Mara of Albuquerque, NM on July 9, 2015



First, they need to hire people that English speakers can understand. Second, every month, for the past 6 months, I have had to call CL for a billing issue. They overcharge us consistently, lose payments and then inconvenience me with trips to the bank and faxing proof and no one seems to know which dept. receives fax. I would have thought billing. Third, a bit of irony, they are a telecom company and every time I call them, I am disconnected. Do you think they'd call back. I have to ask every rep to call back and still, some of them do not.

Today, for instance, I had to call back and wait and repeat my issue FIVE TIMES. I was sent to wrong depts., transferred, disconnected. I work! What a huge waste of my time. This is one of the worst companies I've ever dealt with. Fourth, they are a monopoly! Where's the Anti-Trust lawsuit here? And while we're at it, how about a class action lawsuit. I wonder how many folks like myself, have been overcharged. It's extortion, in a way. I've had it; I'm going to Comcast. I hear they're not much better but I can't imagine any company worse than CL.

Helpful? [Yes](#) | [No](#)



Patsy of Hamilton, AL on July 9, 2015



If you have a choice, do NOT use CenturyLink. They overbill you. I have talked to their phone service personnel. They agree to fix their mistakes, but do not follow through. Their Internet is extremely slow, or it drops you off your connection. My entire community complains.

Helpful? [Yes](#) | [No](#)



sherry of Jadwin, MO on July 9, 2015



CenturyLink has its internet lines clogged with too many customers. As a result, streaming Netflix is impossible. My monthly bill keeps jumping up every couple months. When I call them, they are rude.

Helpful? [Yes](#) | [No](#)



Lafe of Bainbridge Island, WA on July 9, 2015



CenturyLink telephone service is inexcusably bad. They promise service but don't deliver. Their representatives, located in the Philippines, have terrible phone lines and are trained to apologize profusely and promise better service they obviously can't deliver. Service times promised are fictions with no apparent effort to deliver and absolutely no effort to update frustrated customers who commit their days to helpless waiting.

Helpful? [Yes](#) | [No](#)



Sitara of Las Vegas, NV on July 8, 2015



I moved to Las Vegas Nevada, from CA, about 2 years ago, bought a house. Didn't study about the area, slowly problems starts with all service - Cox Communications, Directv, now calling to get service with CenturyLink. They hardly answer the phone. When they answered their agent speak very little English, didn't know about his job. I asked him I need service for tv, cable. He placed me on hold for about 1 hour, then he refer me to another 1800 + number. I called them, I was told they cannot confirm my house address, wanted me to call the next day. I called, same problem repeatedly going on.

home tv. I have no energy to go fight everyday with companies because they are hooked up with casino also possibly with government whom allowed to rub customers legally in USA. Each this utilities company are allowed to charged customers triple even more.

Helpful? [Yes](#) | [No](#)

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placed me on hold, and after 5 minutes of tropical music got back on the line and said in a suddenly sugary sweet voice, "Thanks for your patience" and began to ramble about internet speed. I interjected and reminded her she still had not answered my question as to what her name was or answered my request to speak to her supervisor...at which point she hung up on me.

I called back and was finally transferred to a supervisor named Karen who apologized for my poor customer service and informed me that customer service representatives hanging up on clients was considered "client abuse" and she would speak to this employee. Karen also explained that the reason my bill was STILL double the price I was quoted by the last supervisor, Chase, was that, in addition to a set-up fee (which Chase had waived due to them losing my account and therefore delaying set up by an entire week) that there was also an ADDITIONAL modem set up fee.

I explained to Karen that at this point I was still within my first 30 days and the whole process had been such a nightmare that I was more interested in canceling my service than continuing...but the reality is, the industry is monopolized by 2 companies, so whether you pay for overpriced slow speed internet and poor customer service at Century Link or Xfinity, neither are motivated to decrease rates or improve customer services, because the monopoly always ensures they will have customers.

Helpful? [Yes](#) | [No](#)



Shawn of New Hill, NC on July 8, 2015



Too much to write. All I know is that I was on hold too long so I missed my shower and my family had to fend for themselves with dinner. Off to bed now. Not looking forward to the new service.

Helpful? [Yes](#) | [No](#)



Lois of Northwood, IA on July 8, 2015



to not get one. The first service rep hung up on me, the second service rep. asked if anyone had come out to our house? Yes, we had tried to set up a new DISH service (another story) but the guy they sent was unable to set up a satellite dish without placing a pole in our backyard across our LP, fiber-optic, and power lines. We told him to cancel the service, and he told us he had, then he left.

The CenturyLink rep said that the DISH person had called and used our name and S.S. number to open the account and said they would cancel it and take care of the billing. I asked for confirmation but she wouldn't give me any, said I insulted her when I asked a question, then hung up on me. We were then billed for one month's service. Called them back again, first person hung up on me, second person gave me a runaround, transferred me to another person and still they demanded that we pay for a month's service which we never ordered and did not know we had and don't have a telephone for.

Helpful? [Yes](#) | [No](#)



Derrick of Fredericksburg, OH on July 7, 2015



I have 3 accounts with CenturyLink. In April of 2009 over 5 years ago, I cancelled an account. In June of 2015 I am still receiving statements for this account. I have called in almost monthly for the past half year and each time I receive an apology and an assurance it will be taken care of and the following month I receive a bill for an account I don't have. CenturyLink is without question the most incompetent company I have ever dealt with when it comes to customer service, efficiency and quality. The only reason I put up with any part of it is I have not other choices in my area for internet and phone. Anyone who has any other choice would be absolutely crazy to use their services.

Helpful? [Yes](#) | [No](#)



Karen of Littleton, CO on July 6, 2015



Door salesman had been terribly trained. When I got my first bill it was 60 more than previous carrier. Why on earth would any consumer switch cable companies for higher bill? Don't even get me started on customer service. On hold time up to 1:52 min with no resolution of problem, transferred 7 times, being hung up on, told would be called back, oh my the list goes on. I am not kidding now going on a month. I get my first reg bill and it is 437 dollars. Yes, that is not a typo.. That is for the first reg month and next month. Hum, I thought I paid the first month which was prorated and had discounts on it..

But, oh no, they forgot to put Prism TV on it that is separate; what is that all about. So the 168.00 is just internet and cable. My Prism TV is another 88 a month plus the lease fee of the boxes. Wow. Now my bill is well over what I was paying my other cable company. Kdd Littleton, Co, what a scam and their internet is terrible. Don't switch if you have Comcast. Just call and ask if they will put you on a promotion or ask if they have any.

4/12

It was very difficult to navigate the customer service departments and I kept getting transferred, like 8 times, but finally I insisted on talking to a supervisor and she resolved my problem. They lowered my amount owed from 186 to 104.

In essence, she rolled back time to the point where I requested the lower rate and charged me the full amount for the three or four months I had been getting the lowered rate, instead of the early termination fee. I was happy to get it resolved. It seemed fair. I don't plan on going back to CenturyLink, but would under certain circumstances.



Jon of Springfield, OR on July 4, 2015

Original Review

I asked for a lower price on my internet from CenturyLink. They lowered my monthly rate to 19.99 a month. Four months later I decided to switch to Comcast. I canceled CenturyLink and they inform me that I am in a contract and will be charged an Early Termination Fee, which turns out to be 182 dollars. I never agreed to be in a contract and was never told that I would be liable for an Early Termination Fee.

Helpful? [Yes](#) [No](#)



Lori of Albuquerque, NM on July 3, 2015



I am deaf and sign language. I am one person and only one internet with video relay service. Last two weeks ago, I called them that bills are wrong about two internet and three phone number. Last April, I called them to suggest me offer discounts after I shocked why two internet and three phone number, but I don't see. That make me upset more. But they didn't tell me about two internet and three phone number. I was frustrated to called them and not clear why they don't tell me after I found bills itemized about two internet and three phone line.

I am worrying and not like if threat me for more cost but I don't see and they didn't tell me after I shocked more that situation. I called different people, work, talked. Two internet now and one week ago, they said one internet. How see their story different cause big problem. I am serious. I must avoid offers discount but I don't see they added two internet and three phone line but I thought one account and they suppose to remove accounts to many.

Helpful? [Yes](#) [No](#)



Stacy of Lake Oswego, OR on July 3, 2015



In the last 30 days my internet service has been down at least 3 times. 3 times that I have contacted CenturyLink. One instance was for an entire weekend. You have to contact technical to let them know and they have not once given me any insight as to when it would come on. It has not been less than 8 hours any instance. They have offered to contact me by cell phone when it comes on and has not done that once.

I have called customer service each time for a credit to my account. I have had at least 9 calls dropped. They say they are having phone issues. Something is completely wrong with that. Each call and subsequent dropped calls takes 30 minutes minimum. I am on over 40 right now. I am posting this using my neighbor's Comcast. No one will commit to giving me a credit for my time. I work from my computer. Without it I cannot work. This is the worst company I have worked with for a very long time.

Helpful? [Yes](#) [No](#)



Leon of Portland, OR on July 3, 2015



After I paid bill to hook up I WASN'T so want to return modem to stop billing as on disability. Got statement and want to return modem and have check returned but at least I can return CenturyLink's worthless but expensive box.

Helpful? [Yes](#) [No](#)



Melanie of Ashland, WI on July 3, 2015



Signed up for Centurylink and DirecTv double bundle for a \$54.95 rate for 12 months. I have been charged over \$81 plus a late fee of \$11 is added to the bill before my due date! I have called several times for this to be corrected and to date, it has not.

Helpful? [Yes](#) [No](#)

Eleanor Swanson of Lakewood, CO on July 2, 2015



I have just read some recent reviews and see that I am not alone. I have had a poor/inconsistent internet connection for almost two weeks. I have talked to three representatives. The first one said it was a problem with my modem. CenturyLink sent me a new modem. The problem persisted. I talked to another representative who said "I will tune things up for you." I asked him to explain what he was doing and he said he was "tuning things up." Ha! The problem persisted - dropped internet in the process of paying a bill, working on an online course. You name it. I talked to a third

representative. I told her I was very angry. She said she would get an technician to my home, and expedite that as if I required an internet connection for a medical condition. That was three and a half days ago.

I guess if I had a severe medical condition I would be dead by now. I also got a letter from lawyers in Tennessee: a collection notice for an overdue amount (they claimed) from 2014. I had never previously been notified of this. The CenturyLink representative I talked to about this was clueless about why or how it happened. I am angry and disgusted. What can be done?

Helpful? [Yes](#) [No](#)

Mae of Las Vegas, NV on July 2, 2015



7 days ago I have activated a new account with CenturyLink since I just moved in my new home. The appointment was supposed to be between 12-4:30 PM but the tech was already at my neighborhood around 8:30 AM calling me. I told him he have to come back since I got to go somewhere and not expecting them till 12 PM. He came back around 12ish and only stayed installing my phone and internet for about, more or less 20 minutes. Before he left, I tried making an outgoing call and it works and the tech left. 3 mins later after the tech left I tried making an incoming call to my newly installed phone and it's not working. I called the tech right away and he said it's normal and that I should wait few hours to the following day.

I waited 1 week and on the 8th day I called them and told them about my issue. ** (the repair rep that I talked to) told me that I will have to pay a repair fee if they find something is wrong inside the house. I told her "Why would I pay when it was broken from the beginning and I am not even able to use it?" She just told me it's their protocol. I tried to reason out with her make her understand that it's not my fault that it's not working, It's been like that when the tech left but I just got nowhere with her. Finally I just told her that I just want to cancel the service and she hangs up the phone on me. All morning all I did is make phone call to cancel the account and I talked to ** and others that I didn't get their name but I'm going nowhere. After being on hold for a while they will pick up then hangs up when I tried telling them I want to cancel. I feel they are rude, unhelpful and just lacking of customer service skills.

I finally went to a local store location on the same day but they only told me that they do not do cancellation on the store - instead I got to call a number they gave me. When I finally got home, I called the number they gave me, they told me I do not qualify for 30 day satisfaction guarantee because I got high speed internet and landline, I will only qualify if I have internet only. And that they do not do refund nor will they take back the modem cause according to ** I decided to buy it and not rent it, so I am stuck with it. It's only 8 days old equipment that I haven't even used it yet and all they are telling me is that I'm going to receive a bill. I told them I am not paying something I did not use.

After an hour of being on hold and explaining and tears and sweat I was finally able to cancel the service. Let's just hope I do not get billed. I told them that I am dropping the equipment to a store location and I am expecting a refund for my purchase. They made the whole experience so traumatic and horrible I will never ever in my life will go or use any services that are associated with CenturyLink.

Helpful? [Yes](#) [No](#)

Kirk of Albuquerque, NM on July 2, 2015



CenturyLink has been our internet and phone business provider for two years. Throughout that time their internet service has sometimes been moderate in quality to very poor. The company states that at "peak usage times" internet service may be "slower than usual". The problem with their statement is that the service is poor at variable times throughout the week and day. Their customer service consists of long hold times and form letter email responses. Avoid this company if you have a business.

Helpful? [Yes](#) | [No](#)



Andrew of Portland, OR on July 2, 2015



After receiving terrible internet service from them - slow, constantly down service that was far worse than Comcast - I cancelled my plan. They said they would send me a shipping label for the equipment. I never received the label, so I contacted them about it. They told me they'd send one. I waited and waited and it never arrived. I eventually forgot about the equipment waiting for the label. 8 months later, I get a letter from a collection agency stating that they've reported this to my credit, right in the middle of refinancing my house.

CenturyLink never sent me an account statement, a warning letter, or the shipping label they said they'd send. This is right in line with the kind of service they provided the whole time. I had to pay them \$100 to go away. (They would not take the equipment back now even though it was all in perfect condition, boxed nicely waiting for their label.) I switched to them because Comcast was difficult to work with, but I actually went back to Comcast in the end! CenturyLink is the most incompetent company I've ever worked with and it cost me money and time.

Helpful? [Yes](#) | [No](#)



tarica of Des Moines, IA on July 1, 2015



This specific time, my promotional price had expired with my bundled DirecTV and CenturyLink. Contacted the Loyalty Retention Dept and had a girl 3 separate times quote me \$46.43 a month for both services for 24 mo. Called back 5 days later to confirm, no notes specific to that and not done. That rep told me she would correct it, give me the promotion I was promised, and would call me back in 30 min after the order was completed. No call. Called again 5 days later, spoke to escalations, "I am so sorry about all your trouble, we will get this fixed for you right now". Noted everything they would be giving me for the promotion and read the notes back to me. Today I contacted them, promotion not added on to my account. Contacted the BBB, they refuse to pull call records or acknowledge what was quoted to me on 3 different calls. Now contacted the FCC and will continue up the chain with this worthless company.

Helpful? [Yes](#) | [No](#)



Tanya of Mesa, AZ on July 1, 2015



Unfortunately, this past week we have had a horrible experience with CenturyLink. They suddenly cancelled our internet last week with no reason - account was paid and up to date. My husband called and was told it would be a week before we could be reconnected!!! Mind you it was CenturyLink's fault it was disconnected. My husband calls the next day thinking during business hours someone might help us better, and they told him he was not authorized on the account. So he said forget it, called Cox and they had internet connected the next day! That same day I called CenturyLink - after being on hold for 20 minutes I was told my husband is authorized and apologized for mistake and said she would waive cancellation fee.

Today I am going through previous bills and trying to figure out charges, I am still on the phone 1 hour and 45 minutes later! I have been transferred to 7 different people in 6 departments, asked for a manager around the 50 minute mark and have yet to speak with one! I even got transferred to a man who answered speaking Spanish, which I don't speak! Each person asks for the account number and needs the story but no one can help! I am not ok being overcharged for services I do not even have! CenturyLink could do better, even if it cost more I would go with another company! Oh we paid for higher speed internet and was told when I was randomly transferred to the business department that there is a limit on residential internet even if paying for higher speed. All I have to say is stay far away from CenturyLink!!!



Tammy of Forsyth, MO on July 1, 2015



In Dec. 2014 hooked up with CenturyLink with internet and in conversation I was told that they have a 12 month promo for \$39.95 w/ contract. I was talked into home phone b/c of "special pricing". When bill arrived it was much more than quoted. All bills were at around \$80+/month, much more than I was told which was \$59 +/- In June I cancelled phone service. Somehow, after getting paper bills EACH and EVERY month, I did not get one for the month of June. When I cancelled the phone service on 6/16/15 I was told that my bill will be about \$45.00. Realizing that I did not get a bill in the mail I checked online to find that I had a \$193 bill!! I called and disputed, as well as the \$39.95 promotional. At that time I was told they did not have a 12-mo promotional.

I have a printout of the online conversation and I said I would mail to them if they wanted. I was told the former person I talked to just was wrong. I was told that my August bill will drop to around \$50. I asked if I could get that in writing but was told they don't have access to email and were unable to do so. Therefore, I have no confirmation of anything at all. That sounds very wrong!!! Something is not right. Everywhere else you can get a confirmation. Guess I should have recorded that call. This was not my first call to CenturyLink about my quoted internet price. I feel terribly deceived and lied to.

Helpful? [Yes](#) | [No](#)

Deb of Vancouver, WA on July 1, 2015



I had CenturyLink for 2 yrs. I cancelled my contract on the day it was over. They over billed me by 1,000 dollars for 2 yrs. Now they have sent me to a collection agency! They said I had early termination fees when I never signed one thing. FRAUD.

Helpful? [Yes](#) | [No](#)

Matt of Falkville, AL on July 1, 2015



Wow, where to start? This is the biggest ripoff company I've ever dealt with. And to back that up they have god awful customer service reps who you have to speak with when you're attempting to get anything fixed, which usually doesn't get fixed because they're a bunch of idiots. \$50 for 1.5 meg speed, and that's the only Internet in my area so I'm forced to pay that. Everyone in my neighborhood has to pay that ridiculous fee and since CenturyLink refuses to upgrade anything here we all have to throttle off that one box so you get lucky to get 0.5 to 1.0 Meg, which is dial up speed. They say "we're fixing it" every time we have called and now ALMOST 10 years and nothing has changed. Please please somebody get a lawsuit together against these **clowns.

Helpful? [Yes](#) | [No](#)

Anthony of Tucson, AZ on June 30, 2015



I will never do business with this company again. After hours of hold and repeated "We cannot help you here - you have to call ..." responses. I found that you can not set a cancel services date 25 days out. Their number was hard to find and they were hard to contact. I will never do business with this company again!

Helpful? [Yes](#) | [No](#)

Joel of Lafayette, CO on June 30, 2015



that can be hard to confirm on the outskirts of their service area. We tried it, it didn't work, we called them and told them, they said no problem and closed the account. We mailed back our equipment. A month later I received an invoice. I called and they confirmed it was an error, so they credited and closed my account (supposedly).

Four months later I received a collection notice for an unpaid bill with CenturyLink. I called CenturyLink immediately and sure enough, another error. But now they can't do anything about it because the account is "closed." Forget that despite having all my contact info for 3 months, they never once tried to contact me. Their solution for the error is to send me a check, which I can then give to the collection agency. I was also told to talk to Customer Care and given a phone number, saying "They can call the collection agency for you." I sat on hold for 15 minutes to be told Customer Care had no idea why I was calling, couldn't call the collection agency and basically seemed really put out that I would ask them to just let the collection agency know that the account had been submitted in error. Terrible, terrible service on all possible fronts.

Helpful? [Yes](#) | [No](#)



Cathy of Goodyear, AZ on June 29, 2015



Contacted them when bill jumped to request a better pricing amount. Customer stated a price of 29.95 for internet service if I signed a 1 year contract and if I did auto payment. Told her I would agree to one year contract but not auto pay and she verified it would still be only 2995 if I agreed to 1 year contract but no auto pay. Stated fees per month would be 29.95. Just got bill and was charged for not having auto pay and total was 40.00 after taxes and modem lease which was not even told to me in our conversation. Total quoted should have been told to me with additional modem charge and she did not follow through on the auto pay. When I called them to tell them of discrepancies rep said this was the best deal they could give me even though I explained what first rep told me. Very deceptive practices.

Helpful? [Yes](#) | [No](#)



Jillian of Seattle, WA on June 29, 2015



I have been a customer since the company was called Quest. In my current building I had a bill of \$72/month for the past 2 years. They just upped my bill to \$92 without consent or warning. This is 5mbps we're talking about. I understand Comcast does not have great customer service, but their internet which is faster and doesn't require a phoneline is less than half of this cost.

I've been on hold for 15 minutes as they eat up my cell phone minutes waiting to talk to a representative. Finally got a hold of a rep and he couldn't do anything for me. He ended up transferring me to another person and was on hold for 35 minutes. You have to go through loopholes to find the customer service number. It is not readily available for customers. The website directs you back to other areas of the website. Their online chat with representative transferred me to someone else, then the person I was transferred to said that I needed to call them because they don't do this over chat. Now I'm back on the phone again and still on hold.

Helpful? [Yes](#) | [No](#)



bharat of Seattle, WA on June 29, 2015



I ordered for a new connection on 15th June and got myself connected on around 18th June. I was promised a monthly service cost of 30\$ and modem charge of 7\$. So I was expecting a bill amount closer to 40\$ every month and given that my first month is just for 12 days, the bill to be close to 20\$ max. Now, I have got a bill with 81\$!!! 20\$ install charges, 14\$ rental modem, handling charge and some misc charges!!! This is ridiculously lousy and fraud! 14\$ for rental modem charge?? Need some help.

Helpful? [Yes](#) | [No](#)



Francis of Belleview, FL on June 29, 2015



I pay for 10 Mg download and .75 Mg upload Speed with CenturyLink. Most of the time it works fine for streaming TV on line. Nearly every month, CenturyLink slows down to a speed that won't allow streaming movies. Last night went from a normal down speed of 9-10 mg per sec to 1.2 to 3 and for the first time the upload went from a normal .75 mg per sec to .3 to .5. CenturyLink has a built in system throttle that slows your internet every so often. You have to call, they say it's your fault but after they reset your account it works fine again.

Normally ping about 29 to 40, normal download speed at 9-10 mg per sec, upload speed is normally always at .75 mg per sec. They sent a new CenturyLink modem/router but it keep cutting out and wouldn't reach the bedroom computer about 30 feet away so went back to my old Embarq 660 modem with dlink wifi router with great range ability and they were working fine until last night. Speed so slow can't go on internet to watch anything.

Helpful? [Yes](#) [No](#)



Sunny of Ocala, FL on June 29, 2015



I would never be given enough space to write all the reasons for not signing up with CenturyLink. It has been an incredibly horrible experience from the beginning and the opposite has occurred for everything that I've been told from no holes drilled into the side of my house to what my first bill was

going to look like. They did whatever they needed to do to put me off every time I called with a concern in order to get me through the first 30 days and now I'm trapped in my contract. It has felt like one big scam from day 1 and I'm so upset I switched.

Helpful? [Yes](#) [No](#)



David of Center Hill, FL on June 29, 2015



Why is this company still in business? Because there doesn't seem to be a choice - I live in Center Hill and my address was not even on the 911 directory but has been now for almost 2 years - some CL employees are liars and show no respect, that was my initial experience and it is not a lot better since - I have called and complained about not being able to get online to pay my bill, all they will do is reset my password and it won't let me in after I change it for about 6 times now - this last problem is forcing me to not have internet here at all because I cannot tolerate them any longer - and I have a smart phone so I will just use that! Save myself a ton of money!

I hope a lot of you will not stay with or even start with them after seeing all the complaints that seem to simply not even care about. I called because the service was not working and that my video is buffering constantly - so they sent someone out - well they came and left, I never knew they were here and said I wasn't home! I heard no knock and I am in a small trailer. And of course they didn't bother calling either! So then while I was on the phone making this appointment I asked the tech person if she would have them fix my not being able to go online to my account, she said she's transfer me to CS, I told her they cannot fix a tech prob, she said it was not a tech prob even after I told her like three times the same thing - so she transfers me to CS and I tell the CS woman and then she tells the tech chic like 3 times then finally she says, "Ok, I will get someone to look at it." I never got a call.

Helpful? [Yes](#) [No](#)



Liliane of Aurora, CO on June 28, 2015



If I can give them a minus -infinity Angry Stars I would. CenturyLink is by far the WORST WORST internet provider company in America. We just purchased a new home and I called CenturyLink, the first idiot that I spoke with told me that I would receive a kit by mail. We never received the kit. Instead we got a piece of paper taped to our door a week later, stating that their tech came out and placed some sort of interface outside the house, and we should be able to connect to the internet. We connected the modem and the internet didn't work. We tried to trouble shoot over the phone and still didn't work. The next day they sent out an idiot tech who gave us a new modem and didn't even stick around to make sure that the internet connected on our devices. I called him and told him and he started arguing with me on the phone. He said he waved his "INTERNET" wand and we had internet signal in the AIR so he didn't have to follow through.

He said he would come back later to retest it. At this point I was so upset with the fact that he was arguing with me about doing a shotty job, I told him do not return back to my home. I contacted CenturyLink's escalation department and they said another tech would come out and trouble shoot. The tech came out. The internet worked while he was there and not even a half hour after he left the internet stopped working again. Now keep in

departments the 2nd time around. I called back again and I spoke to a . I told her I would prefer to speak with a supervisor due to the experience I was having, ** started arguing with me and said that she can't and will not let me speak with her supervisor until I told her what was going on.

I have been in customer service my entire life and I have NEVER heard or been told that I cannot speak to a supervisor. She started arguing with me nonstop and telling me that she will not transfer me to her supervisor, then she hung up the phone on me. I called the escalations department right away and the idiot there immediately tried to sell me a deal with DirecTV. He then transferred me to tech support and I was told a tech would be out the next day. She then proceeds to tell me that if it is not their error that the internet isn't working I will be charged \$95. I told her if they charge me I am shutting down my services with them. The next day no tech showed up. We didn't even get a phone call or any confirmation as to what was going on. It has been almost a month now and we have been paying for a service that we HAVE not received.

My husband works nights and he can't be waking up every day for CenturyLink. I WILL NEVER recommend CenturyLink to anyone. Their customer service is poor, no follow through, and they WILL argue with you nonstop instead of trying to resolve the issue. If we are paying for a service, it should work properly. It should not TAKE almost a month to fix. I will be telling everyone I know how HORRIBLE they are. DO NOT use them or trust their services.

Helpful? [Yes](#) | [No](#)

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Consumer Complaints and Reviews



Vicki of Dorris, CA on June 27, 2015



My landline stopped working Friday evening. I called numerous customer service phone numbers from my cell and kept getting transferred after sitting on hold for over 20 minutes. I would then get an automated system that would disconnect the call because it was after business hours. I called numerous numbers and did 4 online chats today, still having the same issues and not getting my problem solved. I was talking to a rep and he placed me on hold for 20 minutes to transfer me to someone who could help. He picks the line back up, says he is transferring me now YET AGAIN and then the call cut out. I now have to wait until Monday during business hours to try to talk to someone. I have had the same number and same account number for the last 14 years and they were unable to find my account. I can't even register my account online because it says my acct number does not exist.

There are no 24/7 automated systems to pay bills, check acct, etc. When this was just Qwest the service was great. Since the merge, everything is a mess and the knowledge of the reps is almost nil. I have had Qwest since 2001. No phone number or acct number was ever changed yet they have no record and can't find my account. I no longer like my long distance service with them and am hoping to change providers very soon.



pennie of Holden, MO on June 26, 2015



I received the modem for internet service on Monday. Today is Friday and we still haven't had our internet connected. I have made countless calls to tech support, after an hour and a half I was told the order was cancelled. Ok this is my second time to get internet at my home and the same thing happened last time. No shows. Bad thing is I take care of their equipment outside my front door that supplies internet to all my neighbors but I am unable to get a technician at my location to hook it up. This company has taken money from my account and I have never received any refunds to my account. Seems like the left hand does not know what the right hand is doing. I wish I could find another provider that could offer unlimited data.

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Helpful? Yes No



Josh of Omaha, NE on June 26, 2015



I've been a customer with this company for several years. At first I had broadband through the Choice network at 34.99/mo. After a few months the price went to 39.99. I called to see why, they offered a \$7/mo discount for the inconvenience. I was happy. For the next couple of years they kept my rate the same. Still happy. Then I received a flyer about a new fiber optic network that was coming to my area. Then another flyer saying they would come to dig up my yard and install equipment at no charge to me. Ok, no problem.

Several months later, they came to install the equipment in my home and said I should have fiber optic service within a couple months. A year later I called to see why nothing had been done with this equipment they installed that had been using power for the past year, yet was not connected to their service. They need more people to sign up they said. Ok.

I was still on Choice Broadband at 32.99/mo. I called to see how much the fiber optic service would cost me. I was assured that I would remain at the same price for 2 years after the migration and that there would be no extra charges for the new service, since I was an existing customer. Also, with Choice being a month to month service, I would not have to enter into a contract.

A few weeks later, they come out to make the transfer. Still no service through fiber optics. Then I receive a flyer in the mail saying that they are discontinuing broadband and they would be out to install the new service. I called to let them know I had the equipment installed already, and to again make sure my plan would not change since my current service was being shut down. No worries, they said. The price is good for 2 years and there will be no contract, installation charges or fees.

The first bill (July 2014) came for the new service. I was being charged \$64.27 with \$8 related monthly charge and \$22.68 service addition and change charge. Also, the bill stated that by accepting Pure Broadband I was entering into a 24 month contract. I let them know what I had been told. They said they were having issues migrating existing choice customers and that I had mistakenly been processed as a new customer. They said what I had been told before was correct, no contract, no fees, same \$32.99 guaranteed for 2 years.

Shortly thereafter, I received a bill, putting my monthly charge at 39.99. Called to inquire and was told that was a special discount they had given me

Fast forward to today and I have had countless billing issues, 2 order confirmations for service I did not order, and spent well over a dozen hours on the phone, just to finally get my bill straightened out a couple months ago. I have been told repeatedly that there is nothing they can do, that they can't honor the price of 32.99, just to have someone finally say, "Yes, I see where the problem is, I will fix it for you personally and you won't have to worry about it again."

Yesterday I received another order confirmation for service I did not order. I called, the agent said there was nothing they could do because my 12 month promotion had expired, and that they did not offer any promotions of that sort anymore. I asked to speak to her supervisor, he seemed willing to help at first, but after waiting several minutes for him to check the account, he told me my promotion had expired and that by accepting the promotion for \$32.99, it undermined my 2 year price guarantee.

I tried to explain to him that I never agreed to a contract, I was guaranteed the same price for 2 years after the migration, and that he needed to look further into my account to find the issue. He continuously interrupted me, telling me there was nothing he could do unless I purchased additional services. I asked him several times to hear me out, he insisted he had but continued to talk over me. After several minutes of trying unsuccessfully to explain the issue, I asked to speak to his supervisor, he replied, "I am a supervisor, your call was directed to me for a reason".

I asked again to speak to his superior, he replied, "We don't make transfers from here", and "I'm trying to help you but there is nothing I can do to keep your price at the same rate." One last time I tried to explain that I had been guaranteed a price lock for 2 years, he said I gave that up when I accepted the rate at \$32.99. Obviously he wasn't listening or understanding the issue.

For the past 9 months or so, I have not been a happy customer, in fact I am irate at this point. I have spent many many hours trying to help them correct their issue, repeating the whole story to agent after agent, just to have to do it all again the next time I get a bill. I have employee identification numbers, names, and phone numbers of just about everyone I have dealt with. I have notes and all my old statements. Their information only seems to go back to the beginning of the fiber optic service, which still shows on their system I signed up as a new customer, when in fact my account should have been migrated from the choice network, which has been dissolved. I am furious I have to take so much time to get this straightened out, just to get disrespected by a company I have been a customer with for several years, and to be told I am wrong, that they never said what they said, and there is nothing they can do.

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Helpful? [Yes](#) | [No](#)



Mark of Fremont, NE on June 26, 2015



In March of 2014, due to lack of any other provider, I contracted with CenturyLink for internet service. Their technician came out and did the outside install, and all was well. Company failed on multiple occasions to provide a PPP Username and Password to me in order to log in and use the service I contracted. Due to the lack of response, runaround, and lack of any customer service, these people are more concerned with making sure you are who you say you are, that I severed the contract due to breach. Since that point I have attempted to reach out multiple times to CenturyLink as not just a customer, but a long time shareholder, with absolutely no response.

On my last contact, I was advised that there is no internet service available, despite the fact the company's network connection point for most residences on the south side of my lane is within steps of my home. My neighbor has CenturyLink service next door and that required a new line to be laid through my lawn, which CenturyLink tore up and destroyed just after I had replanted the grass seed. Further to this, I have learned from a friend that works in CenturyLink that I have been "blacklisted" and put on their "do not serve" list.

Helpful? [Yes](#) | [No](#)

We have been CenturyLink customers for two years now since we moved to Wise County in July of 2013. Recently, we purchased a home in Bridgeport and notified them we would need to transfer our account. Initially, we were told this would be no problem and even got a confirmation email confirming the transfer and the new connection beginning May 20, 2015.

Upon moving in and setting up, we noticed the Wifi service we pay for wasn't working. My husband called to let them know we didn't have service and was told they didn't service our area because their services are exhausted. He explained the confirmation emails received and they didn't care. "Sorry" was all he got in addition to them telling us we'd be put on a waiting list for when service would be available. Not long after this conversation, we received a \$90 termination fee for canceling our plan with them.

My husband called back and explained that we didn't cancel anything and were actually on a waiting list to get service when it became available. This customer service rep said she would "do him a favor" and "get rid" of the bill for us. Good! Since we never should have received it in the first place. He then asked about the waiting list and she said there was no waiting list and that they simply didn't service our area. He notified her that our neighbors use CenturyLink, to which she argued and said it was impossible... Well, it's not and they do. He told her that since our house had just been built that maybe that's why it wasn't showing up... nope she said it didn't matter.

We have had numerous phone calls with them trying to understand the real story as to why they cannot hook up service to our house, especially since we already have the equipment. The most recent phone call my husband made, he spoke to ** and she ended up hanging up on him when he was trying to explain our frustration and need for an answer. I need to add that their office location in our city is literally a couple of blocks down the SAME STREET that we live on. We pass it almost every day and their service vehicles are up and down our street on a regular basis. We have no other option for internet service in our area. Ultimately, we want a resolution and even though they have been completely unaccommodating, we actually still need wifi from them!

Helpful? [Yes](#) | [No](#)

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Cory of Meridian, ID on June 26, 2015



I recently signed up for CenturyLink internet and their customer support is horrible. I talked to 4 different customer support people and nobody could even tell me when they were coming to do the installation. I got different dates and times from each person. They even sent me a letter with the wrong installation date. Very frustrating how unorganized the company is.

Helpful? [Yes](#) | [No](#)



Katie of Colorado Springs, CO on June 25, 2015



I have had CenturyLink as my internet provider for a few years now (much to my displeasure). The service is spotty (cuts in and out often) but what I am most displeased about is their pricing. If they simply stated a price and I knew what that price was and what I was getting, that would be acceptable. However, that is not the case. I sign up for one thing (so I think) and end up paying nearly triple what I originally agreed to!

After calling and complaining about misleading pricing and inconsistent bills I was offered a promotional price of \$19.95/mo for internet service if I signed up for auto-pay. I agreed but soon realized that my bills were around \$40 and \$50 a month. I called again and complained about my bill and was told that the person I spoke to when I was offered the promotion did not apply it correctly and did not tell me that I also had to sign up for paperless billing in order to get the full discount.

When I asked if I could be reimbursed the extra money I had been paying every month (since it was the representative's miscommunication) I was told "no." To be fair, I was given a credit (very small compared to the extra I have been paying monthly) to my account to make up for the error. This company is incredibly frustrating. I do not appreciate that their pricing is not transparent and that I have to call in regularly/constantly in order to get the price I was quoted. All in all -- save yourself the time, energy, frustration, and money.

Helpful? [Yes](#) | [No](#)

Arlene of Bismarck, ND on June 25, 2015



Last week my phone quit working, I've contacted them everyday since then and still have no phone. I call, I hear "it will be fixed tomorrow between 8am and 5pm, please be home." I have a job, that's how I pay their outrageous costs, I can't be home.

Helpful? [Yes](#) | [No](#)

Deez of Humble, TX on June 25, 2015



I ** HATE THIS ** CRAP INTERNET and yup that's my review. Thanks for reading this. By the way I can't stream 180p quality :) Have a great day.

Helpful? [Yes](#) | [No](#)

Harold of San Tan Valley, AZ on June 25, 2015



CenturyLink cannot seem to get my billing and program straight. They promised \$19.95 service and the bill every month is different. In May we had the service transferred from Arizona to Colorado and now are billing me a late charge on the Colorado bill when there is a credit on the Arizona bill. I am so fed up with the phone calls every month to get it straightened out and then they don't follow through and do what they say they are going to do. CenturyLink sucks.

Helpful? [Yes](#) | [No](#)

Tami of Gilbert, AZ on June 25, 2015



I had moved into new home. I was looking at different cable companies and comparing prices. CenturyLink offered me a one year deal where I would pay \$49.00/month and then after that it would go up to \$89.00/month. From the first bill, I was charged over \$100.00. After several calls to CenturyLink company service claiming I was merely "misquoted" a monthly service fee. I then went onto file a complaint with the BBB. They stated that I too was misquoted and that I should be happy they didn't charge me an early cancellation fee. So here I am stuck with a \$300.00 bill and can't do anything else about it. Whatever happened to "we are recording this call for quality control purposes?"



David of Milwaukie, OR on June 25, 2015



We had a CenturyLink modem fail, so called tech support to get a replacement. They promised to send a replacement. A week later, it still hadn't arrived, so called again. No record of the call, no record of an order for a replacement. So, repeat.... Same story. They promised a replacement, but nothing was sent. Call number three... Now they tell us that they cannot/will not send a replacement, so after two weeks I go out and buy my own. They tell me they'll credit us \$20 on our bill for loss of service. Guess what, another lie. No bill credit. I call again and am told there is no record of a credit and that they don't give credits. How's that for customer service. I truly believe they purposefully lied - not once, not twice, but three times. I'm leaving them forever, and will tell everyone I can about CenturyLink's outright lies.

Helpful? [Yes](#) | [No](#)



Kyler of Marianna, FL on June 25, 2015



CenturyLink doesn't charge the advertised price. I am suppose to be paying \$40 but they have me paying \$65 each month. Not only that but I decided to move. I was told before hand by a CenturyLink assistant that it would only be \$30 extra. When I look at my bill they had me paying \$200+ for one month of service + the move. I do not agree with this at all and will be changing my service as soon as possible. Their internet isn't fast anyway.

Helpful? [Yes](#) | [No](#)



Calli of Minneapolis, MN on June 25, 2015



I pay my internet bill every month. Every single month they disconnect my internet saying I didn't pay, even though my bank account states that it was taken out. It happened again this month and they refused to turn it back on even though I had a confirmation number of payment made. I will be leaving this service because this continues to happen and they do absolutely nothing to fix it. So frustrated. I will never recommend this service to anyone.

Helpful? [Yes](#) | [No](#)



Jeff of Tucson, AZ on June 24, 2015



Our phone line is broken and has been for almost two years. We can barely talk on it. CenturyLink maintained that it is our phones and that they will charge us when they send out a repair person. I purchased a new phone and unplugged all other phones and still the problem persists - and still the Century Link customer support tells us that it is likely our problem and that we will have to pay them for the repair. This is extremely frustrating and abusive. I do not trust them. This happened before in our former residence and they tried to stick us with the bill and I was forced to hire an independent contractor to confirm that it was a bad line outside our unit. I should not have to endure years of broken service because of face extortion. This is unacceptable customer treatment.

Helpful? [Yes](#) | [No](#)



Kole of Cedar City, UT on June 24, 2015



running out. I needed to get to work and wasted over an hour on the phone. I spoke with a representative 3 weeks ago to deactivate my account because my family was forced to move out of our home because the previous owners used meth and the home was tested with extremely high levels of meth. My family was getting sick so the landlords had to rip out walls and redo everything. We were told we would not be charged by a CenturyLink representative and would not pay the early termination fees due to the severity of our situation.

We have now been charged early termination and the past three months use, even though the home was uninhabitable. I understand they are not responsible for living conditions, but their customer service is as bad as it gets! If you have another internet provider in your area, the best choice you could make would be to choose ANYONE other than CenturyLink.

Helpful? [Yes](#) | [No](#)



Erin of Denver, CO on June 24, 2015



Had a modem that broke within the first few months. Was told they would send me a new one, but the dumb ** created a whole new account. She even added home phone service I didn't ask for. Have spent the past year fighting over these two bills. I have disputed every one of them. They

never explain what this last \$107 is for. They have my info but decided to send me to collections. Why not work with me and explain why and work with me to resolve the issue? They don't care about anything. I would rather live without internet than deal with those brainless people.

Helpful? [Yes](#) | [No](#)



Scot of Bonney Lake, WA on June 24, 2015



CENTURYLINK over billed me with added charges. I talked with a representative and was told it was a electronic billing problem. The kicker is they were willing to credit me, but not until I paid the extra charges. Wish I could borrow customers money like that. I wonder how much money CENTURYLINK will make off of customers that don't catch the mistake.

Helpful? [Yes](#) | [No](#)



A. F. of Chandler, AZ on June 24, 2015



I have couple of complaints to provide to CenturyLink. First, it is the customer service. It is exceptionally bad. Either online or on the phone, you wait forever (in excess of 15 minutes). The other complaint is the TV service and cost. It is expensive; at around \$90 per month for Prism complete yikes, ouch!!!!!! The advertise cost is \$39.99 with high speed internet access; which I have. The reality is a big difference of \$50 per month. In addition, the TV service cuts out frequently. I have to reboot the TV box about once a week. Due to the price and rebooting frequency, I had enough.

Helpful? [Yes](#) | [No](#)



Stacie of Phoenix, AZ on June 24, 2015



Customer service only open till 6pm. I work till 7pm. You never can get a hold of customer service when you need them. If you do it's going to be someone who isn't from USA. Very inconvenient business customer service. I don't think I would ever go through CenturyLink Again.

Helpful? [Yes](#) | [No](#)



I think it was on or before June 1 that a CenturyLink guy (very nice) showed up to convert Advantage-One to CenturyLink. He was unable to finalize so he left the wire connected to the Charter router with instructions for IT to get PPP set up. It sat that way until my IT consultant did research, put in a ticket with Cisco, and came here yesterday to try to make the various pieces of equipment work together. He spent the entire day here trying to get the CL box to work. He had to bring other new pieces to chain together. When he unplugged the Charter box, it ceased to work too. Eventually he got a connection to the internet for us through the CL box but it is completely unstable and drops us off the internet every few minutes. He had to move people around and hard-wire in VERY temporary situations until CL provides a more stable situation/router for our wireless.

Helpful? [Yes](#) | [No](#)



John of Omaha, NE on June 23, 2015



I moved and the person I moved in with already had Prism TV so I cancelled mine. I was pro-rated for 2 weeks of usage and paid it in full. I received the return boxes from CenturyLink to return the equipment. That was in July of 2014. In September I received a bill for \$291.00 for unreturned equipment. I called CenturyLink right away and they said they have not received them yet and to give it a few more weeks. After hearing nothing for a few months I thought it was over. WRONG! It went to collections and it is now May of 2015. After numerous calls and very rude customer service people I was told I need a tracking #. It was almost a year ago. I called UPS and told them what was going on. They laughed and said sorry but if CenturyLink provided the return labels then they are the ones who track it.

So I called CenturyLink back and a guy named ** helped me. He found what no one else in that company found. My equipment was received back to CenturyLink on Aug. 16th and restocked in the warehouse in Sept. Thank you **. He credited me \$274.30 which is minus the taxes from \$291.00. Thought it was over. Nope! Collections called and said I still owed \$16.70 which is the taxes. I paid it to get this over with. Now fighting with them to remove it from my credit. It should not have been there in the first place. Sure, I could have just paid the \$291.00 to begin with and be done with it. It sounds like it's a common problem with CenturyLink and I am sure some people pay this. What a horrible company!

Helpful? [Yes](#) | [No](#)



Kim of Carlton, MN on June 23, 2015



Called CenturyLink today for some information regarding my recently deceased husband's business phone line. I am on the account so that's no problem, but I have been transferred and mistransferred at least 6 times. One person says I'm residential...sends me to business. Business says no, I'm residential, and sends me back. Then I somehow end up at repairs who have no idea how I got there. I'm put on hold for 10 minutes and more each time. UGH! Terrible, terrible service by people trying to be nice -- or at least they have me fooled into believing they're trying to help me. If I could get another provider I would.

Helpful? [Yes](#) | [No](#)



g of Highlandville, MO on June 23, 2015



The computer speed is decent except for certain times - A.M. and certain late afternoon. A landline phone is not worth having because of static lines in rainy weather and POS telemarketers. Most of the service reps I contact are nice and professional, most, otherwise I would rate a zero. Not worth \$70 a month.

Helpful? [Yes](#) | [No](#)



Leeanne of Las Vegas, NV on June 23, 2015



requirements of my job, I needed to upgrade my services, only to find what is on the internet is false. I cannot upgrade to the services I need to keep my job. I hope soon there will be competition with another carrier in Las Vegas. CenturyLink says how they are helping the community in some areas, but not in the lower income/older areas. I had the technician checking my line and telling me something different from the customer rep on the phone. I hope they get bought out soon. I can't wait to move out of state and disconnect my service. CenturyLink in Las Vegas is totally crappy service.

Helpful? [Yes](#) | [No](#)



joshua of Phoenix, AZ on June 23, 2015



I have had it with CenturyLink! I have spent more time on the phone with customer service trying to correct the problems they have created. Every time I change a service with them (they say it will save me money) it ends up costing me more money and time on the phone with them. This is the last time! I called in to cancel my service and was hooked by the to good to be true "We can save you money if you bundle DIRECTV and Verizon with us." Boom, done deal, I bundled! 1st bill, all of the services went up. So I make the call. "Sorry sir, you will see the savings on the next bill." 2nd bill, "We will give you a credit till the savings show up." 3 months later and approximately 4 hours of being on hold, I was told that the salesman didn't give me all of the details and I needed to unbundle. What a bad way to treat a customer of 2.5 years. Save yourself the time and energy.

Helpful? [Yes](#) | [No](#)



Richard of Ocala, FL on June 22, 2015



Simply put, I started an account at my house in 2009. At that time I was enrolled in a bundle that included voice mail. However I didn't have voice mail. The CS tech said it was "turned off" on the day I enrolled. So for 6 years they have charged me \$1.99 a month for voicemail services that I didn't have. When I called them on it, they admitted to this. BUT they can only go back 90 days as a fix, not the 6 years. In essence they are willing to credit me for \$6.00, but even though they admit to their mistake "cannot" refund the rest. It's a rip and I was never aware of it until this month when I sat down to look at my "fees and taxes" and discovered this innocuous fee for an item that made no sense at all.

Helpful? [Yes](#) | [No](#)



Mark of Greensboro, NC on June 21, 2015



First of all I will say I have had Cox cable and AT&T in the past... Both better but Cox is pretty crappy also. By far AT&T was much cheaper and better. (Don't listen to the speed Mbps stuff. I watched Netflix without issues.) I never got CenturyLink even hooked up. They kept on saying they would come 4 days in a row and never did. EXTREMELY long wait times for operators who have no clue what to do (couldn't even find my account info lol). I wouldn't trust them a lick... Huge waste of time.

Helpful? [Yes](#) | [No](#)



James of We St Des Moines, IA on June 19, 2015



I ordered CenturyLink internet service when I moved in to my apartment 9 months ago. It took over a month just to get the service setup. The service was originally sold as a bundle with DirecTV at \$45 a month for a year. When I get my first bill they are separate and much higher than quoted. I called CenturyLink about this which they stated since I live in a multi unit dwelling, they can't bundle it at that price now. Clearly upset since I was sold something, then given some excuse why they cant honor the contract they sold. I called over 5 times talking for hours to several people including some so called supervisors. There was no resolution on this issue and I chalked it up to a bad decision going with such a shifty company. Now I'm having even more issues with my recent move. I live in an apt one building over from my old place. 50 YARDS AWAY.

CenturyLink was able to get someone out to my old apt the very next day to shut off the internet, but refused to use that same person to turn on the

call in and express concern with this trending disappointment. Was on hold for over 2 hours just to get someone that said they can't figure out what happened and need to send someone out again, but that will be another week and no promise that will fix it.

I got to the point where I decided cancelling this terrible service was my only option. I called in last night and requested to cancel service... Spend a half hour on hold just to get this uppity little woman ** in retention. She tries her slimy waiver offers to fix the issue. I advised I just wanted the service I signed up for. I advised I want to cancel the service and I will just go with a company that can actually honor their word. She gives me the early termination fee talk which I said isn't going to happen.

I am not paying to cancel a service that doesn't even work. She stated "well I can see about waiving the days off your bill you aren't having service", which I replied to with "well if you people tried to charged me for service when you weren't providing it, I would just get a lawyer"; in which another person started talking on the line randomly. She stated and I quote "due to the fact you mention legal action, it's our policy to hang up. Have a good night" and she hung up on me....

TALK ABOUT REACHING FOR A REASON TO HANG UP! So needless to say I have yet to get someone to cancel my service still and I am blown away if that's their policy.... Hang up on someone because they say the word "lawyer" even in an indirect sarcastic manner. The retention dept, they are a joke and basically mindless drones following a misguided ** policy to shut out people who stick up to their ridiculous rules. I will not pay a termination fee and actually take legal action if they try to withdraw funds or report negatively on my credit.

CenturyLink has rescinded and lied and breached their contract several times on me already and I would not advise anyone to buy into their BS. They are looking for a sale to lock you in then bend you over the rest of the year looking for ways to get out of being a legitimate company. I pray

that company runs into the ground hard and soon. They make Sprint look like a pinnacle of customer service and you can't even understand those people!

Helpful? [Yes](#) [No](#)



William of Greeley, CO on June 19, 2015



Internet went down early AM with no notice. After reaching on-line chat via my cell phone they ran diagnostics and then found out maintenance was running an update with no backup service. They just bring down the system and cut everyone off. Service tech admitted they are only up 99% of the time and reserve the right to go down whenever they want. Maybe they are all that bad, but hard to believe everything is now in the 99% available cloud. I probably would not do business with them again if I had the choice. They really need to hurt for customers so they can get back in the real world where you have to purchase a backup authentication server to be competitive. Or just go out of business and let someone who cares take over. Hopefully their competition will read this and get some use from it.

Helpful? [Yes](#) [No](#)

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Consumer Complaints and Reviews



Mark of Dearborn, MI on June 19, 2015



Well, I was supposed to have an account from the previous homeowner switched over to me. Filled out all the forms. Easy-peasy? Yeah, right. Had my phone disconnected multiple times, reconnected multiple times (all with new connection fees), long distance and touch tone removed for some unknown reason, additional lines and internet hooked up and removed (with more fees). Service was supposed to be around \$75/mo but the last bill was \$200 and no one can figure out why.

They seem to have very nice and helpful employees but either their system is messed up, they are not trained how to do things right, or someone else is simply ignoring their fixes and jacking the bills. Rare to see a company with a one star rating (although if I could I would give them 0 at this point). I am on a rural road and have no other options but if I did I would go with someone else even if twice the price. I think the big problem is that I have an OPX line (off premise extension) for the barn and no one seems to know what it is so they keep canceling and reissuing my account. Been a terrible experience. Time to click on 1-star as it will not let me leave it at 0...

Helpful? [Yes](#) | [No](#)



Mariah of Marshfield, MO on June 19, 2015



Hi, I would like to discuss some issues I have had with this company. I have recently disconnected from their services on this date, 6/18/2015. First, I would like to start from the beginning. When we first started our plan with CenturyLink we had talked to a customer service representative, we were told of a plan that combined phone service along with internet that would only charge us about \$75 a month including all fees. We had used their calculator on their site to estimate the cost of installation and any other fees included in starting up.

What ended up happening is that the man my boyfriend spoke to on the phone told us that they would send us our router. The date we were to receive it came, and it didn't. So, we called again and talked to someone else who helped us with this issue. We were told that nothing shows us ever opening an account and she quickly resolved it and started us on the same plan for the same price. We finally got the router and hooked it up and everything and got it ready, in other words we did the installation.

A man came out the next day after we had everything hooked up already. He basically tested our phone line (while talking on the phone and based off of the conversation it sounded like a friend) and then left saying we were good (we knew we were) even though we said we would install everything. I don't know if that's protocol or what, but he didn't even come prepared. Our payment came afterwards and we were charged way more than the site suggested.

We called back to ask about the charges and asked why we were charged with an installation fee when we had installed it and they claimed that there wasn't an installation fee charged to us. There was a HUGE difference between the estimated pricing for our area and the bill (this was when they had deals for the phone + internet bundle). Also, when we started getting our monthly bills we also noticed a huge difference in what we were told it would cost. Our payments were now in the \$90 range instead of the \$75 range that we were told. We had to call AGAIN to get it discounted to the price we were promised.

We had the 10 mbps plan with the phone line included for the cheaper price and found out we were only getting 6 mbps (which the nice lady on the phone just informed me of) so we weren't even getting the service we were paying for. I was very upset in finding out this information. We had an issue to where our internet had been messing up a little less than a month after it was connected. It was running slower and it had periods where it seemed to die on us. We called and contacted someone saying they had to charge us to fix the problem internally.

We told them we did not want to be charged so they sent someone out to check the wiring on the outside of our apartment. The day that they arrived, they knocked on the door and I didn't even get enough time to answer the door before they left a door knob note saying they "missed" us. All I had to do was get dressed to answer the door and it didn't even take me 1 minute to do so before they left.

Just recently (today as a matter of fact), we received a notice of disconnect due to missed payments. We checked our payment history and it said we had missed 3 months: November, March, and February. I called trying to figure out what had happened to our money because I had personally watched my boyfriend pay our bills for those months. Granted, they were late, but they were paid for. I had been on the phone for about an hour and a half trying to get answers. The first time, we called for a resolution to our issue, they said they would transfer us to the financial department, but instead got transferred back to the main menu.

We called again and talked to two people, one from the customer service department and one from the financial department. The first person was nice and understood our problem, but could not help us. (I will admit I said a few cuss words that I apologized for, but did not cuss out the employee, nor was I rude. I said: "I'm sorry I'm just really frustrated at the company I don't mean to sound rude" and they said that they understood and it was okay due to my frustration and the situation.)

The financial department representative I talked to was another story. He was very rude to me when I stated to him my problems and wasn't at all nice about it. It almost got to the point he wouldn't let me talk so that I had to talk over him. I explained to him that we didn't save the confirmation numbers because we didn't think we'd have an issue since we made all of our payments and we also explained that we no longer had access to our bank statements due to Liberty Bank switching to Simmon's Bank. He showed no concern for our situation and I asked for a manager. He replied with a very rude and high pitched "Suuuure!" and transferred me to his manager, who I never got to talk to. The phone rang, I heard a sound as if someone picked up and then when I went to say hello, the phone hung up.

So I had to call AGAIN and finally talked to someone who listened to me with respect. She helped me out part of the way and disconnected me from their service. I was still not resolved about the issues of our payments, but was given a dispute towards one since there were two payments in the month of April, which one of them was for March. Like I said, we paid our bills even though they were late. She even said that she couldn't argue my statement because the system is known to fail. FAIL.

I am very displeased about the service I had received, constantly being lied to and ripped off. We now owe CenturyLink over \$300 thanks to the stunts that were pulled. I believe that after all of the complications me and my boyfriend had went through, we should have been compensated better. It is not our fault we can't get our statements due to the act of another business. I have also seen countless reviews of this company ripping people off and lying to their customers. The fact this has happened on numerous occasions shows the lack of efficiency they have. I am beyond horrified that on Google and other company rating/review sites that they have only a 1 star rating, the highest I found was a 1 1/2. This company needs to fix whatever issues they are having with their system because the fact that this has happened numerous times to numerous people is insane. This needs fixed NOW.

Helpful? [Yes](#) | [No](#)



Li of Aurora, CO on June 19, 2015



I was quoted \$24.99/month for 12 months for 40 mbps internet services when I recently moved. After I set up the account, I got a bill stating \$62.67 while I only get 20 mbps instead. I called in again and they refuse to do anything. All I got was "our employee misquoted the price and you have to pay what it says on the paper." The worst is, this guy named ** hanged up on me after I was repeatedly put on hold!!! He was completely disrespectful and unprofessional! Such a deja vu!!! I had them for the past 12 months and I was quoted \$34.99 including modem rental. However, they have been charging me for over \$50 each month for the past 12 months (my husband has been paying the bills each month and I didn't realize until recently since I was the one who set up the account). They refuse to pay the discrepancy back. What a ripoff and what a horrible company!

Helpful? [Yes](#) | [No](#)



scott of Denver, CO on June 18, 2015



I recently moved to another state and needed to access the internet from my 'new to me' house. I decided on CenturyLink for their 12 month price guarantee DSL service for \$34.95 a month. I received my first bill today, in the amount of \$122.02. I just spent an hour on the phone with the customer support person, and another 15 minutes with the 'escalation supervisor' to no avail. It seems that when you sign up for the \$34.95 monthly service, it does not activate until they start you on a 'new' bill cycle (which is entirely arbitrary up to them). Until that time, you are charged the 'full service' pricing for the DSL service, which in my case is \$63.95 a month. As a result, I was charged \$63.95 for a month and another \$16 for one week, and then they switched to the price of the packaged plan of 34.95 after. They call this prorated charges. I said I have no problem paying prorated charges, but do not wish to pay them at \$63.95 a month to do so.

I think this is totally false advertising. Can you imagine when you call to sign up for the service, if they were actually honest and stated, that they will be billing you \$80 for the first 5 weeks, until their normal billing cycle kicks in, and then charged the agreed to price thereafter. How are they getting away with this? I would like to NOT pay the bill, but that will just result in them sending collections after me, which I do not want on my credit history. We as consumers are at their mercy, and really have not much for recourse. I suspect the only thing to do is send a letter to the public utilities commission. It is a shame that CenturyLink's DSL service (the actual broadband service) has been fine, but how they treat and cheat the customers is very disappointing.

Helpful? [Yes](#) | [No](#)



Rob of Lillian, AL on June 17, 2015



My wife is on the phone right this second waiting for someone to answer their phone. The call has already been picked up, she can hear the agents in the background having a conversation in Spanish, ignoring that their phone is live. The automated system works like crap too, she's yelling "Billing" into the phone repeatedly. The reason for the call: We're on auto pay and our bill just jumped from \$62 a month to \$105 with no warning. Drafted it twice from our account. Not the first time we've had problems with our bill amount changing suddenly. Also replace our Wi-Fi router in the first 6 months because it just crapped out.

Helpful? [Yes](#) | [No](#)

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Abhinav of Bothell, WA on June 17, 2015



I had a horrible time with dealing with the post service issues with CenturyLink. They billed me over \$100 and reported it to credit services even though I did not owed them anything. They did not sent any notification to me but directly reported to credit services, that was a first for me. I called the CenturyLink customer service and the agent told me that I did not owe anything but he sees that my name was reported to credit services and the credit services lady kept a gun on my head and told that I should pay the amount or get ready to get my credit report tainted. I felt so helpless. I will never use CenturyLink ever again.

Helpful? [Yes](#) | [No](#)



Dustin of Foristell, MO on June 17, 2015



I have had Century Sucks for 7 yrs. with 15 MB speed for \$80.00 a month and I canceled service due to high rates. Now I signed up again and I have 1.5 MB for \$80.00 dollars a month. I believe that if this area would get a second provider Century Sucks would be in trouble. Even with my 1.5 MB service my DSL keeps going into limited/no connection and I run a business from home so most would understand my frustration. If I could give them 0 stars or negative stars I would. I did a chat session with tech. department today and before we could get to anything of importance they

I tried 3 times to chat because they were experiencing a high volume of calls and each time the chat was terminated. I guess what I am trying to say if you have an option do not at any means get CenturyTel as a phone/internet provider. You might be better off with a dial-up or satellite provider and they suck about as bad as CenturyTel. They have no competition in this area so they can charge a ridiculous amount for crap service and as soon as I can do something different I will never use them again. Thanks for bad speed, bad service and high prices CenturyTel. The original communications company Bell Communications would be rolling in their grave for the type of program you are operating! Concerned customer!

Helpful? [Yes](#) [No](#)

melissa of Albuquerque, NM on June 17, 2015



HORRIBLE!!! When we first signed up for the service we were told our bill be roughly \$35. 2 weeks later when our first bill arrives we are being billed \$155.00. When we call to find out why so much we were rudely told by customer service that's the way it is. I could not believe I was being spoken to this way and asked to speak to a supervisor. They then did adjust our bill and assured me that this would not happen again. Month two comes around and again our bill is coming out to \$155.00. I call customer service and get hung up on 3 times, in a 2 hour period. I finally talk to a representative who tells me she is not psychic and cannot predict my bill. I of course decide to disconnect. I would not recommend this service. It is not worth the time, or stress.

Helpful? [Yes](#) [No](#)

Jose of Mesa, AZ on June 16, 2015



We had a bundle with CenturyLink which they paid our DirecTV. We paid \$150 a month. We moved and let them know for transfer. Nothing wrong there but after TWO months of paying 150\$ our DirecTV got disconnected. We called and they said centurylink stop paying. We paid to reconnect cable. Centurylink didn't refund our money. Their excuse was somehow the bundle unbundled! They kept giving us the run around and lies but no refund.

Helpful? [Yes](#) [No](#)

Richard of Minneapolis, MN on June 16, 2015



We quit Comcast 6 months ago and were about to go with an antenna, etc. when Prism came to our area. I checked out the bundling deal (we already have phone and DSL with CL) and got what I thought was an incredible deal. Aware that if the deal seems to be too good to be true, it probably is just that I requested that the CL salesperson email the specifics. Nope, he said that he had no way to do that... The friendly installers came out the next week. I was stunned to learn that the order they received meant that we would be getting Prism, keeping DSL, and giving up phone service. There was no HD service or DVR on the order, which they would be glad to add.

So, I wondered whether what I was told we would be getting and be charged for had anything to do with reality! So after spending a ton of time on the phone, I finally found out that of course all of it would cost a lot more than I was told and that it would involve a 2-year contract (or cost more for a one-yr contract), which I told the initial salesperson I would not agree to. So we aborted the installation and are going to go the cord cutting, antenna route after all. Ugh!

Helpful? [Yes](#) [No](#)

Pamelisa of Gallup, NM on June 16, 2015



Well I have been with CenturyLink for only 6 months now and I'm constantly on the phone with the billing department concerning my monthly bill for the past 3 months. It all began when I only applied for Internet services only. When I received my first bill the amount due was so high and seen they also added a home phone. My payment was past due and they said I had to pay the entire bill of Internet services and home phone. Then after I paid

So I thought I was okay with payments for 4 months and start regular payments on the 5th month but my services were disconnected early. They wanted me to pay my past due (which was supposed to be credited) and a fee of \$25 for reconnection. Since then I tried to consult with them about my bill for last the 3 months. First they see the error and credit the account but later the account was never credited. This continued for 3 months. All I wanted was what I was told and a simple bill of Internet services only. Instead they want me to pay for their mistakes. I was recommended to Century Link but I wouldn't recommend them to anybody else. Their services are unfair and horrible.

Helpful? [Yes](#) | [No](#)



benji of Killeen, TX on June 16, 2015



We bundled CenturyLink with DirecTV one year ago and have had issues ever since. Our agreed on price for the bundled cable and internet was roughly 86\$ a month, and have not once had a month where the price was correct, and on multiple occasions, have had to pay over 120\$ on one pay period. Their customer service is the worst I have ever dealt with, and would not recommend this service to anyone.

Helpful? [Yes](#) | [No](#)



James of Austin, TX on June 16, 2015



I write this currently on hold for 1:23:44. CenturyLink sent me a bill for \$180, when I was told my bill would be no less than 39.99\$, and, get this, after cancelling service, sent me to collections, for \$180 within 5 days. I settled for \$34, be careful.

Helpful? [Yes](#) | [No](#)



Kathy of Oronoco, MN on June 15, 2015



I called CenturyLink this morning, one of my least favorite things to do. Our internet service has been dropping out on a regular basis. We power cycle our modem and it reconnects. I wanted to see if there was a problem on their end or if it was a problem with our modem. The lady told me it was probably a problem with our modem--that's typically what happens. She said they usually last 2-4 years. Ours is about 4 years old, so that made sense. She then asked me what model we had. When I told her it was a Q1000, she said they are in the process of swapping out all the Q1000s, for a newer model. When I responded that we don't lease our modem, (we purchased it outright), she said it didn't matter, and offered to transfer me to someone who would arrange a swap.

I then got put on hold for about 15 minutes. Finally someone who didn't speak English picked up. I don't mean someone with an accent, he spoke ONLY Spanish! So I got transferred again! This time it was a man who seemed very unsure of himself, who informed me they couldn't replace a modem that they didn't own. This actually makes sense, but I had now wasted 30 minutes of my time. I thought about calling again to see what a third person would say, but I don't have any more time to waste.

I've called CenturyLink before. Unfortunately, this is typical of their customer service. When we purchased our existing modem several years ago, we returned a leased modem. I called every month for 9 months to get the \$5 lease charge off our bill. I used to think either they hired incompetent people or didn't train them. I'm now convinced they hire incompetent people AND don't train them. Wish we had another option for Internet service!

Helpful? [Yes](#) | [No](#)



Quanah of Vancouver, WA on June 15, 2015



I received a notice on June 3rd stating that I had until June 15th to pay my bill or it would be disconnected. They instead disconnected my service on June 9th. I paid the bill on June 10th and service was restored with a \$20 fee. I have been hung up on and lied to countless times. I have returned hardware and charged for it for several months. I returned a modem in February and my account wasn't credited for it until May. Since I was told that CenturyLink offers absolutely NO dispute process by ** from financial services (employee I.D. **), I was forced to do research and find consumer

Helpful? [Yes](#) [No](#)

Mary of Gilbert, AZ on June 15, 2015



In 2010 QWEST had a 30-day trial period for their new "high speed" internet. After two days of the 30-day trial, they had to remove their pathetic software and remove the modem. It degraded my computer to the point that I could watch each character appear on the display. When I contacted them, they said they had not expected such an overwhelming response and apologized.

Now CenturyLink has posted a charge of \$421.10 on my credit bureaus and showing it as a collection account! They won't remove the charge and I'd like to know how many others have this same fraudulent charge on their credit as well. I will contact every tv station and blog wherever I can to dispute their fraudulent charges. I won't let this drop until it's removed from my credit. Buyers Beware - CenturyLink is trying to collect for a charge that is NOT due. This was a trial period and QWEST could not provide the service they promised.

Helpful? [Yes](#) [No](#)

sue of Everett, PA on June 13, 2015



Don't download NORTON anti-virus from CenturyLink!!! It does HORRIBLE things to your computer - changes homepage to different cities, interferes with email sending, many times get a message at bottom of screen "CenturyLink is not responding", slows the computer down, caused my email page to turn completely white in the middle of typing a message, homepage and email page will flash - just awful!!!! And be sure to delete CenturyLink Installer as well. I chatted with these people quite a few times lately. They INSISTED it was a problem with my browser. So I reset the browser at least 6 times and still the same problems. Really?? My computer is 3 months old and I'm using Internet Explorer 11. Funny now that I deleted Norton & the installer, computer is running great!!!!

Helpful? [Yes](#) [No](#)

Peter of Las Vegas, NV on June 13, 2015



A Journey of Several Days: Like it's 1991. Rather than repairing necessary wiring, CenturyLink will try to pass the cost on to the consumer with an \$86 monthly bill on what began as \$34 dollar 10 Mbps Service. It can't just be me.

Helpful? [Yes](#) [No](#)

j of Denver, CO on June 12, 2015



CHECK YOUR ACCOUNTS. I normally do not have late charges on any of my accounts. While checking my account to make sure I was credited with an inaccurate charge, I noticed a late charge on that month. After talking to a representative for Centurylink, he said that my payment had been late thus the charge. We compared the date due time, and on my screen, the date due was 12/31/14. On the representative's screen, he said it was 12/30/14. My payment had been received one day late... on 12/31/14. I have a call into management regarding this right now. The charge is \$6.00. No big deal? If they are altering accounts to justify the late fee, then how much would that be times the numbers of customers? It could be huge. Something is not right. How many late charges have been made when not justified??

Helpful? [Yes](#) [No](#)

Daniel of Spokane, WA on June 12, 2015



This company has the WORST customer service I have ever dealt with. I had a payment arrangement set with them but my service kept getting shut off on the 15th of every month. I would call and it would get turned on in about 4 or 5 hours, and after being assured that it was just an error, it would happen again the next month. I would reconfirm the payment arrangement and a 3rd month it happened again. This time I was told that they couldn't find a payment arrangement on record, just a phone conversation where I said I would pay X amount of dollars each month but that was not a formal payment arrangement. So I spoke to the billing people (again) and set up an arrangement. Guess what? Yup, disconnected again.

Now on my 4th month of this issue. I spoke with a supervisor. Assured me it wouldn't happen again. Guess what? By this time the bill was caught up. Oh, by the way, this all happened because I am bundled with DirecTV and did not get a bill for the DirecTV portion one month. When I called they said, "That sometimes happens," and I would just be double-billed the next month." That is when I set up this agreement so it wasn't such a huge bill. So really this was a 6 month problem. If I had any other option other than this company I would take it in a heartbeat. Unfortunately I don't. Comcast would have to install new cable jacks and I rent so that is not a possibility. CenturyLink is the only provider that uses the phone jacks. I have never had more problems with a company and they just don't seem to care because they know the people in my area have no choices but them. Talk about a monopoly.

Helpful? [Yes](#) | [No](#)



Conny of Lake Oswego, OR on June 11, 2015



I switched from Century Link to Comcast last year. Before that I was a customer of Quest for many years and never had any problems. The reason I switched was that my phone line was down and they could not send anyone out to fix it for over a week and then refused to give me credit for the whole week. They ended up giving me credit for 3 days. I had paid for my own modem but they sent out another modem thinking that my present modem was not working properly and that was why I was not getting service. They never asked for the "broken" modem back. To make a long story short, it was not the modem but the phone line that was down. I received a bill that stated Final Bill and paid that in full thinking that was the end of my dealings with Century Link.

Imagine my surprise when I ran my credit report in April to find out that they had sent my account to collections for owing them 99.99 dollars. I had not received any further bills from Century Link and was out of the country for several months. Upon my return to the US, I chatted with a billing person and she stated that my bill was paid in full. I talked to another person who said I owed them 99.99 for an unreturned modem. I told them that I had never received a bill for that and had paid my final bill in full. At that time, I asked to receive copies of all the correspondence they sent me regarding the modem. They sent me a copy of one bill that was supposedly sent and which I had never received.

My question is what kind of company would turn someone over to collections after only sending out one bill? Mail often gets lost or stolen, it is not common practice to at least send two or three notices before turning someone over to collections? But the story does not end there. Luckily, I still had the modems so I returned two including the one that was paid for and they said that once the credit is processed, they would remove it from my credit report. Turns out that it's still on my credit report and the collection agency insists it's their debt now since they bought it and I would still have to pay it. What the most frustrating thing about this was that nobody at Century Link seems to know anything. They give you different information, send you to numbers that hang up on you and are downright rude. Never in a million years will I ever do business with this company again!

Helpful? [Yes](#) | [No](#)



Desara of Flint, MI on June 11, 2015



CenturyLink provides the worst customer service. Extremely unprofessional. Seven months of service never received a bill statement. Address incorrect after updating with agents three times. End result from a young agent "nothing we can do at this point." I would never refer this company conduct of business. Poor. No retention offered.

Helpful? [Yes](#) | [No](#)



Karon of Deadwood, SD on June 11, 2015



My phone issues started on April 10th. I called and they were scheduled to come to the house to find out what the problem was. A technician came out, talked to my husband, said there was an issue with the line coming to our house. He needed help and said he would return to fix it. He never

results, or to see if "escalating" does any good. Needless to say I am quite frustrated with CenturyLink, them being our only option for home phone service in our rural area.

Helpful? [Yes](#) | [No](#)



Sarista of Springfield, OR on June 11, 2015



Nice people, but completely clueless. What can I add that hasn't already been stated? Two weeks of technical support supervisors reassuring me that a technician would arrive to correct a problem, without anyone ever showing. Once, I actually got a phone call from a technician who left a voicemail confirming she would arrive within 15 minutes. When I returned the call, she didn't answer. 15 minutes, 20 minutes, 30 minutes, 2 hours went by and no technician. I got fed up. I finally went to the office and spoke face to face with the supervisor. She saw how furious I was and did everything she could to get a technician to my door within 25 minutes.

So, the lesson learned with Centurylink is that you've got to get SUPER PISSED OFF, walk into their brick and mortar business and results happen. Over the phones, technical support and customer service are incompetent. Over the phone, management is helpless and ultimately useless.

Management communicated through chat messaging. Heaven knows if they are actually chatting with another human being on the other end or a computer program designed to respond. NOTHING happens with Centurylink until you actually walk into the building.

Helpful? [Yes](#) | [No](#)



Debbie of Browns Summit, NC on June 10, 2015



CENTURYLINK - Anyone considering service with CenturyLink, BEWARE. Here is my experience. We signed up for service three years ago and after two years, our bill doubled. We called to inquire and they said we needed to sign a new 2-year commitment with them to receive the previous rate, so we did. For the last year, we have been battling to get the appropriate billing as the amount is different every month and never consistent with the agreed upon rate. They double charge us, then claim to fix it. It stays correct for a short period of time, then doubles again, so we call again and they fix it again. At one point, they were charging us late fees because they claimed we weren't paying on time. We were NEVER one time late with a payment.

SO, a year later, we are moving. We contacted CenturyLink to let them know where we are going and they informed us that they do not provide service to the new location. The customer service rep told us that because they don't offer service to our new home, we would not be charged any early termination fee. Today, we called to cancel service, escalated the call to a supervisor who informed us that we ARE responsible for the early termination fee even though it is DOCUMENTED in their system we were informed otherwise. He stated we were misinformed by their CSR and while that is unfortunate, it is not his problem we elected to move to an area that CenturyLink does not service.

I am fairly confident this is not the type of service CenturyLink executives would condone, but one never knows. STAY AWAY FROM CENTURYLINK. The services they provide are not that great anyway. There are plenty of other service providers offering services at more competitive rates and faster internet speeds. I, for one, if given the opportunity to do business with them again, would decline. STAY AWAY FROM CENTURYLINK!!!

Helpful? [Yes](#) | [No](#)



Jody of Deer Park, WA on June 10, 2015



Another day working from home and I'm continually losing my connection. My job demands my ability to conduct conference calls and I can't share my computer screen and use my internet based phone at the same time. Evidently my download speed is good enough and what was advertised for the monthly package I purchase (right this minute it's 8.55 Mbps); however, the upload is .5 Mbps. Point 5... in case you missed it. Not something point five, zero point five. When I call, I get a profuse apology for my difficulties but they don't promise what I pay for, I can possibly get up to what I pay for. If I want what I pay for, I have to pay for the next expensive package. Does this seem right to anyone?

Helpful? [Yes](#) | [No](#)



Haojie of Salt Lake City, UT on June 10, 2015



I contact customer service several times and told them I want to start service from May 15 and want to buy modem. While they said they have done that, in fact, it is not. The start date is May 7th and I have to pay modem lease fee because of their false. And they also refuse to adjust the lease fee. So angry. I hold on around an hour for this result. And their attitude is also not friendly.

Helpful? [Yes](#) [No](#)



Robert of Northglenn, CO on June 9, 2015



My family and I used CenturyLink for internet only initially and we had no issues. I tried to reduce speed in order to save money, and was lied to, being told that I could get the slower internet AND bundle home phone and DirecTv for cheaper than the higher speed. Went with this supposed

"deal" and they did NOT bundle the services. I was also promised a one hundred dollar prepaid Visa, as part of the promotion, that I never received. I spent about 6 months trying to get answers, contacting CenturyLink, and asking for a bundled itemized bill showing what we owed and for what. They sent me multiple unbundled bills every month, often with differing amounts, and could not explain the discrepancies in amounts. I asked for a clear statement showing what was going on, because I kept paying multiple times every month, and they kept saying we owed, but refused to explain what was going on.

I called Customer Service multiple times, was shunted from one seemingly incompetent person to another and then disconnected, for nearly 6 months. Every time I called, same treatment, transfer me to someone else, tell the story, put on hold, then disconnected. My wife was brought to tears trying to get through to these people, and trying to get answers, and she is normally level headed on figuring these things out. Ultimately DirecTv shut off our service for non-payment (despite us hemorrhaging money into CenturyLink) and so we were forced to pay their early cancellation fee as well. This destroyed not just the 2014 Thanksgiving and Christmas season for us, but also ate our tax return. Now we are being sent additional bills from a collection agency, despite having already paid this company the amount allegedly due, 4 months ago.

CenturyLink was unable to provide one bill showing bundled services that they sold me on. They never gave me the discount that I was supposed to receive for bundling with them and their sister company DirecTV. I even called DirecTV when they shut my satellite service off and explained the situation to them. My payments apparently weren't being sent to them. I lost my TV service as a result and was forced to pay an early termination fee of \$367.77. Not to mention when everything was all said and done I had to pay their competitor \$326.79 to get set up so that I could continue pay my bills. I didn't want to get dropped by DirecTV, nor did I wish to no longer be a customer of CenturyLink's, even when I could no longer afford the price of their high speed internet. All I wanted was to save some money even if that meant making some small sacrifices.

Doing business with CenturyLink almost cost me everything, including my sanity. Their customer service practices can best be described as "passing the buck" until you get put on hold for anywhere from two to six times until finally being disconnected because either no one wants to help you, or no one knows how to. I know that the disconnection was on their end because I tried several times from different phones, including my landline for over half a year. I would call back and ask for the same person, but they would be busy with another customer. It was infuriating. I mean this can't be that hard to fix. I even used the online customer support after being disconnected once and they also were going to try to get the issue resolved. Alas help never came and I was still paying CenturyLink twice a month only to be told to pay more and more.

Helpful? [Yes](#) [No](#)



george of Granby, CO on June 9, 2015



Spent 25 minutes on line with ** from CenturyLink - Wow was the guy clueless. He would take several minutes replying to my questions such as how much would an upgrade be? Am I qualified for a faster speed? Do I have the highest speed for what I am paying or am I being throttled back. I pay for 7 mbps and get 4 which is the lower level and I asked why? He said nothing - It was frustrating and the more I questioned the slower he got - I needed detailed answers and got nothing in return - nada. I have heard they are throttling accounts back and wait for complaints so I will register this with the FCC as well.

Helpful? [Yes](#) [No](#)



Susan of Saint Paul, MN on June 9, 2015

Menu



On April 20th I signed up for service through a door to door sale. It sounded like a great deal for less than what I was currently paying for my internet service. What I didn't know was that I can only have cable internet service in my home so two days after I signed up, I received the modem and couldn't get it installed. I decided it wasn't worth the extra fees and hassle so I called to cancel the same night my service was activated. They told me to call a different number during business hours the next day to cancel which I did do on April 23rd.

The rep told me to wait for the shipping label and assured me my bill would be ZERO. 15 days later I receive the shipping label and I mailed it by May 11. Today is June 9th and I have received an invoice now that they expect me to pay for activation fee and shipping when I couldn't even use their service. Two reps who told me two different things. Horrible training - door to door sales reps should be better trained to disclose ALL information. Hidden fees that they lie about too. Never again using CenturyLink for anything.

Helpful? [Yes](#) | [No](#)

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Kathy of Fancy Gap, VA on June 9, 2015



I have had CenturyLink High-Speed Internet for a little over 2 years now. Up until about a month and a half ago, things were going fine. Then our internet starting going extremely slow, almost like dial-up! I contacted them over the phone and they said that everybody's internet in this area has been having problems. They said they did not know when it would be fixed. Enough is enough already people! We would like to be able to get back on the internet at the speed we are paying for!!! We are going to be switching to Comcast here really soon.

Helpful? [Yes](#) | [No](#)



Joseph of Corvallis, OR on June 9, 2015



Menu

hour of waiting someone finally come on and I ask them to discontinue my long distance, caller ID, call waiting, call forwarding and 3 way calling services so they tell me they would and did as I waited and I even got an order number. I just got my bill dated May 25th (my billing date) and noticed the bill hadn't changed and I was still being charged for those services I had ordered to remove, but they were quick to stop those services (the following day April 21st). I called them and ask why they hadn't taking off the charges but removed the services they told me that the date they put in the order was April 26 (the day after my billing date), therefore I am being charged another month without those services even though I put in the order on April 20th.

On top of that I was on hold for over 2 hours by someone in sales and services. The only way I even got the order/billing mix up information was I called customer services on another phone line (my Comcast phone service line) and got a real nice lady in billing named Nancy who help me understand what had happen, meanwhile I was still on hold on my other line, the guy (sales and service) never got back to me so after 2 hours on hold I hung up. I didn't want to switch my services from CenturyLink to Comcast because I like the having a line I could hook up a landline that if the power went out I would still have an open line, but I'm going to have to make the switch after all. My take on this incident is that sales guy doesn't care if he isn't going make a sale then I'll just put you on hold forever. As far as the order/billing date mix up, it just another gimmick to charge you for all they can get from you.

Helpful? [Yes](#) | [No](#)



yadira of Gaylord, MN on June 8, 2015



I recently move and want to continue my service with CenturyLink. I call CenturyLink to notify them and so far, I have talk to 8 different people in which not one has been able to help. They say I need to open a different account and close the one that I currently have which I agree to do so... Well, recently, I got a phone call and they left a voicemail saying that I need to return their call so I can cancel my previous account! I immediately call them back, all they do is put me on hold and then they hang up... I call them again and it seem to me like they don't want to help. Not to mention I was on hold for 1 hour and 35 mins.

This is the first time I write a review and the last. I was happy with CenturyLink but they have the worst customer service! I hope I don't hurt the feelings of the ones that are good, dedicated agents but so far I have had bad luck getting the worst ones! And with that said I will pay my remaining balance and will try to look for another internet provider!!

Helpful? [Yes](#) | [No](#)



fabiola of Las Vegas, NV on June 8, 2015



CenturyLink have a horrible customer service. They got me on hold for 30 minutes, they always have a problem with the system, they never can do nothing fast. As customers we don't have time to do this more than an hour on the phone call with these guys. Horrible, horrible, horrible.

Helpful? [Yes](#) | [No](#)



Christine of Longview, WA on June 8, 2015



I have had nothing but problems when dealing with this company. When calling in to get help there are very long wait times and then when you finally get a person to help you are transferred and have to repeat the process all over again. I finally was able to cancel my service because we moved and when I told them I didn't want to transfer my service, the call was dropped and I had to start all over again. When I finally got someone to cancel she was rude. I will never, ever use this company in the future. They are the worst of the worst.

Helpful? [Yes](#) | [No](#)

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Andrea of Nampa, ID on June 8, 2015



I have been a CenturyLink/Quest customer for 16 years. They have always been difficult to work with. They usually keep me on hold for at least a half hour and each time they transfer me to another person. I have to start all over telling them why I'm calling. I'm wondering why an established high tech company has so many technical and customer service problems. If they can't handle the workload, hire more people, but they don't. Red flag! I have standalone dsl and my bill is 64.40 for a very slow connection. I don't play games or stream videos. I called last month to see how I could get the bill lower. I was told the previous year to call and ask about a retention or loyalty discount. The female who answered after 34 minutes of hold told me I had 2 options. 1) Get a landline so I could get the dsl reduced. 2) Go off the internet for 3 months and I could qualify for the promo price as a new customer.

I asked about the discount I was calling about so she transferred me. I was on hold for 5 minutes. The female who answered said, "Hello," loudly. I

the highest with 3 lower speeds/prices. Why wasn't that given as an option? We had no agreement about the speed, it is something they assigned but it is impossible to win with them. They explain away the issue as fact and they say there is nothing they can do. They are too big to fight.

Helpful? [Yes](#) [No](#)



Jared of Port Charlotte, FL on June 6, 2015



Don't get CenturyLink if you play Xbox live and Netflix. The movies and games will lag very bad to where you give up. I'm suppose to be getting fast internet and it's not fast. The WiFi sucks and I don't recommend CenturyStink. And I'd rather get a football and play outside instead of dealing with this piece of ** WiFi :(

Helpful? [Yes](#) [No](#)



STEVE of Lafayette, CO on June 6, 2015



I terminated service with DirecTV effective April 30th. CenturyLink was collecting the bill for DirecTV for about 5 years, but not for the entire history of my service with DirecTV, for which I used to pay separately. I paid CenturyLink everything that they charged me for DirecTV service up to April 30th and my statement even reflects that I did, and that part is not in dispute. CenturyLink shows that is a fact. What is in dispute is that I got a final bill from DirecTV that appeared to say I owed \$118.55, however when I got on the phone with DirecTV to complain, they said it was not money I owed to them, but money they owed to me for overpayment until May 26th. It made sense to me as I believed that I had been paying ahead for DirecTV service. Later I come to find from CenturyLink that I was paying slightly behind (my payments were not late, however).

Can you believe that even though my statements reflect that I paid CenturyLink everything I was supposed to for the DirecTV service (until the end of that service), that they feel entitled to bill me for the refund DirecTV is sending me? I haven't even received the refund yet, they have no proof I received it, and on CenturyLink's billing history for me, everything was paid to the end for DirecTV service which is all that matters. I believe they have no legal claim at all. What DirecTV decided to do (if it was in error) is DirecTV's problem and CenturyLink's problem... it has nothing to do with me. CenturyLink claims that money is theirs and that DirecTV should have refunded them, and not me. I say too bad for CenturyLink. And again, I still have yet to receive the \$118.55 refund from DirecTV, even though CenturyLink is coming after me for it.

Helpful? [Yes](#) [No](#)



Josie of Omaha, NE on June 6, 2015



I placed an order, had the equipment installed and that very same day it DID not work. I called several times and no one helped me. Placed a service call THREE days away. When I inquired about cancelling, the worker became rude and said it was not in MY best interest to cancel!! I called back and spoke to another RUDE employee who was very pushy and did not want to give me info about cancelling early. Do not let these people push you around!!

Helpful? [Yes](#) [No](#)



Monica of Summerfield, FL on June 5, 2015



We have had CenturyLink for just over a month and we have made 6 calls because our internet isn't working. On one call they said someone would come out the next day. They never came. Said the Internet is working that we fixed it in office. We called 2 days later with the same issue. We have not had a solid week of Internet without disruption. We are sick of this. We can rent movies because of this issue. We can't use our iPhone without issues. Fed up!!!



Anjoli of Tempe, AZ on June 4, 2015



Internet was always choppy. Sometimes it worked but most of the time it was too slow to watch things OnDemand. Mind you I had their fastest internet. However, that was not my biggest concern. What really gets to me is their lack of security. I have been the only dealing and paying centurylink and even cancelled our service the month before. My husband and I have different last name but we set it up that the bill comes under both of our last names.

Today (I called to verify something on our last bill) I was informed that I was not authorized on our account. Not authorized!!! If I was not authorized how come I was able to call and cancel the account? My husband got on the phone and confirmed I have been authorized since the beginning of our service with them. The woman then said that their systems sometimes resets itself. So does that mean other information on my account can magically disappear?! I would be very careful of using this company. Their security protocol seems to need a lot of work or it is not very consistent. We have since moved and have gone back to Comcast.

Helpful? [Yes](#) | [No](#)

Rose of Englewood, CO on June 4, 2015



Have spent many hours trying to get my home internet working. Now I'm told they will have to come out and fix a wire. Internet has been out since Monday and finally someone will try to be fixing it on Saturday. Spoke with 3 managers no results. Loyal customer for 30 years. Time to find someone who cares about their customers! Xfinity here I come!!!

Helpful? [Yes](#) | [No](#)

MO of Hell Town, CO on June 3, 2015



CenturyLink is a company of Liars. They will tell you anything you want to get you on contract only to change things up after the 30 days and screw you over. I signed up with CenturyLink at the end of March and the only things I asked for were to have a no contact price, a download speed that would accommodate my family's needs and last, be under \$60 a month (that is what I was paying at Comcast).

From the start I had nothing but trouble. Tech missed appointments, install was 2 weeks late, salesperson bold face lied about speed so I was asked to upgrade to the \$100 service to fix it. Again the tech was days late and service was so bad I could download email during peak hours. So for the next 3 weeks I called over 25 times, only to get disconnected 24 times, trying to discontinue service. Finally I go thru and canceled service, only to find they had put me on a contract and wanted to charge me \$200 to cancel. More BS. PLEASE, FOR THE LOVE OF GOD, DON'T SIGN UP WITH THIS COMPANY! You will be screwed over and never get what you are promised.

Helpful? [Yes](#) | [No](#)

m. a. of Salem, OR on June 3, 2015



After you get a promo deal from them, they hype the price and make you pay a lot extra if you don't do auto pay. They are not worth your time and surely not your money. This company needs to be out of business.

Helpful? [Yes](#) | [No](#)

jason of Issaquah, WA on June 3, 2015



I ordered internet service on 4/24/15. I was told that I would be activated by 5/22/15. I called on 5/22 and was told that I would again have to wait until 6/1 to get activated but that I would not need to be home since the technician did not need access to our home. On 6/1 the technician arrived and called us to tell us that he indeed did need access to inside the home. He asked if we would be around the next day. We agreed and stayed home missing a day of work waiting for the technician to arrive. He never arrived and multiple calls to his cell phone went unanswered. We spent another 2 hours trying to get customer support to help us.

After multiple efforts (and disconnections from your phone system) we were told that since we were not home and the technician needed access to our home they would have to schedule another appointment a week from now! I cancelled on the spot. You have lost our business forever. Furthermore, while I was on the phone with customer support I could hear in the background clear as day very unprofessional conversation including every swear-word known to man including multiple F-bombs. You are a very unprofessional company with chaotic and misinformed customer service representatives and ridiculous long and drawn out processes.

Helpful? [Yes](#) [No](#)



Lucia of Jackson, WY on June 1, 2015



Jut got of the phone with CenturyLink, 06/01/15 3:15pm after 30 minutes of being transferred 4 times, no result!!!! First, I googled their number on internet and some surprised guy (tech) replied that he has nothing to do with CenturyLink, rather than some engineering work. Then he gave me number to call in Idaho 208-528-0212 and I was told I need to be transferred to small business department, got transferred again (repeated my story already 3 times) and was told again I need to be transferred to large business department. Are you kidding?? Horrible company, they transfer people around without properly asking them questions and navigating them. I cannot believe this!

Helpful? [Yes](#) [No](#)



Michael of Phoenix, AZ on June 1, 2015



I called, they hung up on me when I told them I wanted to cancel because my bill had increased by an exorbitant amount. I called again and the agent had such a poor connection that she hung up without even talking to me. I called again and since I had already been on hold for over an hour I decided to choose a different option which got someone on the phone promptly, but who told me the only thing she could do was transfer me to the same line which had over a 45 minute hold. She told me they could not track down the guy who hung up on me and that she had to transfer me to the sales department in order to close my account. How ridiculously stupid is that?!

I'm going to take a wild guess and say that the sales guys want to be working on new business and being unmonitored can easily just hang up on a customer that wants to cancel their service instead of helping them out. This is absolutely 100% unacceptable. Here I am 3 hours later still not being able to cancel my service. I've never been more infuriated in all my life.

Helpful? [Yes](#) [No](#)



Erica of La Crosse, WI on May 31, 2015



Terrible customer service and internet service itself is even worse. I signed up in July of 2014. My internet was supposed to be connected on the third of July, but this wasn't the case. I called about it and they said there must have been some mistake on their part but that there was nothing they could do about it until July 7th because of the holiday weekend. I asked for some account credit and they said they would discount the first month of my service, but that never happened. My first bill was much more than I had even agreed to, and there was no account credit at all. I called about it several times and eventually just let the whole idea of account credit go. The next several months of internet service were appalling slow and the next several bills continued to be more than I had agreed to, resulting in several frustrating phone calls trying to figure out why I was being charged so much more (usually \$20-\$30) than I signed up for.

I finally got my bill back down to the \$55 that I had signed up for, and promptly set up my autopay so that I wouldn't have to worry about this anymore. In February, my internet got disconnected and I couldn't figure out why. I hadn't received an email or paper bill in a few months, so I called about it. There was an added fee the month before ("Service charges") and because my account was set for auto pay I had just paid the same \$55. Now I had to pay that extra fee PLUS a reconnect fee to restore mv service. During the phone call. I told them that I wanted them to start sending

receiving bills but that they updated my account information so that whatever had gone wrong should be corrected. I was supposed to be emailed bills and paper bills.

The next month I still had not received a bill so I called again. The woman I spoke to was extremely rude. I haven't found any of the customer service representatives at CenturyLink to be particularly helpful but this was the first woman I spoke with who was outright rude. She said that sending out bills was a COURTESY that they offered their customers and that I didn't need to receive them. I feel that if a company is going to surprise their customers with hidden charges they should at the very least have to make their customers aware of those charges. At that point I asked her how much it would cost to terminate my services early. She said it would be \$200. With only three months remaining, it was less expensive to finish out my service than to disconnect so at this point I'm counting down the days until I can switch to a better, faster, cheaper, and more reputable internet provider.

Helpful? [Yes](#) [No](#)



Tammi of North Fort Myers, FL on May 31, 2015



Monthly Account

[Previous Balance](#)
[Payment Received -](#)
[adjustments \(details](#)
[balance Forward](#)
[Current Charges \(see](#)

After calling and getting a quote from CenturyLink and then having it installed, I got first bill, way over what was quoted. I was quoted 120.00 and the first bill was over 200.00!! They dropped the first bill to 189.00. Big deal. But I was told again that the bill would only be 140.00 a month. Now month two and the bill is over 210.00!!! The phone part is over 80.00 a month, Ma Bell could do better than that! The internet part is over 119.00, I could get a business account for less! The cable tv portion is over 155.00!! Are you kidding me!!! I didn't order any porn channels!

Stay away from CenturyLink as it is nothing more than a BAIT & SWITCH!!! I seriously recommend that you go with some other company than CenturyLink and that Someone from CenturyLink get their act together and contact me as my next step will be to bring you all of your equipment back in a garbage bag!!! And let's not forget that their office is closed on the weekend so if you have an issue on the weekend, you're out of luck!

Helpful? [Yes](#) [No](#)



Kara of Phoenix, AZ on May 31, 2015



I was with CenturyLink for 3 months. I bundled with DirectTV & Verizon. My DirectTV never linked & was shut off twice in 3 months. Due to this I had a separate account created (it took me hours on the phone to figure all this out). I ended up with four accounts total (I did not authorize 3). The billing was so screwed up so I unbundled & still got billed for dates I did not have service. (Hours on the phone again) I asked for emails stating all accounts closed. I was given that then receive a bill that I did not owe? I call, I was told this would be written off and closed. Now I'm in collections on a 5th account number for the same amount as what should have been written off on account #4. I never received a bill for the 5th account now in collection. I'm afraid to pay, I think it won't be the end... Going through dispute... Rude & uncaring customer service after all this! PLEASE save yourself the trouble- HUGE NIGHTMARE!!!

Helpful? [Yes](#) [No](#)



Ryan of Las Vegas, NV on May 31, 2015



Hi I need your help. Here is a brief of what has gone wrong. I started TV & Internet services with CenturyLink. It was a hassle. I later down the road switched my home security to them. I am legally blind so I went over on the call to ask for LCD touch screen. I got an installer that was rude to my partner that refused to install the hold crappy control panel in a back living room that means my blind ** has to go all the way to the back just to disarm the unit. When I get home I've called them on there three to four hour calls each. They promise one thing and don't deliver on their promise. I was going to pay my bill of \$128 on the 20th of May. The system was telling me I owed 280.

I got on the phone. Spoke to a rude young lady who got all crazy after I mentioned I was going to file a complaint. She started saying she could not

services. Our plan to go to California for Memorial Day was canceled since we had no home security or any other services.

I've had no home security for over a week. I got another pad but no one calls to set up installation time. I waited 2 months last time then returned the control panel. They claim they could not get a hold of me to schedule an install. I hope some government agency or attorney will take my case. Look into it. The company is a complete rip off. Employees are rude and helpless.

Helpful? ☒ Yes ☐ No



Wendy of Cottage Grove, OR on May 30, 2015



I have NEVER in my entire life experienced this type of behavior from ANY employees with whom I have ever done business. Called customer service to disconnect voice service. After 20 minutes of waiting, ** answered. Told her that I wanted to disconnect voice & keep data/internet. She kept me on the line for 20 minutes with no conversation/updates/info the entire time. All I heard was, her coughing, blowing her nose and people SCREAMING in the background. I said, @ two different times, "are you still there?" She came back on the line and said yes. Then suddenly... DISCONNECTED.

Called back. After waiting 25 minutes on hold, ** answered. Asked why I was disconnecting voice service, told him I didn't need it, at which time he began the hard sell with tons of offers. I assured him I wasn't going to keep my voice service, at which time he replied, "oh, I thought you would be a fan of saving money." At that time, he said he would begin writing up my order & I thanked him. At one point I asked if there were any notes in my account from ** or any partial orders for my account and he said no. After he was finished & gave me my confirm number, I asked to be transferred to a manager, to which he replied, "is there something I can do for you?" I said no. He sarcastically said, "please hold." When he came back on the line he said they were all in a meeting... @ 5:30 pm on a FRIDAY, and asked for my contact info for a manager to call me back. I gave him my info and will wait until midday Monday before I contact Corporate.

Helpful? ☒ Yes ☐ No



Charlotte of Missoula, MT on May 29, 2015



I never thought I'd actually feel like crying over my phone/internet service but it has come to that. For years, our Internet has had major problems and our phone connection is horrible. Every time we call, (provided we even get through after being on hold for 30 minutes on average), we get a different story and the problem is NEVER FIXED. Today, a technician actually came to the house and convinced us the problem would be solved. It involved removing a separate phone line we didn't even know we had and combining it with the internet service - duh. He said all we had to do was call to complete the removal of the mystery second phone line but I knew that'd be too easy - and so it goes.

ANOTHER WORK ORDER has been created and we'll have to pay the technician AGAIN to come and probably screw things up again. All the while, I've been paying upwards of \$120/month for just internet/phone service - that's it. For years! And the problem still isn't fixed. Do you think the customer service agent gave a crap? Not at all. I feel like a total sucker. I hate CenturyLink. What a rip off.

Helpful? ☒ Yes ☐ No



Marvin of Gilbert, AZ on May 29, 2015



I opened my account in 2013, purchasing high speed internet and cable television. Although the salesperson stated that my bill would not exceed \$94.00 per month for the first year, on my first bill the charge was \$124. At the time, my wife was paying the bill online and I didn't notice the discrepancy. After 6 months, I became aware and called the company. They reduced my bill back to the agreed upon price but subsequently raised it back to over \$120 per month. I called and canceled cable TV, upon learning from other sources that digital HD TV for all the major network and many smaller providers was available free via an antennae (I receive around 85 channels in this manner). CenturyLink informed me that my internet access would be \$29/month. Within a few months, the bill increased to over \$40. I continued to pay this rate for 3 months and then received a bill for \$69/month.

I was told by their customer service chat to call and ask for a loyalty rate but when I called the agent was unable to give me a better rate. Whereupon, I contacted another provider and arranged for installation of their service at \$40/month. When I called CenturyLink to notify them to

medical company, I will have nothing more to do with them. I cannot wait for the US Department of Consumer Protection to come into its fairness and punish such disreputable companies such as CenturyLink.

Helpful? [Yes](#) | [No](#)



BJ of Lehigh Acres, FL on May 29, 2015



I signed up with CenturyLink and was told a price of \$39 per month after a year and higher charges. I've called and spoke to a person 4/10/14. She said she would take care of it and I agree to continue to try. Well it kept getting worse and the charges went up again. They found another way to charge more by adding a late fee of \$12 per month and you could not tell how the late fees were charged. They also added a lot of taxes that was not disclosed to me in the beginning.

I just had it when my bill went up to \$70 plus per month. I called and canceled my service. They did not want me to and tried to say I had a contract with them. I did not have a contract. I paid my last bill and when they sent me a label to return the equipment, I did return the equipment. Now they are charging me \$200.00 for the equipment. I just sent a email to customer service. I know they will not do anything. How do the American People have any protection from this kind of action from big businesses.

Helpful? [Yes](#) | [No](#)



sandra of Yuma, AZ on May 28, 2015



After actually defending CenturyLink for a few years, I finally am the victim of their horrible service. My problems started when I bundled DirecTV with CenturyLink. The billing was a nightmare. I finally cancelled my services with CenturyLink, but had to stay with DirecTV, as I had a contract. I was owed a credit of \$180.81 from DirecTV. When this credit disappeared, and I received a bill from CenturyLink, on behalf of DirecTV, I called, and that is when the hours and hours (probably over 15) of phone calls, being put on hold, being transferred, being cut off and having to start again, began. In the end, the issue was never resolved.

I called CenturyLink in March of 2015 to cancel my services. I can't believe I was actually sucked in, yet again, by an "overzealous" agent, who talked me into continuing my services, with a few benefits thrown in. Then, I receive a bill, and call CenturyLink, only to be told that the order was not done properly, but they didn't seem to want to do anything about it. Keep in mind, nobody has ever found the \$180.81. They always tell me, it will be found and I will be reimbursed, but months have gone by. I was even promised by one agent that he would email me once a week (this was the overzealous one who talked me into continuing with CenturyLink). I never heard from him again!! Thanks **, not only did you mess up my order, you lied to me about contacting me regarding my \$180.81.

Today, I decided to finally divorce CenturyLink once and for all. I have cancelled my service with them. I feel they have lied and stolen money from me. I believe that their training for Customer Service, is not to satisfy customers, but to "wear them down." It worked for me...They wore me down. But on a positive note, I never have to talk to them again. I would just like to tell people to be very aware of any promises that they make, and to think about other options for your communications services.

Helpful? [Yes](#) | [No](#)



Janet of Las Vegas, NV on May 28, 2015



I switched from Cox to CenturyLink when a young man came to my door offering fast internet service for \$19/mo. After a disputed installation charge of \$60 (supposed to be no install fee), late fees that are the equivalent of paying 244% interest and other erroneous fees, and now a disconnect/early cancelation fee of \$200, I will have been charged about \$600 for 5 months of slow internet service.

Helpful? [Yes](#) | [No](#)



emily of Boise, ID on May 28, 2015



I have had to place many calls with CenturyLink they have yet to help me with any of my questions. When I started with the company I was guaranteed to have one price. Little by little they charged more and more and over a few months I was paying far more than the price I was "guaranteed". They told me the modem I had would not work with their service in order to get me to get their modem. My modem worked just fine. They proceeded to charge me for a rental modem even after I returned their modem. They use every loophole to get every penny out of you. I would pay more for another service any day just for the piece of mind. Not to mention the service they provide is very sub par. I will never use a service that the company offers again, and will recommend that to every person I know.

Helpful? [Yes](#) [No](#)



Jeremy of Cedar Rapids, IA on May 28, 2015



Billing is never the same. Over billing issues. They take your money & do not want to issue a refund. Autopay is horrible. The system will double bill you at times and then you have to beg to get your 1 month overpayment credit back. Internet is slow. They want to say regular price for below average internet speed is worth \$76.66 a month? Pathetic!! Do not give this company a contract agreement as they'll threaten you with termination

fees when they screw up & continue to do it monthly. I've had to call them 3 months straight.. Come on CenturyLink are you serious??? Wait times on the phone are excessive.. company has gone downhill big time. I have 5 months left on my agreement & I'm GONE!!!

Helpful? [Yes](#) [No](#)



Greg of Portland, OR on May 27, 2015



Recently terminated services with CenturyLink. Outstanding bill will be due on 6/4/2015 per CenturyLink. Started receiving calls from ** that would hang up as soon as I answered starting 5/26/2015. I called back and was able to confirm that this number lead to Convergent Outsourcing Inc., a debt collector. According to the person I talked to, CenturyLink had sent my account to them. My account was not in default or past due per CenturyLink. This feels like illegal debt collection activity. How can a utility send you to collections when you aren't past due or in default?

Helpful? [Yes](#) [No](#)

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Consumer Complaints and Reviews



Rochelle of Portland, OR on May 26, 2015



Worst worst worst company ever! They charge way more than the agreed amount upon starting services. When I called to disconnect services I was put on hold for over 20 mins. My services were no longer running in home. My devices could no longer connect to the Internet but the company continued to bill me. I called and the company refused to drop the charges so I am being charged for services not provided. I would never do business with CenturyLink again.

Helpful? [Yes](#) | [No](#)



david of Queen Creek, AZ on May 26, 2015



dollars a month for the antivirus protection. Called CenturyLink at ease in order to get the free antivirus.

Helpful? [Yes](#) | [No](#)



Romulo of Albuquerque, NM on May 26, 2015



I spent an hour last week trying to get signed up for CenturyLink. I asked for a bundle with DirecTV I found online. At first I thought it was a great deal, but I was wrong. After they told me the other deal I found online for \$45 dollars was not a good deal because it was at an internet rate of 1.5 mbps or less, I decided I would upgrade a bit from that plan. They offered me a deal for internet and satellite for 61 dollars a month. I told them that was a great deal, but I wanted to know if there were any extra fees. The sales person I talked to said that the \$61 would cover all the gear, and then transferred me to somebody else. The second person told me that I would have to buy my own router for that price. I tried to explain that was not the deal the other guy told me, but I decided it was still a good deal so I did not bother to argue more.

So I again asked if there would be any more additional charges. The guy said that he had to run my credit report and see. He supposedly did and said I needed to make a \$110 deposit for the equipment because of my credit. I have a 750 credit, so was surprised. Again, I let it go and made the payment with my credit card. I asked again if there would be any more charges, and the rep said no and set me up for an installation day. I was about to call and cancel Comcast, but it's a good thing I waited. Today, three days after I negotiated and accepted their offer, a rep calls me and tells me I have to pay a hundred more dollars to make the deal happen. I told her that there must be a mistake. She argued with me and I asked to talk to her manager. She transferred me to someone who claimed to be the manager, but barely spoke English. I asked to speak with someone who spoke English better.

They transferred me to this guy **, who apparently was not a manager, but takes call escalations. He was rude, I mean ruuuude to me. When I explained the situation and how it felt that they were not honoring their offer and our agreement, he told me that I was being patronizing. I asked to speak to a manager and he told me that managers did not handle service calls and could do nothing for me. I insisted to talk to one and he said that if I really wanted to talk to one, "a manager would call you within 72 hours - no sooner or later." When I asked him what he meant by "no sooner," he went off the handle and escalated his anti-customer service. I am now waiting to hear from CenturyLink. I kind of have my doubts that some manager will contact me. I have never been treated so badly by a company. If I can get out of this agreement, I probably will and keep Comcast. I thought Comcast was bad, but it's nothing like this.

Helpful? [Yes](#) | [No](#)



Senthilkumar of Santa Fe, NM on May 26, 2015



day trial period. They told that if am not satisfied I can return the device within 14 days and there will not be any charge. I returned the device on the 6th day and now I have received bill from verizon asking me to pay \$133. Verizon bill says activation charge and monthly charges for the jetpack which was totally hidden from me by Centurylink. BEWARE OF CENTURYLINK.

Helpful? [Yes](#) [No](#)



Michael of Munds Park, AZ on May 23, 2015



This company absolutely does not care about customers. We moved to the area and called to set up service a week and a half before our move in date so we could have a home phone and computer service as soon as we moved in. We were given a date to start service that met our needs. Then they cancelled by mistake our service start up. Then they sent our modem to a city 2 hours away by mistake. The local CenturyLink office always takes at least 30 minutes before answering. After phone call after phone call, including talking to a so called supervisor, it was obvious that not a single person cared. They just wanted you to stop bothering them. We still do not have service and no one cares at CenturyLink. Our TV service, DirecTV was on time the day after we moved in but they could not set up full service, because CenturyLink did not have our DSL service set up as promised.

Unfortunately CenturyLink is the only company in this area that can get us a land line phone and DSL. We are stuck with a company that treats its customers like a distraction. Customer service starts at the top. This company truly does not care and seems to like putting people through hell.

Helpful? [Yes](#) [No](#)

How do I know I can trust these reviews about CenturyLink?

- 784,695 reviews on ConsumerAffairs are verified.
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Melanie of Cranfills Gap, TX on May 22, 2015



This company is a JOKE! DO NOT USE THEM, TOTAL WASTE OF TIME! I had 4 appointments to get service from them and no tech ever show up to install a phone line and internet. It has been a month and a half of waiting. I was told that I owed for services, which nothing was ever installed for me to have any charges! STAY AWAY FROM THIS COMPANY!!! VERY UNPROFESSIONAL!

Helpful? [Yes](#) [No](#)



Tricia of Tucson, AZ on May 21, 2015



I had my internet account with CenturyLink and TV with DirecTV for one year. The price increased the second year for the TV. I was told by CenturyLink that if I bundled my two accounts into one I could save money. WHAT A NIGHTMARE!! Sounds so simple. I know have 4 separate account numbers, have 10 different confirmation numbers saying the problem has been resolved, have spoken to 11 different people, and have called the regional VP's office, but he is not in charge of billing. I am waiting for a call back (maybe it will come before I have heart failure).

I have spent 23 hours on this. My husband has spent 7 on the phone. We both work and someone needs to be paying us. We tried to call DirecTV to see if we could get it figured out that way but when we put in our account number it sends us to CenturyLink!! DIRECTV NEEDS TO GET A CLUE AND BREAK AWAY FROM CENTURYLINK BEFORE THEY DRAG YOU DOWN AND PUT YOU OUT OF BUSINESS BY ASSOCIATION! I know every company has their issues, but CenturyLink takes the cake!

Most of their employees are very nice they just have not been trained, hence the screw ups... not one out of 11 can explain why we have these different account numbers just that we should pay them? I am being overcharged and asked to pay on two DirecTV accounts when I only gave one. I see that several other people have had the same billing issue. I think CenturyLink is running some type of scam and we should join forces into a class action suit!! All I wanted was to continue paying for my DirecTV account and CenturyLink internet account until my contract is up. I only want to pay what I owe.

Whatever you do STAY AWAY from CENTURYLINK. No amount of savings is worth this hassle. My husband just called DirecTV's number to order service and got connected to billing that way. (If you can't get a hold of someone the direct way, try a different approach.) Our account is now severed with CenturyLink for TV service/billing. Yea! The gentleman at DirecTV said they get this complaint a lot!!!! Now I will have to wait and see how many more bills I get from CenturyLink. Good luck to anyone doing business with them. I checked and they are not affiliated with the Better Business Bureau.

Helpful? [Yes](#) [No](#)

lisa of Glendale, AZ on May 21, 2015



CenturyLink only cares about its bottom line. It cares only about profit and not real customer experiences, emotions and near-breakdowns caused by its incompetence. I ordered internet through them after their rep incorrectly advised that was how you start a DTV bundle. I called back to cancel the same day after DTV told me it had to be initiated through them. I've subsequently called numerous times. Every time assured that the second account was cancelled. Still being billed. Still being "disconnected" after hours on hold with their reps. They won't speak to my husband who's better equipped to deal with this and they hang up on me. They're cowards.

Helpful? [Yes](#) [No](#)

Sandi of Pleasant Grove , UT on May 21, 2015



My son is using this account at college and I (his mother) am paying the bill and we have about 3 months left to pay. I tried to call numerous times waiting about 45 to 1 hour to get someone to talk to every time. I finally get someone and they find out I want to cancel then they transfer me on to someone else which puts me on hold again so they don't have to deal with it, and they tell me that I am not on the account so they cannot do anything. But my son has called twice already also waiting on hold forever to put my name on the account so they will talk to me and apparently, both employees that he has talked to has failed to put me on the account even though I am paying the bill with my credit card on file, and the account is under my phone number. They also want \$200.00 to cancel the account even though there is only 3 months left to pay at \$32.00. Centurylink is crap... I would NEVER use them again.

Helpful? [Yes](#) [No](#)

Stacey of Slc, UT on May 21, 2015



spent over 17 hours on hold or waiting for help. Nothing done!!! Worst customer service ever.

Helpful? [Yes](#) [No](#)



Pamela of Mesa, AZ on May 22, 2015



A tech came out today and finally fixed the issue. I can't give them a higher rating until the bill is adjusted but at least I have internet again.



Pamela of Mesa, AZ on May 21, 2015

Original Review

Friday night it was raining and whenever it rains the internet goes out and it's always the line outside. CenturyLink is constantly in the neighborhood working on it. The internet went off at 6:24 pm and I called CenturyLink at 877-837-5738 and explained the situation and how it always happens and they assured me it would be back on in the morning. Saturday morning the internet still isn't on but I have to work so I call that night when I get home and explain the situation again and am told, "Someone will be there Monday to fix it between 8-12." No one ever shows so I comment on CenturyLink's Facebook page and call them asking where the tech is. I'm told "It doesn't show you called so a tech wasn't scheduled to come out." I took off work for this!!! ** hangs up on me because she's trying to tell me I never scheduled an appointment. I call back and get ** who's also very unprofessional and I explain that my phone records will clearly show that I did in fact call on Saturday. I tell him "The issue was with the outside line" and he says that "there's no one to come and fix it." I tell him "That's fine. I'll complain to the Consumer Affairs and the Better Business Bureau and the Attorney General." He hangs up on me and calls back and says "We can get a tech out today." But then I get an email saying the tech is coming tomorrow. I'll have to take another day off work.

The tech comes and says he can only work on inside issues. ** was told multiple times that the issue was with the outside line. The tech verifies that there's no issue inside but rather outside and explains he can't fix the issue on the outside line. That happened on Friday the internet initially went out and I still don't have internet and it's Wednesday. CenturyLink has done nothing to resolve the issue and has not fixed the line. I've talked to four different customer service reps at their phone number and e-mailed them 4 times and put comments on their Facebook page four times and they still haven't fixed it.

Helpful? [Yes](#) [No](#)



Nicholas of Maricopa, AZ on May 20, 2015



My wife and I just moved to a 55 plus community, I am a Vietnam era disabled Veteran in a wheelchair and my wife is legally blind. I called CenturyLink for my TV, Internet & phone service, Verizon came along with it as a bundle. For bundling Verizon would give me a 200.00 Credit. We started out with Prism TV but we, re dissatisfied so we called DirecTV, not knowing that DirecTV was Associated with CenturyLink... I was told I would not be charged since we canceled within 2 days. On Monday May 18, 2015 I received a bill from CenturyLink for \$461.72, Prism TV, \$191.62 Verizon Wireless \$134.10. No \$200.00 credit. By phone, I was told I had to pay the \$461.72, & that was final.

Helpful? [Yes](#) [No](#)



Television of Littleton, CO on May 19, 2015



I am moving this week from one house to a new house we just bought. I just simply want to transfer my services from one house to the next. Their commercials tout "simple, easy moves". REALLY? For who, I would like to know. We are only moving 11 miles away. I have been transferred multiple times and repeatedly asked to give my first name, last name, account number, and address. No one bothers to share that with next transfer. Then I have to start all over from the beginning to tell what I need. The house we are moving into does not have a phone jack installed. We are not getting home phone service, however we have internet service that requires a phone line.

They act like they have NO idea what I'm talking about. The guy actually said to me "if you aren't getting a home phone, then there is no need to have a phone line." So I asked him, "and just how exactly am I supposed to get internet in my house with no connection to your network?" It stumped him. Seriously? Why should I be the one to educate their tech reps. Yes... this man was in their tech support department. I am so

disgusted.

Helpful? [Yes](#) [No](#)



Justin of Gilbert, AZ on May 19, 2015



WORST INTERNET EVER! I got suckered into saving a few bucks by switching from a ten-year long account with Cox Communications. CenturyLink had 40 Mbps internet in my area (NW of Gilbert and Guadalupe) which was about what I had with Cox and they could save me 40 bucks. I figured, why not? DSL has to have improved since the 90's right? They were bragging about bringing in fiber to the area and they ran that old yarn about how cable internet was shared internet while theirs was a dedicated line, which is about as wrong as it is old but hey, whatever right?

Internet was okay for a few months, then I bought a house across the street (NE Gilbert and Guadalupe) and apparently their awesome fiber upgrade only covered a small area because now I could only get 20 Mbps and it was the lousiest connection you can imagine. Their dinky little modem/router could barely get WiFi signal across my house and even in the next room, my streaming sucked. Unfortunately, I was stuck in a contract and didn't feel like paying the early-termination fees.

Finally, my term was up just this last month and they were going to DOUBLE my payment to 85 bucks a month for lousy 20 Mbps internet while Cox could bring me 150 Mbps internet for only a few dollars more! I jumped at the chance to switch and cancelled last week. I was told EXPLICITLY on the phone when I cancelled that I would not need to worry about the bill. Of course, I was on Autopay and if CenturyLink can get their grubby little hands on your money, that's exactly what they do. I worked with a customer service rep online (**) who insisted that if there was a balance due, that the bill needed to be paid. So, here I am posting single-star reviews until they give me back my money since they lied to me on the phone. It seems they don't really care though since most of their Yelp listings have a single-star or WORSE!

Helpful? [Yes](#) [No](#)



marcy of Phoenix, AZ on May 19, 2015



I was talking to a girl about issues with my bill. She continually cut me off as I was talking, would not listen to me and hung up on me after I requested to speak to someone because I felt like I was going in circles with her. Called back for a supervisor on the phone and he was very rude to me as well. I'm the paying customer, do they not realize the customer is how they get paid!?! I have been on hold for over an hour and I'm still waiting...

Helpful? [Yes](#) [No](#)



Weston of Aurora, CO on May 19, 2015



In November 2014 I signed up during a promotional period to try out CenturyLink which they said I could do risk free for 30 days, money back guaranteed. After 6 days I decided I wasn't happy with the service, called and cancelled and returned all product (i.e. Router Modem) to CenturyLink. Well after 30 days I got a bill in the mail for \$150 then I got another bill for \$80 saying I owed them money. When I originally returned the equipment to the rep I was told all was taken care of and nothing would be owed.

Now come May they are trying to Collect from me and ping my credit. I am now angry and will never switch to them. Not to mention their reps can't read the sign on my door that says NO SOLICITING when they come around the neighborhood asking if I want to sign up again, there is one also posted at the entrance to the neighborhood. Do not use their service whatsoever. I will be contacting their company yet again and am filing a complaint. Guess it is time to file a claim against them for the weeks I have spent trying to get this resolved.

Helpful? [Yes](#) [No](#)



Taya of American, UT on May 18, 2015



Don't anyone ever get CenturyLink internet! They are liars!!!! They tell their service is contract free then when you try to cancel it they say "oh wait you have a contract and you owe us \$200.00 dollars!" I never signed anything saying I was ok with a contract; they can't charge me anything. Oh and their customer service is designed so they don't have to assist you! I'm telling you don't ever use them!!!

Helpful? [Yes](#) | [No](#)



Ryan of Colorado Springs, CO on May 18, 2015



Where do I start. I'm a young father of 4 tods, we left Xfinity and got ONLY internet with century link. First we got "40 mbps" at our old house. I work in the communications/wireless field and I ran a speed test of our own (Way more accurate.) Found out that we were getting 12mbps, after the hundreds of rude CS calls and tech show ups, nothing got fixed so we went 3 weeks without Internet while being fully charged. We had to move to an area that only had (we were told) 20 mbps ready for us. After that didn't work for 2 months and after hundreds of calls, we found out we were getting 6 mbps and paying for 40 mbps.

No one helped at all. We can't cancel our sub because "it's a contract and we will be fined 275\$ for disconnect fee." So now we are stuck paying money for Internet we don't have. They will NOT send us another modem or have a tech come unless we pay 85\$. This is ridiculous and I thought there were laws against this. This all is just a minor explanation of what's going on. We need some advice. Pls. I hate being taken advantage of. This company needs to be shut down. We are going on 7 months with nothing and still paying CenturyLink every month FOR NOTHING.

Helpful? [Yes](#) | [No](#)



Le Courage of Brooklyn Center, MN on May 18, 2015



I have been hang to after asking to talk to a supervisor over a wrong charge on my account. I have never experience such a rude and unprofessional that I work with. I am really disappointed. I would not recommend them to anyone whose looking to do business with CenturyLink. It is a bad company because of the way its customer service dealt with me.

Helpful? [Yes](#) | [No](#)



Frances of Nashville, TN on May 18, 2015



Our family sold a beach house in Oct 2012. The new owner did not terminate the account, so I began calling in response to Centurylink (billing us for the beach house) in Nov of 2012. It took repeated calls until March of 2013, calls to Birmingham and Foley, to get the situation resolved. Each time I was told it was taken care of and then we received another bill. I agreed to pay through November and they apologized and said all was square. Today (2/1/2 years later) We received a bill from a collection agency. When I called customer service, and said what happened and why I was upset (didn't cuss, but said I was very upset), rep said she was terminating call and hung up on me. Called back and nice rep said "due to oldness of account, it only says in my record that I called in March". So we have been billed for 3-4 months of service when we did not even own the house.

Helpful? [Yes](#) | [No](#)



Ronald of Phoenix, AZ on May 18, 2015



I ordered the 40mb/s internet, and was told it would be \$69 first month, \$29 next, and the install guy told me they would give me the modem he brought... I had actually bought one on ebay listed on their site, and he told me it was not the best because of age... so I thought wow, free modem... and cheap monthly bills... I got first bill \$95, and I could not make head or tails of it. They sent bill 2 days before my 30 day try period ended, and I

The bill was the big decision to opt out in first 30 days. If I don't understand the bill, they make it that way... also, after I took modem back and canceled my service, I had to call 800 number to get credit for the month... also, after I returned modem, they actually sent me a return postage letter to send modem back, even after I turned it in at the office. I am lucky I saved the tracking number so they could verify it, otherwise I would have been charged for the modem even after turning it in. Everything you do requires follow up with this company. They make it tough on the customer, the very people that makes them money. Don't understand why this company acts this way, the president must be anti-consumer

Helpful? [Yes](#) [No](#)



Stephen of Council Bluffs, IA on May 18, 2015



I have had the displeasure of dealing with bad customer service before but CenturyLink really takes it to the next level. I am being contacted by a collections agency about an account I closed with CenturyLink over 3 years ago. I have been trying for several days to make contact with someone at CenturyLink that can offer some help or explanation. In the rare event that I actually get through to someone I am usually transferred to someone else that cannot help me or just hung up on. They must still be bitter that I moved to a state where they don't offer service.

Helpful? [Yes](#) [No](#)



James of Grants, NM on May 17, 2015



CenturyLink is a terrible ISP. How do they stay in business? This is consumer affairs? 1400 complaints? Yet nothing gets done. They should have their license to operate pulled. Every single weekend their signal dies. There is constant need to reset the wireless. They are turning down their signal to save money I bet. Customers don't realize if they pay for a 10 kbps connection and only get 5, that is a breach of contract. Thousands of customers are being robbed by this company.

Helpful? [Yes](#) [No](#)



Scott of Phoenix, AZ on May 15, 2015



Have had less than 1 MBPS for 8 years. Have had techs out 6 times. The whole neighborhood is like this and Century Stink will not fix the problem. Yesterday morning we had no internet. You can't watch Netflix and run a business with such poor service. Called last night and again today and the phone went dead. They have my number to call back but no return call. If you have a choice, use any other company for internet and phone besides CenturyLink.

Helpful? [Yes](#) [No](#)



Santiago of Colorado Springs, CO on May 14, 2015



So I try to get a better deal with centurylink than with comcast, I was paying 110 dollars with comcast and called centurylink and they gave me a deal (what it look like at the time) of 85 dollars. I never had service with centurylink and did not know anything about them. I cancelled my service with comcast and move to centurylink for tv and internet. That is by far the worse mistake I ever made. First 2 months bill was fine and then it jump to 140 dollars.... I surely thought that was a mistake.

When I called, first of all customer service representatives are rude, they told me they did not see anything wrong with my billing, that it was the right amount, and then they put me on hold for one hour and 10 minutes, not knowing they had transferred me to a different department just to tell me the same thing "sir your billing looks ok". I started to get very angry and became frustrated. This situation went on for 3 months and several calls (all very long and disappointing calls). Finally someone nice helped me and told me "I see the mistake on our end, I will fix it right now." Just received my bill for this month and guess how much it is... 140 dollars. I do not know what to do, I feel helpless.



Jeanette of Castle Rock, CO on May 14, 2015



I have had a dispute with CenturyLink for a previous incident of which they never came out to fix the service and then sent the claim to collections. I signed back up with them and they said that they would waive the collection notice and they now refused to do that. Furthermore, they overcharged me for a bill that we called about. I sent them the amount for what they said that I owed which was less than the original bill because they had overcharged me for services that I never had. They then cut off my internet service and refused to restore it. I lost 2 days of business due to my internet service being cut off.

EVERY TIME I call, I have talked to no less than 5 people and have been put on hold for a total of more than 2 hours. It has been the worst experience that I have ever had with any company that I have dealt with. I have been transferred from department to department with no one being able to resolve my issue. There also do not have accurate notes in their system for what has been articulated to me by their service personnel. Again, the worst experience that I have ever had.

Helpful? [Yes](#) [No](#)

Natalie of Richland, WA on May 14, 2015



I called to transfer my internet service to a new area. When I called I found out that in my new area they only offered 1 megabyte of service. You cannot do anything with 1 megabyte internet. My husband works for Amazon and is required to have a minimum of 5 megabyte for work. Upon this knowledge I had to cancel the internet service. When I was told that it would cost 120 dollars plus the remainder of the month. I only have two months left on my "term commitment" which I was unaware that I was even on! I never signed a contract which they get away with doing since it is a "term commitment" instead of contract.

I spoke to a manager hoping to get the termination fee lowered or waived but instead I was told there was absolutely no way that could happen. The manager was incredibly rude to me and when I told them I was only canceling because they didn't offer service in my area I was basically told it wasn't their problem and I had to pay. I will never have their service again and hope no one joins their service. I couldn't help but laugh when I was on hold and heard their message say "number 1 in customer service". What a joke!

Helpful? [Yes](#) [No](#)

Edward of Eugene, OR on May 14, 2015



I hate CenturyLink more than any other company I've ever dealt with. They are literally the only wired service provider in my area, and they make it very obvious that they know it. Not only do I get speeds that are a (small) fraction of what they promise - generally about .2 mb/s for the absurd price of 75\$/month - but their customer service is reliably untrained, dishonest and outright **.

A few months ago they canceled our service without warning because we'd gone over data limits - they gave us no option to have it re-connected without paying them even more money for a "Business Account." Since then my father passed away, and I'm now in the process of trying to get the account moved to my name, which I'm unable to do, because their bureaucracy was apparently never informed that they're strong-arming people into paying for business accounts, and are expecting things like Tax Identification Numbers that, as a private citizen, I don't have. Every attempt I've made to deal with them involves long hold times, multiple transfers and repeated disconnects. The day another ISP moves into my area is the day I joyfully move away from these criminals.

Helpful? [Yes](#) [No](#)

Alexa of Dunn, NC on May 14, 2015



I called CenturyLink today just to get how much my first bill was going to be and when it was due so that I could add it to my bills for the month. First, I spoke to a representative named ** who was extremely rude and told me my first bill totals about \$227. Appalled. I asked what that covers. He

10/11



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phillip of Now Town, DC on May 14, 2015



I've never in my whole life dealt with a business that constantly claimed to be making contract errors. The sheer number of these so-called contract errors defies the odds of probability. CENTURYLINK is a malicious business of liars and rip-offs. You are going to get rip-offed doing business with them, no 2 ways about it.

Helpful? [Yes](#) | [No](#)



robert of Ocala, FL on May 13, 2015



THE BAD: I called DirecTV & bundled w/ Centurylink for internet. Spoke to CL they said look for an email w/ further details. 2 days later I get email

you explain I had the option to get a self install modem or to have them install it for me? And I told CL I had no phone jack in the house. They said it will cost \$145 to have them run a line from the street. I asked "Why didn't you simply ask me if I had a phone jack in the home?" And "Why didn't you ask me if I want self install modem or need it installed?" They tried to reduce the \$145 fee to \$85. I said "No way. You misrepresented the company and never asked pertinent questions while I was making the initial call. How incompetent."

THE GOOD: I called them to quit the service, but got a representative that was totally sympathetic to my situation. She removed all installation fees for the phone line, gave me a few more incentives etc. Now I'm waiting for them to arrive and see just how crappy a 6MB download speed can really be!

Helpful? [Yes](#) | [No](#)



C. of Lauderdale, MN on May 13, 2015



Now I really hoped that I took those angry reviews about CenturyLink seriously when I decided to try their service. Yes, exactly, they tell lies all the time. When I started the service everything seem to be fine, except that they couldn't do the promised 40 mbps speed, so I got 20 mbps (well, in reality, it never even reached 10 mbps). The real unpleasant experience started when I received my first bill. I switched from Comcast to CenturyLink. When I did the switch I carefully compared the cost that I was facing. The CenturyLink representative assured me that I won't get extra charges and I could even have a \$30 credit (which actually never showed up - though multiple people promised me for multiple times). However, the first bill was almost \$90 (instead of \$40) including all sorts of one time charges that I never heard of. Therefore, I tried to contact them and attempted to cancel the 12-month contract (before it was too late, like now...)

This time, they made plenty apologies, and even "so-called" refunded me all the one-time charges that they failed to mention in the first place. So I decided to stay for the contract (why bother if you solved the problems). Surprisingly, now I got the 2nd bill, there was no show of that \$30 credit, and I only got \$16 refund for my 1st bill. Now I totally missed the window to cancel their service without paying for \$200 fine. They are the boss now, and I get stuck with their "terrific" service. It is a trap!

Helpful? [Yes](#) | [No](#)



Carol of San Tan Valley, AZ on May 13, 2015



I've had CenturyLink since 2013. Why I've put up with this company's garbage... I received a bill of \$122.00. Due May 7th. I called them and said I would have payment on the 14th. They said ok. I called today May 13 to make my payment via their phone system. The little man's voice on the

being spit to three different departments and verifying my address, account number, and last 4 of my social security, and then further questions about what I did for a living with each passing of the buck- I about jumped through the phone to choke these people.

I have confirmation numbers of every monthly payment-yet apparently it's worthless... not to mention account statements from the bank- verifying my payments. But time is of the issue. I've spent way too long on the phone with this incompetent company. I paid them the DOUBLE BILLING, got my confirmation, and hung up. Gladly. 15 minutes later my services are disconnected. Are you kidding me? Yet another phone call to this company who shoots right into a berating of what I 'owe' them. I don't owe you a dime. Low life **. Turn my services back on. "It can take up to 24 hours for service to be restored." Um...no... I want you to restore my service immediately... or are YOU going to pay ME for the loss of my money since I cannot work from home without service?

Yeah as you know this company could care less and are outright thieves. For anyone reading this trust me never EVER do business with this company. Since the day I called them to start service in 2013, to this moment-I've NEVER been happy with their company. Find ANYBODY but this company to do business with. \$260 plus dollars later (that's just for THIS month. I don't have enough energy to type this two year nightmare). Nearly 6 hours now on the phone and still no service. This company can go straight to hell.

Helpful? [Yes](#) [No](#)



Kim of Portland, OR on May 13, 2015



I signed up for CenturyLink in February 2015 after speaking to a girl who offered me the High Speed Internet package only at the special for 19.95 a month. She told me that the total cost would be \$25.94 a month. The price keeps going up and no one gives me a straight honest answer as to why. I can't even get the date the bill is due right. They post it as the 12th or 13th of the month but tell me it's due on the 28th but it actually does come out of my account on the 12th or 13th of the month. Thank goodness the money has been there. I have e-mails from most of the people I have communicated with. All of the sudden they say they can not communicate via e-mail (I wonder why). I have a one year contract. They better not mess with me next year when I want to get out of this mess. I would never sign up with them.

Helpful? [Yes](#) [No](#)

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Toni of Omaha, NE on May 13, 2015



told that I would receive DVR for all 3 rooms for free and my bill would be under \$100. Was that a big fat joke? I got my first bill. To my surprise it was \$165. Who the heck got that kind of money? Also when I signed up I was told I would get a \$100 gift card which I have never received. So today 5/13/15 I called and spoke with ** and she said "oh you only qualify for \$50 gift card and it's going to take another 30 days before you receive it." I am so pissed at this moment.

First of all I want my \$100 as promised and I don't want to wait an additional 30 days. I suppose had I not called that I would have never received one at all. This is very sneaky and underhanded business and I am sure they hope people just forget about the gift card. This is one big scheme of a company and I will not be played by them. Give me what was promised to me and be a company of your word. Disappointed and saddened.

Helpful? [Yes](#) [No](#)



Dean of Noner, AL on May 13, 2015



I won't speak about fluctuating bills. That happens with companies. What I am livid about is my download speed. Anyone that knows even HALF of what they should know that you get only half of what you pay for as far as ISP connection speeds. I am paying for 10 Mbps which isn't very fast but if I were getting even 3.5 Mbps, I wouldn't waste my time complaining online. Man... I have had the absolute worst time in my life with a company

because of these cats here. My download speed literally is 28kbps right now. I mean... Satellite is literally faster than that. I live in a small town and likely use more internet than anyone else around here but I have called CenturyLink beyond belief for assistance, done the trouble shooting, paid for the unnecessary service calls, called and been passive. I've called and said nothing. I've even called and been rude. I've basically tried it all and no matter what...

I seriously on my father's soul (R.I.P.) can not get decent connection for more than 1 hour per day. I bought my dream home here last year and honestly I mean I'm from the city but that doesn't mean I DON'T want internet because of where I live now. Man I've smoked cigarettes over these people and have become so frustrated that earlier just like 5 mins ago. I even thought about selling my house. This is so ** ridiculous. And I won't even waste my time calling and getting all upset when I know right now they won't help and anybody they send will say there's nothing wrong but it'll be another 50.00 gone.

Trust me if there were anyone else on earth here I would roll with them so fast. Like I literally hate CenturyLink man... I haven't been able to hop on XBOX live the entire time and wasted my entire 1 year membership. Having no internet seriously can cramp YOUR LIFE forget your LIFESTYLE. Like I said I've thought about moving just to get rid of this problem but then I'd be smack in the city again which is why I moved to begin with... Seriously no winning here.

Helpful? [Yes](#) [No](#)



Jenna of Dubuque Iowa, IA on May 13, 2015



After a couple of warnings, CenturyLink discontinued our internet service due to 'excessive usage'. Granted, we like our Netflix and Hulu but it's not like we are running any kind of business out of our home. In fact, ours is a household of three with one gone on business quite frequently. The only option they offered us was a business account which was (surprise!) much more expensive monthly. Our area is very limited in Internet options and CenturyLink takes advantage of this. Not to mention that their service is slow! I would not recommend them at all.

Helpful? [Yes](#) [No](#)



john of Slc, UT on May 12, 2015



I live in Utah... They lie about everything, would not refer this company to anyone. I have unfortunately had CenturyLink email and as my ISP now for about 5-6 years. The really bad thing about them is that they have terrible server security and bandwidth. About once or twice a year, they randomly turn off my email service without any notification. This is due to their poor firewall on their email and hosting servers which lets a lot of folks from around the world spam their users and hack into their email accounts.

Then CenturyLink blames the account holders for their own pathetic security by randomly turning off your email account access and login with no explanation or warning. They will not turn it back on until you take the time to call them and hold for about 1/2 hour, while they repeatedly tell you they

After holding for 30 minutes and then going round and round and finally asking for a supervisor, they admit that your account has been hacked by spammers and then they finally help you change your password. This is really frustrating after about the 5th or 6th time it occurs and yet they continue to DO NOTHING to prevent this from happening. I get random emails from around the world daily from domains like China that should be blocked by them, asking me for passwords and spamming me, selling me things, asking for personal information continuously, but they refuse to do ANYTHING about it.

I guess with all the \$\$ they are making from us captive users who don't want to change their emails, they are assured to still get plenty of \$\$ and not need to re-invest it in good software to protect their users from hacking and spamming! Disgusting! I'm putting this out on every site I can, and maybe, just maybe they will do something about this! A very disgruntled user in Houston.

Helpful? [Yes](#) | [No](#)



Vincent of Cedar City, UT on May 12, 2015



I guess I could go on for hours when I start complaining about CenturyLink, but I will keep it short. They put you on hold for hours. Am I exaggerating? No, I was calling for 3 hours before they answered a simple question. Was that a one time event? No. EVERY time I called, it was the same thing. They don't answer questions. They ASK questions: social security number, name, account number... and every time they refer you to a different representative who asks those things again. Can't solve your problem and connects you to someone else. Calling them won't help much.

Scam money. Yes, that's right. They sell you a deal for 29.99 per month, but you end up paying 40 or 45. When you want to know where the extra charges come from, you have to go through the whole phone process. They try to sell their stuff constantly. They don't tell you what you want to know. They just try to send a representative over to fix your problem, even though it could be solved within seconds. Of course that representative charges about 90 dollars for each visit, so you can imagine this company is pretty rich. We are looking for a different provider, because this one is terrible! Do yourself a favor and find a different one. It doesn't surprise me that there are already 1450 complaints about them on this website.

Helpful? [Yes](#) | [No](#)



Alan of Casselberry, FL on May 12, 2015



Was told that the bill would be \$79 when it was bundled with Internet phone and TV. We've had the service for three months and the services cost us over \$597 we have also given 298 202 and 94 and there's absolutely no record of it and they keep disputant to the fact that they turned off for service payback or service today which is May 12 in full of what they said that we owed 500.

Helpful? [Yes](#) | [No](#)



Debra of Holly Springs, NC on May 12, 2015



First of all, I was promised a deal with a CenturyLink bundle with DirecTV. DirecTV kept their end of the deal, but CenturyLink did not. CenturyLink never got the correct bundled amount into their system, and several months later when they finally "realized their error," they said it was not available anymore, but they could sign me up for another package at \$20 more. I refused and told them to find discounts for me to make my bill the amount that was promised to me. They verbally agreed, but the promised amounts never made it through the system to my bills! My bills for the 5 months of service I had were nightmarish. Never correct until this last one. I spent 2-3 hours on the phone every month disputing bills. My call-waiting on my caller ID never worked, my internet cut out so much that my Sprint cell phone wouldn't connect to the wireless half the time and ran up my data charges.

Worst billing and customer service ever... Just canceled almost two weeks ago, and they are trying to make me pay for the entire month instead of a prorated amount, which I should be able to pay since I pay for the month ahead. They said I had to pay the entire amount and wait for the credits to take effect on the next billing cycle, and I could dispute late charges later if I don't pay the full amount. They want me to pay for the full month and then get reimbursed. Like THAT will ever happen! With the billing issues I've had, I don't trust them to do that. I just want to pay the prorated amount by the due date! I refuse to pay for services that I have not had. And the service I did have was awful. My caller ID on my call-waiting NEVER

the time.

I tried CenturyLink for 5 months. I gave them a chance month after month to correct the problems but could not get them to get my bills correct or give me the deal I was promised. So sorry that I will never get their services again. Now, I am just trying to pay the prorated amount I owe for the last half month of service so I can be done with them forever. It is worth it to pay more somewhere else to avoid the hassles.

Helpful? [Yes](#) [No](#)



Paul of Anthem, AZ on May 12, 2015



I signed up in May 2014 for internet service but cancelled it the next day because I heard about CenturyLink's poor performance. They had already sent me a modem via mail so it would be here when their installer came to hook it up. When the installer showed up, I told him that the service was cancelled and gave him the modem to return. A month later, CenturyLink sent me another bill saying they never got the modem back. I personally went to their office and told them what happened and they said they would look into it. Now, a year later, apparently they turned this bill into a collection agency. I am disputing this through the credit bureaus but it is a shame that they run their business so poorly that I have to go through all of this. I would certainly advise anyone to stay very far away from CenturyLink for any type of telecommunication services.

Helpful? [Yes](#) [No](#)



Robert of Gilbert, AZ on May 11, 2015



I started CenturyLink service back in Dec 2013 and my package was exactly the same as a friend's not 2 miles from me. I recently found out that he has been paying \$169 a month while I was being charged \$206 a month. I could never get a straight answer about that, so got tired of not getting anywhere about it. So I had my service changed from Prism Premium to Prism complete, lowering my bill and asked about raising my internet speed from 12mbps to 20 and if that would still lower my bill. I was told it should be about \$195 a month. Well my first bill has come in at \$283 a month! I'm so sick and tired of battling with these people for a straight answer, nothing but lies!

Helpful? [Yes](#) [No](#)



Tanya of Tooele, UT on May 11, 2015



First CenturyLink hooked up my internet services but didn't provide a modem then billed me to ship a modem to my home. Second they shipped a second modem and billed me for it as well as shipping costs and continue to bill me for the modem I returned and refuse to correct the account. It is the worst service I have ever received from any company. I would recommend CenturyLink to no one. Worst service and they lack the ability to rectify the problem.

Helpful? [Yes](#) [No](#)



Judy of Lakeville, IN on May 11, 2015



I was a CenturyLink customer for 19 years before I learned there were other internet providers available for the small town of Lakeville, Indiana. I never had a late or missed payment in all that time. The internet service was slow and intermittent at best. When I cancelled the service I was charged a \$15.00 fee plus tax. If you are considering CenturyLink for your internet or phone, reconsider. The bill will go up every year even though the poor service remains the same and your complaints will fall on deaf ears. I will do without home internet before I ever use CenturyLink as my provider.

Helpful? [Yes](#) [No](#)



ronald of Jefferson City , MO on May 11, 2015



I had the complete service installed 2 months ago. It has not worked since install. The internet is very slow, the video locks up and tiles. The bill I agreed to was \$183.00 per month.. They are billing me \$240.00 a month. I have not paid the bill other than the first install fee of \$390.00. I have opened 6 tickets, they just come out and say the problem is not mine it is a engineering problem and close the ticket. I called billing to and the woman said to keep opening tickets if they close it. I told her I was not going to pay another dime until it is fixed.

I ask her will they cut me off if I don't pay, she said they probably will. I thought about that then said to myself it's like taking a animal to be put down, it may be for the best because I won't have worry about it anymore. I can't cancel because they will charge me up to \$200.00 to get rid of something that don't work. I am up a creek with no paddle. They have got me. I haven't even got the \$300 they told me I would get if I signed up with them. The phone works.

Helpful? [Yes](#) [No](#)

john of Beverly Hills, FL on May 11, 2015



I called to cancel my internet, because I'm moving. They said I owe them 200.00 for canceling my contract. I said "what are you talking about?". I never signed up for anything at all, and they cannot show where I did. I did not sign or say I agree to anything over the phone. They just added this contract without me saying it was ok, and the funny thing is they know it and did it anyway. They are trying to say they don't need my ok... I will someday find a way to take them to court!! I don't see how you can put a contract on someone without them knowing.

Helpful? [Yes](#) [No](#)

Ronald of Omaha, NE on May 11, 2015



In the 8 months I have been a CenturyLink customer, I can honestly tell you that I have NEVER been more disappointed. Our phone service has not worked in a WEEK, and when we schedule a time for repair, they change it without notice. Then we come home to a sticker on the door... nice. Secondly, the multi-view feature of my Prism service has NEVER worked. They have been in my home more than SEVEN times (one "repair" guy didn't even know what the feature was!!).

All things considered, they make Cox Cable look GREAT. Wanna have some fun... just try to get someone on the phone... that's all. You will talk to a machine more than a human, and listen to endless recordings. When you DO get forwarded... it's to the wrong department, and they put you back on hold. Ingenious! I am done with them now. Headed back to Cox Cable with an apology, as they didn't suck as much as I thought they did. If you have a choice... STAY AWAY... THIS IS A HORRIBLE SERVICE.

Helpful? [Yes](#) [No](#)

Ying of San Jose, CA on May 11, 2015



CenturyLink is the worst ISP. Here are the reasons: 1. They tell lies. In Feb, I am so stupid to trust them and sign up 12 months Internet service. On their website, it shows there is \$25 gift card. When I call their customer service for the gift card, they told me there is no gift card at all; 2. Low speed. I signed up for 20MB, however I can only get 10MB or lower at most time. Also the latency is very big, it is more than 10 seconds for www.google.com; and 3. Charged my credit card without my agreement.

I lived at Bellevue, WA when I signed up for 12 months Internet service from CenturyLink. In April, I moved to San Jose, CA and asked Centurylink to transfer my service to my new address. However they told me, they cannot provide the service in California and asked me to call another company for Internet service. I told Century to disconnect the service in my old address in Bellevue. A couple of weeks later, I receive the final bill, which includes \$200 Early termination fee. I called customer service and told them it is not my problem to cancel the service, however they still want charge me. Today on 5/10, I found they charged me \$200 from my credit card while I do not agree that I need to pay Early termination fee.



Haywood of Leesburg, FL on May 11, 2015



My family switched from Comcast due to high payments just this past Friday (5/8). Once the router was installed, we all linked our iPads and desktop... It worked well for ONE DAY. Now, no one can upload videos. The progress bar never stops rolling. I can't research anything. My emails do not come through until up to 30 minutes later. My CELL PHONE gives faster internet. This is a MAJOR problem and after speaking with my family today, if this isn't resolved... like.. yesterday? We are going to cancel this service THIS WEEK! Honest question... is this dial up? Please be honest! There's no way on this green earth this is DSL.... Absolutely no way! :-(Very dissatisfied customer

Helpful? [Yes](#) [No](#)

C of Pleasant Hill, IA on May 10, 2015



I thought it was just me. I really did. Thanks to all of you who have posted as I realize now that it's never going to get fixed and switching is my only option to stop these outrageous bills. No sense repeating my gripe with CL as it's repeated over and over on these pages. Simply put, after 4 years CL decided that it does not want me as a customer anymore unless I agree to pay triple what I was paying. They lie every month that I'm all set up for 24.95 service than I get a bill for 60.00 then they disconnect me when I don't pay.

This has been going on for 5 months now. I have overpaid 3 months in a row just to keep my service turned on. The only other option in my locality (which I am thankful to have a choice) is Mediacom with even worse customer satisfaction than CenturyLink!!!! I don't want to switch but they refuse to honor what they told me and I just absolutely cannot afford to pay that much more, so I guess now I get to deal with their refusing to cancel service that I've read about.

Helpful? [Yes](#) [No](#)

Gayle of Aberdeen, WA on May 10, 2015



Arrange through DirecTV to "bundle" my cable television and internet with them. Internet was to be with CenturyLink but as a "bundle." DirecTV was not able to provide me with cable television service due to neighborhood trees blocking their signal. Modem CenturyLink leased to me quit within six weeks. I had to pay CenturyLink \$14.99 to have another one sent to me. Ask for a WORKING modem, not another reject. Received second modem within a month. This modem also had the same problems.

After having to reset their modem multiple times throughout the day while trying to use the internet, I called Comcast and set up service with them. I called CenturyLink to end my service and customer service representative began telling me I was going to owe them additional months. I explained they were not able to provide me with the service they offered and I was paying for, that the contract was void when they were not able to provide me with the equipment I needed to use their service, that I would not be paying for additional months. Representative kept insisting. I told her to try to get past that and just discontinue my service and hung up.

Helpful? [Yes](#) [No](#)

israel of Aurora, CO on May 9, 2015



I recently switch my service from Comcast to CenturyLink. When I call to request the new service I was told that I was getting a bundle of internet, cable, and phone, and they were going to charge me \$90 per month for all three services. They didn't ask me for the \$20 deposit for DIRECTV installation, and then the lady tell me that I was getting free installation on cable and internet. The appointment was set for May 1st for both services, DIRECTV and CenturyLink, between 8 and 12. CenturyLink didn't show up. But after waiting 4-6 hours I call and they say that CenturyLink wasn't scheduled to appear in my house 4th of May so I have to live without internet for the weekend.

Unfortunately I wasn't able to manage my business for that weekend. So Monday came, they connected my service and everything was okay, until I

to verify the recording so I can prove their lying, they say they have no access to those recordings. Please excuse my writing. I still working in my English.

Helpful? ☒ Yes ☐ No



sharon of Sterling, CO on May 9, 2015



It all began when they changed from Qwest to CenturyLink. They sent the billings to a P.O. Box that had been closed for 5 years (original address from my husband). They never called (I had a landline with them) and never used the house address (for which their services were used). They terminated all services. It took a while to get reconnected. Recently, they bounced my payment from my bank account, saying that the bank bounced the payment. I checked with the bank...they received no notice for payment. I sent them a check, indicating that if the payment processed, they should have the correct information. They processed a \$.01 payment, then a full payment from the internet. They have charged me \$45 in overdue fees...

Helpful? ☒ Yes ☐ No



Barbara of Oregon City, OR on May 8, 2015



I concur with all the negative reviews I have seen about CenturyLink. First I am told that I have a FIXED, low promotional rate for 12 months as a new customer and because I am willing to sign up for auto pay. Three months in - I received an increase. When I called about this I was told "Your internet rate is the same but your modem rental went up". 3 months after that my bill went up again - and this time I was told "Your internet rate is the same but the internet maintenance rate went up".

This company has no integrity - they do NOT honor their verbal agreements and hide their unethical practices inside loopholes and semantics. By saying the increases are related to something other than internet connection they are able to continue to increase the monthly payment although at the end of the day, it is CenturyLink who gets the money for the modem rental and the internet maintenance. This is a shameful tactic that while legal, leaves the customer with a very bad taste in their mouth.

Needless to say the customer cannot suddenly decrease what they are paying without late fees and penalties and signs in good faith that what is verbally told to them will be honored. I look forward to someone filing a class action lawsuit against them. When my 12 months is up I will be looking for another provider. I hope the few extra dollars they were able to squeeze out of me were worth what they lost in customer faith, goodwill, reputation and word of mouth. I will make sure every new neighbor I have knows about their practices and how they increase rates just as soon as they get you signed up - regardless of what they tell you.

Helpful? ☒ Yes ☐ No



Christian of Salt Lake City, UT on May 7, 2015



I cannot explain how much I loath this company. First off, their internet service is extremely unreliable. But even if was forgot about their customer service. I have called again and again this week since we are moving and I need to schedule a move-in services. I get transferred to one agent to the next and no one can help or has the authority to help me. This week our service has been down and their technical support team cannot tell me why so. Couple that with not being able to get someone to change the service address I am going to cancel. I am under contract, but will happily pay the early termination fee. This company is the BIGGEST joke!

Helpful? ☒ Yes ☐ No



Robyn of Queen Creek, AZ on May 7, 2015



knew my wi-fi connected across the country!). Now the fun begins... Moved, so transferred poor service... Or still trying to transfer, that is. Placed order on 04/28 for 04/30 move with a new modem. Hopefully new modem works better. No call/no show.

Called customer service. Not sure what happened, order wasn't placed correctly. Made sure to stress I needed a jack installed. We work from home. Need printer plugged directly to the internet and our only jack is in the kitchen. New order placed for 05/06. Technician shows up out of the blue on 05/05. Just an external technician. Doesn't put jacks in. Doesn't matter anyways, we don't yet have our modem. Called CenturyLink again to speak with supervisor. What a fool that guy was. He should be fired. Tried finding out why technician arrived a day early and couldn't do what was ordered. New order placed for 05/09. Finally got modem via UPS. Wrong modem, needs to be hooked up directly to the computer and has no wireless capability. Moved computer to KITCHEN to see if the service works just for fun. Service doesn't work. These guys have no apologies, no business acumen, nothing for all of these troubles.

Tried having install fees waived as I have missed an entire week of work due to the incompetency of this organization. They told me they can't do that because of the time and equipment costs. What about my time and my costs that have been lost this last week? I have lost WAY more than the \$100.00 they charge for install. I am willing to bet the technician doesn't show up on Saturday, and if he does, he doesn't know how to install jack and brings the wrong modem. Don't get CenturyLink. Not worth the time. They may make their money, but they don't know a thing about good customer service. DirecTV may be expensive, but at least they know how to treat their customers, show up as scheduled, and will admit and fix their mistakes.

Helpful? [Yes](#) [No](#)



michael of North Las Vegas, NV on May 7, 2015



Trying to get a straight answer from the customer service reps is almost impossible. Trying to get through to anyone is always difficult. I would not recommend this company to anyone. My bill does not say "final bill." I am supposed to take their word for it that I will not receive any more bills. Since speaking with 4 different people, I am having a hard time believing anything that the reps say. Do yourself a favor and find another provider.

Helpful? [Yes](#) [No](#)



Patricia of Tallahassee, FL on May 7, 2015



I have been so unhappy with dealing with this company. Last year I went in to their office and cancelled all services but jut a phone line charge. I received a receipt that day that did not print out correct... so I got a hand written signature from the rep with a note that I was to never have any additional charges on this bill. It was just a phone line - no voice mail, no caller id, no long distance service, no nothing. Just want the phone to ring. Of course I understand the additional taxes. Now in March I get a charge of \$6.95 for inside wire maintenance???? I called ** at 1-800-201-4099.

I was told this was free for years but now there is a charge. My point... I never asked for this, yet once again I have an additional charge. He refuses to refund me for the charges that I have already paid since March - because it is a "free" service??? When I asked for his supervisor he has NO Supervisor, No extension number and I guess he makes all the decisions for Century Link??? MIGHT I ADD, THIS PHONE HAS BEEN IN SERVICE OVER 20 YEARS! BEING A LONG TIME CUSTOMER MEANS NOTHING TO CENTURYLINK.

Helpful? [Yes](#) [No](#)

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Consumer Complaints and Reviews



Michele of University Place , WA on May 7, 2015



I only received 4 bills in a year. The last time I was disconnected I called in to make a payment and have service restored. I was told it would be back on in an hour. I thought ok. The next evening it still wasn't on. I called in to customer service. I finally got to an agent after 1 hour and 18 minutes. Then I was told it usually takes 72 hours. WHAT! A few months later I log into the Internet and I get a disconnect warning. I 'chat' with an agent and pay it. When I asked why I was paying a lot more, she couldn't answer. But she kept me on the phone until billing was closed for the day 6:12 pm PST.

I called the next day and discovered they had Comcast ed me. Doubled my bill for the past two months. But if I bundled with DirecTV, they could cut it back down, but I have a 2 year contract. I said I don't watch TV and didn't want it. He said I didn't have to watch but get the service. I said no and I wanted to schedule a disconnect for the last day I paid through. He huffed and puffed but agreed. My server was scheduled for disconnect on 5-16. I get home today and C disconnected me 10 days early with the attitude of 'Oh well'. As of today I am a Comcast customer.

Helpful? [Yes](#) | [No](#)



Jed of Kissimmee , FL on May 7, 2015



This beyond reselling just do not bundle. Do not fall into their trap and overpay for crap service and redundant programs and movies. They are thieves. Stole a DVR recorder and billed me. Spent countless hours with "managers", right! No luck! So I canceled the crap Internet, DirecTV, phone "bundle" after 5 years of \$200 + a month to be charged a \$500. Interrupted service charge. Wtf! Disconnects, poor customer service you name it. The one DirecTV thief tried to fold a contract in half and get me to sign up for another 2 years. I have reported them to the FCC, FBI you name it. And I still am being pursued by a collection agency!

Helpful? [Yes](#) | [No](#)



Tien of Englewood, CO on May 6, 2015



I repeatedly requested to have my internet disconnect by calling 800-244-1111. For 5 months they did not disconnect the service and kept charging me, so I kept calling and was transferred to different departments. Finally, I got disconnect but they refused to give me a refund. They told me that they have no records of my calls at all. I feel like they didn't disconnect because they have to make money and would not let go a customer.

Helpful? [Yes](#) | [No](#)



JAN of Stillwater, MN on May 6, 2015



although promises were made. At each call they tried to pressure me to pay the overprice.

Helpful? [Yes](#) | [No](#)



Nancy of Marion, IA on May 6, 2015



In December 2013 I was contacted by CenturyLink because my contract was about to expire. The rep told me they had a really great deal going on and I could get BOTH internet and Direct TV for \$35.93 per month for one year. Since I was paying more than that for internet alone, I agreed. However, not after verifying the information SEVERAL times with the rep. The night before the tech was to come to install the dish I received an email from Direct indicating my new bill would be twice what I was quoted and I would have a two year contract.

I immediately contacted CenturyLink but of course no one would answer my email or return my calls. When the tech showed up the next day he of course, knew nothing about it. I continued to attempt to contact both Century Link and Direct to clarify the conditions of my contract. When I was able to speak with a rep days later, I was told "you should have known that was too good to be true" (so it was MY fault the rep lied?) and that they didn't even have a one year contract as the rep indicated. I knew the phone call was recorded and demanded they pull it and listen. After taking it all

the way to corporate office, literally dozens of calls and three months into the contract, I was told they didn't have time to listen to the phone call but would honor what I was promised. (Obviously they had listened to the call and knew I was right.)

They did pay the difference... for the first year. At the end of that time I received a bill for over \$140 a month for my service. I called Century Link and was told I no longer had a contract with them (even though I was told I had a 2 year contract) but I DID still have a two year contract with Direct! I asked to speak with the individuals that told me they would honor the original agreement and was told neither worked for the company any longer. After filing a complaint with the BBB and FCC Century Link admitted that BOTH still worked there but I was unable to speak with them. In fact, I was unable to speak with ANYONE at corporate. I am stuck paying FOUR times the amount I was promised for the remainder of my contract. I have been repeatedly lied to, deceived and generally screwed over by CenturyLink. I have never experienced such poor customer service and deception in my life. They will say anything to get your business then hang you out to dry.

Helpful? [Yes](#) | [No](#)

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David of Berthoud, CO on May 6, 2015



Absolutely terrible company! Called to set up service after issues with Comcast. Clarified with the person who set up the account that I wouldn't be signing any sort of a contract. 6 months later when I am moving I call to cancel and they say I am under contract and owe them \$100. The lady I speak with is very rude and basically says I am stupid for not knowing there is a hidden contract that I never agreed to and was never mentioned to me, nor do they have any evidence of telling me they mentioned the contract. Please people avoid this company if at all possible.

Helpful? [Yes](#) [No](#)



Anthony of Westminster, CO on May 5, 2015



CenturyLink has been my wife's and my service provider for two years. During that time we've had to reset our modem every hour we use it. They've sent out technicians half a dozen times who leave saying that the problem was resolved and an hour later it would be back. The technicians weren't professional and I can't express how terrible the customer service is. I spent over an hour and a half on the phone with CenturyLink to dispute a surprise charge on my bill, half of which was just spend waiting for them to pick up the phone.

I tried for a week beforehand throughout the day and I just got the impression they weren't ready to take my call as a customer. They removed the charge- so they admitted they were wrong after wasting a good chunk of my time. Now, about four months later, here I am again on hold listening the repeating message, "We value your business and appreciate your patience" as I dispute another surprise to my bill. So I thought I'd write a review while I wait. A review I wish I had read before choosing CenturyLink. I don't want an attorney to contact me about my complaint- I just want nothing to do with CenturyLink ever again.

Helpful? [Yes](#) [No](#)



Tiffany of Stansbury Park, UT on May 5, 2015



If I could give them negative stars- I WOULD! Their customer service is ABSOLUTELY HORRIBLE! We had one of their sales KIDS come to our door making all kinds of promises of providing lightning fast internet for only \$24/mth. We politely declined because we were moving in a few weeks and he got on the phone with a manager and confirmed that we could sign up now and moving would be an absolute breeze.

So we did - when I called to transfer our service to the new address I was treated like complete and total crap. I was told that they would not talk to me or send me to a manager because I couldn't provide an account number for an account that was just set up. I hadn't even received a bill yet. They refused to transfer my service. I had to call again the next day to beg - the gal I spoke to this time was nice enough to make the switch. THEN, about two weeks down the road, again before I even see a bill - probably because of the move, but regardless, they terminate our service due to non payment.

I call them to pay the bill and get the service reinstated and after an hour and a half on the phone they take my payment and tell me that it will be on in 24 hours. It was a Thursday- Friday, our internet was still not on. I called them back and they said that the previous representative credited the wrong account and stated that I needed to make ANOTHER payment! Oh and, they stated that I would not be refunded the previous payment for 5-10 business days, so I make another payment. 6 hours later- still no internet. I call back and was told that because it was after business hours on a Friday that I would not be able to talk to anyone about getting my service back on until Monday.

On Monday I call back and was told it would be on for sure be on within 24 hours. Tuesday, still not internet. We called for the 6th time- again spending another 2 hours on the phone before we were told that it would be another 48 hours before we could have internet. I called another internet company while my husband was on the phone with CenturyLink and got another company to agree to be out tomorrow morning to have us set up. We cancelled and they are threatening to enforce a \$200 early cancellation fee. After double charging us and not providing internet service for over 5 days. STAY FAR AWAY FROM CENTURYLINK!!!

Helpful? [Yes](#) [No](#)



Jodi of Minneapolis, MN on May 5, 2015



I was promised a promotion and the next bill received did not reflect the promotion. I dealt with this for months and then was told that I wasn't eligible for that promotion and that is why it didn't apply so they gave me a different promotion and I still kept getting incorrect Bills. I have to call every

The call today with ** was terrible. She didn't listen to my frustration, kept talking over me and didn't look back far enough in my account to see when the troubles started. She told me she has identified the problem and that it will be fixed going forward, but what I was credited last month was too much so she is going to apply it to the incorrect bill this month. There was a reason that I was credited that amount last month. It wasn't intended to be used to correct the next months bill because the issue was supposed to have been resolved. Dealing with Centurylink has been a very painful and frustrating experience.

Helpful? [Yes](#) [No](#)



Bob of Lindon, UT on May 4, 2015



CenturyLink double-charged my 93 year old mother for internet for over a year. This was in Utah. When I brought this to their attention, they refused to return more than two months of the overcharge, stating that this "was their policy". The overcharge was their mistake and I will take them to small claims court to get them to return the overcharges that were paid. I gave them two chances to correct the mistake, with no success. Worst company on the planet. Sorry that this site doesn't allow me to rate them at zero.

Helpful? [Yes](#) [No](#)



Kelly of Eden Prairie, MN on May 4, 2015



A few weeks ago CenturyLink field sellers were canvassing my neighborhood looking for customers to sign up for a trial of their High Speed Internet Service. I was told by both sellers that CenturyLink could deliver 12MB symmetric service to my home. I signed up for the trial. Nowhere on the trial form was there any indication that the service would not be symmetric. The company pulled a cable to my house and sent me a modem. Immediately after installing the modem, I ran a speed test and discovered that the download speed was about 12MB raw and 10MB net. The upload speed however was less than 1MB raw. I work from home when I am in town, which I made clear to the salespeople at the time I signed up for the trial, and the upload speed was unacceptable for my use. Within an hour, I had contacted CenturyLink through their online chat and cancelled the service. A return label was sent to me and I returned the modem.

Subsequently, a serviceman was sent to remove the cable. Up to that point, I would have rated CenturyLink's customer service quite good, but obviously not their field sales training. Had the field sellers accurately informed me of the available upload speed, I would never have signed up for the trial. I was billed \$56.34 for the service period and installation, which under normal circumstances I would have considered quite reasonable, had I not been directly misled by CenturyLink sales staff. When the bill arrived, I was travelling, and my wife spoke to CenturyLink billing. She was told the charges would be corrected. Last Friday we received a final notice for the amount due. I called CenturyLink Monday when their offices reopened. I could get no satisfaction from billing or the management at CenturyLink.

We have issued the payment to avoid a hit on our credit rating, but I find both the initial sales activity and the subsequent treatment by CenturyLink billing to be unacceptable business practice. In an environment where CenturyLink is trying to claw out a foothold against a very entrenched Comcast, I have difficulty understanding their behavior. When I had the trial disconnected, I asked the customer service representative to keep me informed of when faster service would be available in my area, and that I would be interested in the service at that time. Given the subsequent treatment by CenturyLink billing and management, I have had to rethink my interest.

Helpful? [Yes](#) [No](#)



Wonda of Byhalia, MS on May 3, 2015



We have been with Century Telephone for over 14 years now. My sister-in-law has been with them for well over 20. We really have no choice where we live because they have a monopoly (apparently) on service. No one else services this area for anything and I don't understand why, with the number of people in this area. Since the very first year, we had continual days of outage and they happen VERY frequently. The phone lines were so bad when it rained, you could barely hear on them to talk and since they've offered internet in the last 8 or 10 yrs, the internet is the same way, if not worse. If it rains a bit, or the weather is bad in Canada apparently, it somehow affects our service.

The speed at times is ridiculously slow on the internet. Your techs even tell us, "Well, there are probably a lot of people using it at certain times that

We finally gave up on phone service for what it cost when we had it because we felt we weren't getting what we paid for and we had to call day and night to get the service fixed over and over. They would make us go through the same routines over and over with both the phone and the internet, even though we told them this happens nearly every time we get a rain. IT'S NOT in our house, it's at the box. It finally got to the point we had to do it so often, staying on the phone for hours at a time, that I just stopped checking it and told them we did.

Every time they finally sent someone out to work on it, it was at one of their boxes along our road. We complained about it and told them over and over probably a 1000 times in the last 14 years that it wasn't in the house. When they finally sent a truck, we would see it go down to the end of our road and usually within an hour (if we were lucky and it wasn't something major) they would have it fixed. We have outages so much in the last 4 years or so it has gotten to the point we won't even call, we just let it stay off for hours or days until someone else complains. I feel like I know these people's routine better than their own employees do at this point, having had to deal with the problems so much...

THEN it gets even worse. The billing issues are freaking NIGHTMARE. You have to call in every year to get the "promotional discount" they will over-bill you. You have to argue with them for weeks on end to get it corrected and when they finally do fix it, it won't stay that way. They will bill you one thing. One representative will tell you one thing, then another will tell you something else. We have to call them about our bill because something seems to change on it nearly every other month or so. I've never seen anything like it. YOU WOULD THINK that there would be a process that they follow for all employees and ALL CUSTOMERS would receive the same courtesy and the billing would be the same and stay the same. It doesn't. It's a NIGHTMARE and the thing of it is, the only thing we have with them now is internet.

I haven't paid my bill in 3 months because I have repeatedly told them to turn it off because we weren't going to pay 60.00 a month for internet that is so unreliable. That story is so long I couldn't even BEGIN to tell you in this box but the gist of it is, they told us one price and did something else and my sister is going through the exact same thing right now. Her service sucks just like ours and they have began over-billing her once again and/or changing it every single time she calls, not doing what they said. Their employees apparently have little to no training.

Another thing is, they have so many different pricing plans / discounts / area stipulations, I doubt anybody could understand it. All I can tell you is, if we had another choice we would never use them and as we told them this last time, "TURN IT OFF." We are sick of it after 14 years of this nightmare. I told them I wasn't calling again. If they weren't going to charge me what I agreed to when I initially called them this last time, which was around 40.00, then I'm not paying it. I've refused to pay the bill for 3 months and it's about time for the 4th month. I'm not paying late charges. I'm not paying this bill because it was NOT what I agreed to. I will pay the bill when they correct it and do what they said.

They are liars. They don't know what they are doing and they change their "stipulations" with the drop of a dime. You can't get 2 of them on the phone and get the same answer most of the time. And even if you do, within 2 to 3 months your bill WILL CHANGE AGAIN. It's unbelievable. I guarantee you, if their employees log their records, they will tell you that they have been out on my road in the 2 boxes near my home at least a thousand times in the last 10 years or so having to fix my or the neighbor's service.

We just don't bother calling any more. FED UP with it. I am fed up with the billing, the lies. I THINK THERE SHOULD BE A CLASS ACTION LAWSUIT against this company that ranges up into the billions of dollars because we pay for things we don't agree to most of the time and we also pay for service that is OUT for hours and days at a time. They really should give us free service for a while to make up for all the down time and over-billing / billing issues caused by their own incompetent (or ill-trained) employees.

WHEN YOU CORRECT MY BILL and charge me what I told you and we agreed to, when I had to spend that last hour and a half on the phone only to be hung up on, I will pay my bill but I'm NOT paying all those late fees and other mess you have on my bill that wasn't what I agreed to and you are not going to blackmail me into paying it. Send me a BILL FOR THE CORRECT AMOUNT and I will pay it. You charge me the SAME PRICE every single month as agreed and I will pay it.

If you can't do those 2 simple things then you TURN IT OFF because I have told you to turn it off several times via emails / your message service. If you leave it on, that's up to you. I will use it until you turn it off because you probably owe me WAYYYYY more than this in restitution for all the hours I've spent on the phone calling you to fix the service / down time AND over-billing. I just don't get how having phone and internet service has turned into such a freaking nightmare! It's just unbelievable.

Helpful? ☒ Yes ☐ No



N of Quincy, FL on May 3, 2015



Not as promised - internet much slower than was advertised. Customer service does not exist - never answer. Product is not up to standards - not competitive. Stealing money from customers for bad service.

Helpful? ☒ Yes ☐ No

My internet is constantly on and off. They send out repairmen with no idea what they are doing!! They try to fix one place and disconnect another, or can't figure it out. It's a whole day process and then there are 4 of them out there not knowing what to do. They climb the pole and try to pick up on me, call my dog. These guys don't even show up in company work trucks. They don't make you feel safe.

I call the repair line constantly to be hung up on during transfer, or for them not to do their paperwork. I just talked to a ** on the phone, the internet repair line you call. He was so clueless, couldn't help me. When I asked to let me talk to his supervisor, he refused! This is such bad service all the way around! The only good time was a repair guy came out and fixed everything all the way down two blocks. He said he felt sorry for us that the other tech cut the wires too short and he had to redo the whole block. I would never recommend this service. ABC and other sites won't even accept it to watch TV shows online. I don't like COX either. They threw a carpet over my coax cable down the middle of my living room instead of tacking it along the wall -- why I switched, but COX :(might be the better of two evils.

Helpful? [Yes](#) | [No](#)



william of Tucson, AZ on May 2, 2015



I have only had CenturyLink for 3 months and I cannot wait to get away from this ridiculous company CenturyLink. Since we first started the internet goes out every day at 2:30 till about 5:00. I have received a new modem, had the tech dudes out here 3 times, and no one seems to know what the hell is going on everyday with the outages. If you need internet for business you better never consider this company as their internet is slow and unpredictable and goes out on a regular basis. I cannot bitch enough about CenturyLink. It's the worst service I've ever had...

Helpful? [Yes](#) | [No](#)



kerry of Laughlin, NV on May 2, 2015



I just spent 4 hours trying to cancel my Centurylink internet. I spoke with 7 or 8 different people and it soon became obvious they were simply playing with me. I heard racial slurs from a couple of the people as they giggled and just dropped the connection putting me back in line for the operator who then put me in line for customer service which would giggle, call me a racial slur and start the process again. I still have not canceled but will not call again. Please do not do business with Century link!

Helpful? [Yes](#) | [No](#)



Andrew of Damascus, VA on May 1, 2015



Service has been as advertised. 10mbps, always running at least 9.5 so it's good. Giving two stars because of billing practices. Yeah, I know, I know, phone companies and utilities in general are known for their shady billing practices. But I just thought I'd write for the record... The deal where you get 10mbps service for \$34.95 per month for 12 months with a 12 month contract is false advertisement. It should read \$34.95 per month for 10 months and \$44.95 per month for 2.

The reason for this is you are required to sign up for autopay to get the extra \$10. But I could not sign up for it until a bill was generated. Once a bill is generated it already has billed for a month, and a prorated month. Then your first bill will only have a one time \$19.00 promotional discount, when it should be \$19.00 per month. (Two months) Basically if I get what they promised, I should have received \$60.00 off my first bill. Because the standard price for this package is \$63.95 per month. They charged me for two months at \$63.95 and only took off \$19.00 total (one time). Then they tell you that even though you are paying for a prorated month, they do not take off the extra \$10, even though I signed up for autopay the very night the bill was actually generated.

I'll be watching my next month's bill. He said it would be normal. I felt like if it's not it constitutes a clear breach of contract on their end (oh that's right, these contracts are made to protect THEM), but it doesn't matter anyway. In Damascus VA, there is no other choice for high speed. Unless you want to go with Zito and pay \$50 per month anyway for an average speed of 0.05mbps. Oh, and it took 1 hour and 25 minutes on the phone (mostly on hold) to score this extra \$19.00 taken off my bill. When it should be have been \$39.00 off the bill. So I got screwed out of a good amount of time and money.



Harry of Winter Springs, FL on May 1, 2015



Their drivers ride everybody's ass. They smell no personal hygiene. The guy got mud all over my house. He was rude and every time it rains the cable and the internet go out and good luck sending less than an hour and a half on hold to try to speak to someone. Internet speed terrible. God a turtle could walk the course of a 10 mile road before whatever web page to load. The HD isn't even that more like 2D for a video picture to look that bad that should be false advertising. I highly recommend not to buy any source of anything through CenturyLink unless you want to wait a century for anything.

Helpful? [Yes](#) [No](#)



Suzanne of Logan, UT on May 1, 2015



Spent 40 minutes being transferred around 7 times, incorrectly, from department to department trying to dispute a bill. I was finally told I was being transferred to the correct department when I was disconnected. Will never use CenturyLink again. Will never recommend their service unless they do something about their customer service. All I wanted was a reasonable explanation about my last bill.

Helpful? [Yes](#) [No](#)



Tracy of College Place, WA on May 1, 2015



I've been trying for over an hour to get a new phone account activated! I have a number they gave me and an order number and nobody can seem to help me. I've tried chat, and numerous phone calls, after being hung up on. They should seriously win an award for being the worst ever. Someone should do something about how horrible CenturyLink is.

Helpful? [Yes](#) [No](#)



Evelyn of Cameron, NC on April 30, 2015



To start we were charged and we did not even have service. They never honored their 29.95 price quote. Not one single bill has been correct since day one. Now, I have the habit of paying ahead of time so my bill is never late. I look at my bill and I should have a zero balance. Looking at my bill I see they have removed my "discount" after a few months and it was supposed to last 12 months. Then taking a second look they doubled my bill so now what I would believe should be a zero balance is 45 dollars and when I look closely my bill is over \$100.

This company just charges you what they want and when you complain and try to get things right they go in and double your bill. We only get 6mbps on good days and nothing if it rains. For this my bill is over 63 dollars and they say we get discounts so my bill should be 45.00 (mind you we were quoted 29.95). This company could care less about its company and it should be taken to court! It should be made to return all the money it has stolen from its customers for the overcharges for crap internet. But mostly for the rude customer service and the constant lying!

Then to top things off it is the only company in the area. How do we get Time Warner into our neighborhood because honestly we have no other choice and they know this so they do whatever they want. Competition is needed to get these guys a kick in the behind! If I can get Time Warner here I would switch in an instant.

Helpful? [Yes](#) [No](#)



Brian of Las Vegas, NV on April 29, 2015



I got CenturyLink in November of 2014 in Las Vegas (their Legacy Division) after Cox had a massive price increase on my internet and things started out great. I wasn't thrilled that I had to actually find a CenturyLink location to get a box and get set up, but that's minor and not a big deal. The problems started in February when I had a job relocation and had to move to Seattle.

I contacted CenturyLink to transfer my service and they stated that I would have to be transferred to their Qwest "affiliate" or the Qwest section of CenturyLink (bill looks the same, box is the same, website is the same, it is all still CenturyLink to me). The initial rep I spoke to hung up on me as he transferred me to Qwest so I called back to start the process again and this new rep said that he could get me all set up with no problem, I was excited at the convenience. Well here were the things that he promised: 1) I wouldn't have to switch internet boxes. 2) I wouldn't have any set up fees in WA. 3) I wouldn't have any termination fees in Vegas. 4) My service would be disconnected as of Feb. 17 (my move out date from Vegas). 5) My WA service would be connected as of Feb. 18 (my move-in date into WA).

Well, 1) was a lie, I was charged for keeping my box from Vegas (I still have it because I was going to be charged for having a box in WA anyway, but I was pissed because I was paying 7.99 per month to lease the box. So after having paid 7.99 for about 5 months, I still had to pay another \$100 to keep it). 2) Also a lie, I had to pay an activation fee in WA and I also had to pay a 19.95 service fee because they couldn't remotely set up my internet over the phone.

3) The worst possible lie, not only did they charge me a termination fee, but they even said that they had no record of anyone saying that I wouldn't have any termination fees. After being transferred about 6 times I finally got someone to acknowledge that I shouldn't have termination fees since I'm still staying with CenturyLink (keep in mind I didn't discover this until April when I got a disconnection letter). Even better, they said that it would take them 5 days to review my account to see if I qualified for no early termination fees (even for staying the same damn company - regrettably).

4) My service was never disconnected from Vegas until March 25 (ETF was charged on Feb. 25) so they basically charged me a monthly fee even after they charged me the \$200 that I was supposed to never be charged. 5) Legacy did absolutely nothing to even start the process of getting my WA account connected and WA had no idea I wanted to set up service out there. So I called them and they got me all set-up, but it took them a few days to come out and get me going (very minor, but it got done.)

Well even after all of my issues with them moving I figured I was all done and it all left my mind - well not quite. I got an e-mail saying that I had a bill for 252.99 (kind of high, but I figured it was the activation fees, plus DirecTV, service fees, my box, etc) so I paid the 252.99 online using my CenturyLink login information that I had been using since Day 1 and paid my bill. About a week later I logged into the internet and got a popup that said my account was past due and was going to be shut off. I call CenturyLink to let them know that there must be a mistake because they took my money out of my account and I paid from the e-mail I got.

They said they had no record of it and I faxed over a copy of my online payment approval and they said I paid the amount to Legacy, not Qwest (keep in mind that they ALL use CenturyLink.com, there are no separate websites). Qwest stated that they have no access to Legacy's information and I would have to contact Legacy. **To not bore with how bad it really got I'll keep it short & sweet**. Basically after all of the hullabaloo dealing with Legacy stating that I owed termination fees that were never approved, they finally said that they could waive the termination fee. I informed them I should have never been billed for March since I cancelled on Feb 17 which they wouldn't credit, & so after about a month they finally said I had a credit balance of 229.20 (keep in mind Qwest still wants their 252.99+ late fees and still threatening to shut off my internet).

I asked Legacy to send my credit to Qwest and I'll pay the difference. I am just sick of going back and forth with them - well Legacy said it will take 90 days to process the refund. I told them that I wasn't even 30 days late on my payment and they're threatening to turn off my service and charging my late fees, but they owe me over \$200 and it'll take 90 days for me to receive it??

Well today I FINALLY got a hold of a reasonable woman on the Qwest side who called Legacy and got the same crap information that I got, so what she was able to do for me was put that \$250 in a "neutral" status until Legacy sends me my refund check (that I still haven't received yet) so I won't get any more late fees for that amount and I can continue paying for my service as usual moving forward. Needless to say that after this year I will NEVER EVER EVERRRRRR come back to CenturyLink and bless you if you ever decide to start.

Helpful? ☒ Yes ☐ No



Katherine of Colorado Springs, CO on April 29, 2015



I would NOT recommend CenturyLink for cable/internet services. I called CenturyLink for a quote for services if I were to transition from Comcast. The representative quoted me a package and guaranteed the price would not change, but only vary by a few dollars each month due to taxes. They also stated that I was NOT locked into a contract and could cancel at any time. In addition they stated that my first month would be free and the second month I would receive a Visa gift card and a discount. I quote, "It's like you're getting two months free of service with our current promotion". This was NOT the case. I received my first bill for the first month.

In my confusion I called customer service, what a joke. The representative stated they had no idea why someone would tell me that I would get a month free of service, as he scoffs, "no one gets free service". In addition I asked if I had a contractual agreement with CenturyLink or could cancel services. They stated indeed I did have a contract.

Finally we move to a new house. They say they don't have the higher speed where we are moving to but we could not break the contract because they still had some service at the new place, but we still have to pay the same price because we are under contract for two years blaa blaa or pay \$200 early termination fee. I feel pretty frustrated at this point, but I agree to have the slower speed. The guy comes out to connect our service. He asks me "why do you want the slower speed when I connect you with the higher speed." I told him "that is because customer service said that CenturyLink does not have higher speed in this new area." He says "this none sense" and makes some phone calls and asks if he could my phone and come into the house.

Finally I got a \$60 installation fee the I have a written proof of that they are not going to charge me for installation. Made more phone calls. I am told not to worry that it will come off next bill. Then I get a confirmation that the charge is valid and that I must pay the \$60. I don't know what to do with this company, it feels like dealing with 3rd world governments bureaucracies.

Helpful? [Yes](#) | [No](#)



Leilani of Coon Rapids, MN on April 29, 2015



I've been a customer for 15 years. My bill has gone up every month for about 4 or 5 months. I called CenturyLink to talk with them about the reasons the bill keeps rising. I get excuses that my promotion ended. It went up. I accepted that. The next month it had another increase. I called again was told it was an increase bill for the regular amount, it was prorated the month before. Then the next month, bill increased again. Called again, raised cause of a bill increase due to internet service. I called yet after another increase and said it's too much - asked why is it going up every month? They tried to explain it as this is what it is and how it goes but if you do this paperless billing, it will go down to \$22.92, so I did it over the phone with the girl online. All was set up.

I paid \$54.99 service for that month. I was told I would get it for \$29.99. I got 1 month at \$29.99 by signing into paperless billing and it's on my bill, states that I have signed into paperless. The next month I get a bill with a late charge and a charge of 46.94 and the bill states I'm not paperless anymore. I'm charged a late fee and charge regular bill cause it's not paperless. I was not told of anything about this and I called once again to talk about the bill, why I'm charged. Again well you see it was a promotion for 1 month and you didn't sign up for it so we charge the regular amount so I paid it.

Since I wasn't on promotion anymore, I found another internet provider and left CenturyLink. I called them to cancel the account and I asked them is there any more charges after the 4/15/15 'cause my new bill would come out in 4/22/15 - they said no. I find myself now with a bill of \$179.03 due to early termination fee, which by then I never had signed into the paperless billing. It was just promotional. I entered into it but yet since you didn't go paperless, you now are charged a different fee which I never heard of until this day 4/28/15. There are 2 charges for that and you did receive a discount so you now owe the early termination.

All the bills I have has nothing of a early termination fee but the one I received 4/28/15 has a \$200 charge. How convenient for CenturyLink to print that on the last bill. During the posting of this, someone has called - representative of CenturyLink - and taped me as I spoke on the phone trying to verify who I am. I gave them no information but said I'm who I am and hung up. I'm angry the way I've been treated. I was not given all the information until a month later when billed. This is the reason I have left after so many years of service, the lies that are told and are not carried through on the account I had. I hope everyone takes caution when dealing with this company.

Helpful? [Yes](#) | [No](#)



LEONARD of Henderson, NV on April 28, 2015



Has anyone tried to cancel CenturyLink because you were moving out of state where they do not have service, and told you have to buy out your contract even though you never sign a contract. I was told it was a verbal contract and I don't remember the installer ever telling me this.

Helpful? [Yes](#) | [No](#)



Leland of Las Vegas, NV on April 28, 2015



comical because I called customer service. Century link doesn't need your business... Run, don't walk away from these shady characters.

Helpful? ☒ Yes ☐ No



John of Salem, OR on April 28, 2015



Don't ever contact CenturyLink customer service. If you do, you'll regret it. Expect to spend hours and hours on the phone trying to fix one problem after another, created by one rep trying to fix the problems of the previous rep. Here's a couple examples:

DirectTV. I called to see if they could reduce my bill. The rep told me if I added their TV service the cost would be the same if I agreed to another year commitment. I agreed. When the tech came to my house he said it was a two year commitment. Immediately I called CenturyLink and told them I didn't agree to a two year contract and please disconnect the TV, and take me back to my original plan. Thinking I took care of the problem, I was surprise to see that I still had TV service 3 days later. I called them back and they transferred me to a DirecTV rep who told me I never contacted them to cancel within their 24 hours "grace" period and that was stuck with them for the next 2 years!

I never contacted DirecTV to install the service, so why did they expect me to call them to cancel? As far as I knew it was one and same company. To be fair CenturyLink did convince DirecTV to cancel my contract with them with no penalty, but only after many, many hours with many different reps (all telling me something different), and a lot of rudeness on CenturyLink's part.

On Vacation. I should have known better, but after that experience, I called CenturyLink asking if I could suspend (not cancelled) my service while I was gone for month. The rep said they did have it; at a reduced rate (like \$9) my service would be suspended (not cancelled), and would be restored automatically in 4 weeks. Upon returning home my internet/phone were not working, even though returned 5 weeks later. So I contacted them and wouldn't you know? They didn't suspend my service, THEY CANCELLED MY SERVICE!!! So, again on the phone many hours trying to get my phone number back, and have them restart my service. They said they had NO RECORD that I requested the service to be suspended, but claimed I requested it to be cancelled!

After more hours and more reps I finally got the service restored. The rep asked if I needed a modem, and I said I did not, "I have my own that I've purchased from CL that I've been using." Again surprise: They sent me one in the mail anyway! And charged me for it, even after I sent it back! The rep also assured me I wouldn't be charged any new customer fees, and of course my bill today has all those charges. What should have been a \$60 fee was over \$130! Outrageous! And that just for phone and internet!

I have more horror stories with CenturyLink, but I think anyone reading this will get the idea: Avoid CenturyLink! Never call their customer service. If you thoroughly document EVERYTHING! The rep name, the time, the agreement. Then call back in a few hours to confirm. Even then you can't be sure they'll get it right. Life's too short to spend it talking to CenturyLink's so-called "customer service." Soon I will abandon CenturyLink and never go back. If you're considering CenturyLink, DON'T DO IT!

Helpful? ☒ Yes ☐ No



David of Porter, TX on April 28, 2015



Dealing with Centurylink has been horrendous. See my email to the public utility commission of Texas: "I am very concerned about the billing CenturyLink has sent me on my first bill. I have tried to resolve these issues in regards to billing with no success. I am emailing you about CenturyLink's billing in regards to unauthorized charges and cramming which is against the law. I called Customer Service three times. After failing to respond to my inquiries of my first bill, I was put on hold, never to be answered again by a customer service representative. After this happened the first time, I called back again only to put on hold again and never reconnected. The third time I called, I was transferred again and this time I was hung up on. I have no other choice but to file a complaint and refuse to pay for these charges.

At no point during my requesting internet service was I made aware of setup fees, lease fees, activation fees, fees for equipment, installation fees, recovery fees for broadband and/or paying for services not even rendered for future use. My first bill after only 15 days of prorated service was \$176.91. Attached is a copy of the bill. Thank you for your time and consideration. Please respond and let me know what further actions must be taken." I am awaiting on feedback from CenturyLink and this office. I will be sure to update.

Helpful? ☒ Yes ☐ No

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Consumer Complaints and Reviews



Olivia of Laa Vegas, NV on April 28, 2015



I ordered home phone service and did not work. I called to cancel the next day and got a bill for \$78.00!

Helpful? [Yes](#) | [No](#)



Nancy of Lone Tree, CO on April 28, 2015



I went into the CenturyLink store thinking the service was going to be better than the horrible CenturyLink Call Center customer service, essentially run by dim-witted clowns, who hardly have an iota of professionalism in them! And boy was I surprised...this store makes Comcast and Time Warner/AT&T customer service look like saints (as much as I hate Comcast/TW AT&T service). This store has very few staff, most of whom are

bunch of waiting customers (who probably had other things to do, such as get back to work, etc.).

After a long (I mean 1+ hour wait), I was "helped" by a lady who could not figure out how to fix the billing issue I was having (even though she acknowledged it was a mistake on the part of CenturyLink). She then was on call with their Customer Service hotline for another 30 minutes before she came back and said she could not help me fix it since she had not received the proper training for that and the person on the phone could not figure it out either. And that I would need to talk to someone in their "Retention" department to get the billing credit back (I suppose they need to have a "Retention" department to counteract the lousy "regular" call center service department they have).

All in all, they were not able to "retain" me, I switched to Comcast (another company I don't like either, but at least their customer service is better than CenturyLink). Comcast was able to give me a great rate and great service + a new connection, within 2 hours of talking to them. Since there is no option for 0-stars or negative-stars here, I suppose 1-star is the only consolation the dense, nincompoops at CenturyLink deserve! Adios Retardos!!

Helpful? ☒ Yes ☐ No



Cap of Salt Lake City, UT on April 27, 2015



No ability to cancel online - Had to wait 25 minutes on hold - Their damn music loop damn near drove me insane. This isn't consumer service. Customer service is allowing me to cancel online and then having a representative call sometime after that to finalize the deal.

Helpful? ☒ Yes ☐ No



PERFERS of Port Charlotte, FL on April 27, 2015



loss. I will do business with another company. CenturyLink would not consider any other form of identification. P.S. My credit score is over 800.

Helpful? [Yes](#) | [No](#)



Catherine of Columbia, AL on April 27, 2015



I stay in Canada for several months every year, so I get my phone here turned off during that time. When I come back I try to find the best deal from Centurylink, since they are the only game in town! They have never once given me the price they have promised me though a bundled deal. This time is no exception. And I know the routine. I will call tomorrow, and they will put me through to a supervisor and then another person, and they will claim to have fixed the problem by giving me discounts. Then when next month's bill comes it will be the same thing all over again. Then on about the third month they will give me a somewhat close deal to what I was promised. Isn't this illegal in some kind of way? I would think it was just a mistake if it hadn't happened to me EVERY SINGLE TIME! I have cancer, and being stressed like this isn't a good thing for me!!! Please, someone who has the power, PLEASE stop them from doing this to customers!

Helpful? [Yes](#) | [No](#)

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elissa of Anna, OH on April 26, 2015



I recently discontinued services with my internet DSL provider Century Link because of the slow speed. I had been with them for nearly 6 years. I never signed a contract or agreed to one. I started using their services specifically because there was an offer of NO CONTRACT and no raise in service cost for 5 years. When the five years were up, they automatically raised my bill with no warning. When I called to check on, I was told they could "honor" the previous price for 12 months, but if I wanted to keep I would have to call back each year. No mention of a contract, which I know because I am anti-contract for services that I pay for all the time. When I discontinued, they charged me a fee and said I broke the contract... They said it was a verbal contract... They lied and I hope no one else is foolish enough to use their services, not only were they a lousy internet provider, they were dishonest!!!! Beware!!!

Helpful? [Yes](#) | [No](#)

Menu



Samantha of Hillsville, VA on April 26, 2015



After years of terrible service with CenturyLink and no access to internet service though they provide it 2 miles down the road from me in either direction, I made a complaint with the FCC in early March 2015. The response from the FCC was that the complaint had been opened and forwarded to CenturyLink and that they would be contacted me within 30 days. Guess what - never a response from them. Then I get another email from the FCC that my complaint has been handled and is now closed and that I will be getting a letter from CenturyLink within the next 7 to 10 days. Guess what - 3 weeks later and haven't seen anything. As usual CenturyLink lied about contacting me, handling the complaint, and that they had sent a letter. I am so tired of this company and if I had any other service provider to choose from I would drop them.

Helpful? [Yes](#) [No](#)



Ray of Port Hadlock, WA on April 26, 2015



Sorry but I only have 3 words for CenturyLink. GARBAGE GARBAGE AND GARBAGE. Service and especially customer service. As I see in previous reviews, I am not the first to experience the outrageous garbage service. This company is robbing hundreds and thousands of people everywhere of their hard-earned money daily. Is there nothing we can do about this? I will not give them one more cent and I've only had them for 3 months but I want my money and time (HOURS ON THE PHONE AND ONLINE CHAT) BACK!!!!!!!!!!!! Really sucks though because there is really nothing anyone can do.

Helpful? [Yes](#) [No](#)



Debbie of Lehi, UT on April 25, 2015



I've only been a customer 2 months. So far I've spent over 4 hours with customer service. I didn't get the new customer deal they promised. And they misspelled my name on my account, which doesn't sound like a big deal. But to fix it they had to close that account and open another one which unbundled it from DirectTV raising the price again and pulling my credit again. They've pulled my credit 3 times so far right when I'm trying to refinance my house. And the billing still isn't fixed. And my internet sucks!!!

Helpful? [Yes](#) [No](#)



Mandy of Phoenix, AZ on April 25, 2015



Over 40 calls to get a transfer of service. Living in the same location for 27 years I requested my service be moved to a new address. After 3 weeks and lots of calls I had my local line and DSL connected. Without notice I had to move again and it took over 20 calls and 6 weeks to get service in the new location. Both of these locations had to have temporary wires run and to my knowledge are still hanging on the sides of those homes. Our new home was ready to move into and the transfer of service was supposed to be completed on Feb 18th and as of April 10th it is still not correct. I have been lied to several times, hung up on, given outrageous reasons for the problems and truly do not believe the service is corrected.

I am a retired employee and will never give a good word to anyone about CenturyLink. In talking to other people that have had extremely poor service we have all concluded that unless the person on the other end is getting concession there will be no attempt to work you to get your issue corrected. The consequences for both the company and myself is that something that is not complex (customer service) has been severely corrupted. No one gets the training they need to complete anything correctly. Good service is not an issue or concern for CenturyLink.

Helpful? [Yes](#) [No](#)



missy of Colorado Springs, CO on April 25, 2015



A few years ago I decided to go with CenturyLink and the bundle package. The bundle they had was with DIRECTV, internet, and phone. Within a few days we started to regret our decision. We had so many issues with their billing department and we ended up cancelling and just going with DIRECTV. Now I was told at that time when I paid my bill in full and returned the equipment. Now a few years after I cancelled I just received a bill for \$50.00 saying it was from the phone service, then this year I just received a bill for \$253.00 saying that was for the contract they had with DIRECTV they paid it up front, and drum roll now I received a negative mark on my credit report for \$223.00 from CenturyLink that no one can explain. Be careful that when you sign up with them and cancel you may be like me and keep receiving bills from the company that even their staff or billing department can't answer.

Helpful? [Yes](#) [No](#)



Faith of Medford, OR on April 24, 2015



I have literally been in tears at times after talking to representatives of this company. Another account was set up on my behalf without a request or my permission. I paid it for months not knowing it was another account. I had no reason to even consider it. Things were fine for months before this.

I cannot believe this company is still in business. I have been disconnected treated badly. I'm still waiting for Resolution. After months of frustration and raised prices I finally fired CenturyLink! You would think that it would end there, but it didn't!

Not only did they not cancel my account and disconnect my internet but then they charge me double what I have been charged for phone service I have not ever had. I've been a loyal customer for a combined seven years between three properties. Will never do business with this company again!!! Please save yourself the tears, money, time, & headache. Look elsewhere it just might save you from a nervous breakdown!

Helpful? [Yes](#) [No](#)



Laura of Goodyear, AZ on April 23, 2015



I called CenturyLink to have my mother's account disconnected. I explained to the person on the phone the situation and the first time the customer service person was very pleasant. He stated that he would be glad to have me speak to his supervisor concerning reduced billing and said he would forward me to this person, and offered his condolences. I was placed on hold, for 10 minutes they kept telling me that they were experiencing heavy volume and I would be answered as soon as possible. At the 10 minute mark, I was disconnected. I phoned back, went thru the entire conversation again, and this time the wait time for the supervisor was about 4 minutes.

This person was not only rude he stated that if I would fax a copy of the death certificate, we might be able to reduce the charges. I explained I did not have a fax and asked him if I could scan it and email the death certificate. He said, "No it has to be faxed, that's all I can do for you!" I asked him to disconnect the service and asked him what the final bill was...He shared an estimate and gave me a confirmation number. He then told me to have a great day! At this point, I was extremely agitated, so I thanked him for his condolences. He had already hung up on me. Compassion is a necessity when dealing in customer service, this person had NONE! I will not recommend Century Link to any one.

Helpful? [Yes](#) [No](#)



Mary of Ironton, MN on April 22, 2015



I have been a CenturyLink customer for close to 30 years. The last 3 of which have been a nightmare! This latest episode has about sent me over the edge. I am a Christian woman, but this has brought me to the point of saying things I shouldn't! I have paid the same amount every month for phone and internet service. Once a year, they raise the rate claiming my "loyal customer" discount has expired. I have to jump through all kinds of hoops to get it reinstated. Last time in the process, they were "saving me money" and changed my account so I lost my voicemail service and several saved phone messages from my grand babies. After approximately 3 hours on the phone I got that resolved (never did get the messages back).

Now I opened my bill this month and the rate jumped \$25 for no reason other than my discount had again expired. I called and had it reinstated again, but they are still insisting I pay the full amount because I didn't call them until the middle of the billing cycle. I asked them how I was supposed

on the website and after answering 15 questions got disconnected.

The last thing I did was to email their complaint department. I received an email back stating that they strive for excellent customer service and they are sorry, but that department doesn't handle pricing and I needed to call customer service. I responded and told them it is a joke and I am reporting them to the better business bureau. Unfortunately for me, they are the only phone service available in my area or I would have dropped them a long time ago. I will end up paying the additional \$25 so they don't turn me to collections even though I think it is wrong.

Helpful? [Yes](#) [No](#)



Denise of Puyallup, WA on April 22, 2015



They sent a bill for \$173.73 to Central Credit Services collections agency for **. Called CenturyLink as we have forever been on auto pay. They couldn't find anything relating to us, found something comparable but under another name. Collections company said CenturyLink has to remove it. We cannot get cooperation from them to remove it. This bill is not ours and if it ends up on our credit report we will take legal action.

Helpful? [Yes](#) [No](#)



Ashley of Warren, OH on April 22, 2015



We recently moved into our new house. We got DirecTV and they suggested CenturyLink... great that makes things easier on us. Our service is supposed to be installed in two days so we are not expecting anyone walking around our yard. All of the sudden two men go walking through my driveway, my fiance jumps up and runs to his gun. I rush my kids to the inside of the couch on the floor and tell them to stay down and to find out they come out a couple days prior to do outside work. We had no heads up, no one told us, no calls or text messages notifying us of their ways. I was scared to death, my kids were scared to death and my fiance had to get up and defend our house over nothing. Typically this wouldn't be a big deal but as I said we just moved in and even though it's a nice area we still don't know everyone around. It would be nice if they let you know of this stuff prior than me calling to put in a complaint.

Helpful? [Yes](#) [No](#)



Lauren of Cherokee, IA on April 22, 2015



I bundled with DirecTV. Quote when I bundled was 109.52 for 3 years. My 1st bill was 269.13. I called, they gave me a story about 1st time billing. OK I swallowed it and paid it. This bill was 171.30. So I call again. 25 minute wait. They must have 1 person working the complaint dept! Again I get a story. Tried to say it was Direct. Sorry I have the bill in front of me, it is not Directs problem. Said "sorry nothing I can do." I told him my daughter would be calling them and she is not as nice as me. Why do you offer deals and make liars out of yourselves. Some of us cannot afford to pay an extra hidden dollar amount for 3 years. GET YOUR DEALS RIGHT OR QUIT OFFERING PHONY DEALS!

Helpful? [Yes](#) [No](#)



Carlos of Scottsdale, AZ on April 22, 2015



I signed up for a 12 month promotional package where I would pay \$39.99 for 40 Mbps download and 15 Mbps upload speeds. Average speed I ever got was 1 Mbps down and 0.5 up. I had a technician come out twice, paid for the visits, and they could never figure out the problem. Come month 13 (after promo period ended), price went up to \$80 bucks a month. I canceled on month 14 with a balance of approx. \$160 (for two months of deficient service). I called to try and get it reduced as I considered it extremely unfair that they would charge me for a service I never fully received. They told me nothing could be done as my account had been closed and "all the notes on my account had been deleted". The feeling of being cheated and treated unfairly by this company is worse than the balance of \$160. PLEASE AVOID THIS COMPANY AT ALL COSTS!



Natalie of Nampa, ID on April 22, 2015



I called to set up Internet with CenturyLink at a second office location for our business. We initially tried to go through another company for Internet to avoid CenturyLink but no other provider is accessible from our building. The rep I spoke with was actually very pleasant. The problems started when they told me the earliest they could set up the internet was 8 days out! What?! Our company relies 100% on Internet accessibility. We cannot function without it. We needed Internet in four days and I was stunned that this was the "absolute soonest" day they would schedule with me. We had just signed our lease so I could not have called any earlier to schedule the Internet installation.

Maybe this is common practice for residential setups but I would have thought CenturyLink would prioritize business (after all, they charge businesses more) and would understand that businesses value TIME. 8 days of not being able to operate is crippling! I explained our needs from the beginning and I tried working with that rep to change it and find some way around it. But her hands were tied and she still could only offer that distant date. I think this is CenturyLink's #1 problem: they have out of state call centers with willing employees that cannot do their customer service jobs because of their limited allowances using the scheduling system they must abide by.

I would not allow the rep helping me to schedule that date 8 days out because my business literally could not accept it. I had to ask for higher up help a couple times before I was transferred. Why should I have to demand speaking with someone who could help? Two hours later, I was able to get the date changed to three days out, which was not ideal but much more doable for my company. But amazingly, CenturyLink called me back a couple hours later to tell me that they were rescheduling. I was again stunned. I could do nothing about keeping their promised date. I am very concerned because they moved it to a Friday.

A year ago we set up their Internet and phone services at a different office on a Friday. The internet worked for two hours, then the phone and internet cut out. We called CenturyLink immediately, three times that day in fact. They kept assuring us that it would turn back on, would not or could not contact our technician to verify what had happened that disconnected the service, requested that we wait until 5 pm because that's when it should be active and gave us a phone number to call if it still didn't work after five pm. Five came and went.

When we called the emergency number they gave us, they said that our issue required a technician to come on site to correct it. They could do nothing until Monday sometime between 8-5 pm! This was detrimental to our company that weekend! We had hired a team to work overnight and through the weekend to do a full software transfer. And NONE of it could be done without our Internet connection. It was the worst customer care at the absolute worst moment for our business! We were unable to do the transfer until that Monday evening. We could not operate on our system that Monday so our customers felt it when we were unable to access their accounts. Our customers had to bear the effects of CenturyLink's poor business practices. And I felt humiliated because that is not how our company operates. We vowed to never use CenturyLink again if at all possible and NEVER set up service on a Friday. Yet here we are again.

The worst part is that I already know that if something goes wrong with the setup, a technician will not be asked to return to fix the problem, repair will be delayed until the weekend hours hit and Monday becomes their only offering. I honestly feel bad for anyone working the weekend calls at CenturyLink. I can only imagine the distressed callers they have to work with and the inability to offer any immediate solutions. I hope I'm not one of them this weekend.

Helpful? ☒ Yes ☐ No

Tiffany of New Plymouth, ID on May 14, 2015



I was contacted through e-mail by a kind rep who actually opened my file to see our multiple attempts to make our service work. The "early termination fee" I had been charged was reversed.



Tiffany of New Plymouth, ID on April 21, 2015

Original Review

After we moved, we had multiple dropped calls on a daily basis. The tech was unable to locate the problem after 5 attempts and 9 months of dropped calls. We cancelled our service with CenturyLink due to poor service. I called them to tell them of our intentions. I was told there would be a \$300 cancellation fee. A month later, I was shocked when the cancellation fee on my bill was actually \$600. After 3 hours of getting shuffled around on hold and two dropped calls to customer service, I was told it has been too long since our move. There is nothing they can do for me. I have to pay the full bill. Please learn from my mistake. We now have phone service through Cable One. No dropped calls, much better customer service and no contract!



BlahBlah of Minneapolis, MN on April 21, 2015



Terrible customer service, terrible billing, terrible service. Not one good thing about this company. I would rather pay twice as much at any other company. If you sign up be prepared for a long, expensive, and frustrating road. This coming from a customer service professional and normally a very patient person. CenturyLink will ignite a hate in you. That's about their only guarantee.

Helpful? [Yes](#) | [No](#)



Jody of Hoodspport, WA on April 21, 2015



We moved to Hoodspport, an area where CenturyLink is the only option for telephone and Internet, in early March. My home phone reception is poor, constant static, calls often dropped when answered and it cuts out so much, callers think I'm on a cell phone. Was told Internet would be 1.5mbps, which is very slow but the only "game in town." Actual speeds are 1.1 to 1.23mbps and the connection is dropped often.

A tech did come out for the phone, found an unplugged line but reception didn't improve. I've gotten several service numbers for my Internet but that's as far as it's gone. I haven't gotten a bill but did get an automated call from CenturyLink. They want to continue providing excellent service and asking that I call. When I do, it's to say my payment is overdue. I can't check my account online without a security code but I can be called with one.

The Caller ID said I was getting a call from CenturyLink, however when I answered, the call is dropped. I call customer service and get a rather rude woman who couldn't give me any billing information because my "social security number isn't in the account." I set up the account, for crying out loud! She transferred me to "billing." A nice young man, **, was helpful, broke down all the charges for me over the phone and requested my paper bills be mailed. And I definitely need them, because some charges don't match what I recall ordering.

Helpful? [Yes](#) | [No](#)



Cheyenne of Denver, CO on April 21, 2015



Was quoted one price upon enrollment and my first bill was \$299! \$85 for TV and 19.99 a month for internet. Really? Charged me \$99 all at once for modem when they said they would charge me in three installments. The CS representative said that he couldn't do anything about the bill but he could transfer me to the finance department. What? Promise one thing and when the bill comes it's a completely different story. Internet service is sub par. Have had technicians out three times and had service for 2 months. Have had to sit on phone for hours being walked through restarting and resetting my modem several times. What a nightmare. Steer clear of CenturyLink!

Helpful? [Yes](#) | [No](#)



Barbara of No Where, MT on April 21, 2015



We moved about 2 blocks to another residence in December. Our CenturyLink service was bundled with DirecTV. We were paid up, but still had our TV and internet service interrupted the following April due to "non-payment". CenturyLink gave us a new account that we were unaware of, so our payments were going to our old account servicing our old address. Although we had all receipts showing we had never missed a payment, CenturyLink discontinued our service and so did DirecTV. They tried to extort money from us in order to get service restored. Now they admit their mistake, but it's too late. Never again.

Helpful? [Yes](#) | [No](#)



gerrie of Boise, ID on April 20, 2015



CenturyLink was new to my location. In 2/2015 they sent out flyers and came to my door to sign people up all with the promise of 65.95 a month for the services I wanted for 12 months if you bundle your services. I went online to sign up but was told I had to call customer service for a new connect, so I did. The person who helped me told me the monthly rate would be almost twice what was advertised. When I ask what happen to the special rates they were advertising he had to look it up online, he did not know about it. He found it online and signed me up at the 65.95 rate he said to bundle my internet and TV. I got my first bill a week later for connect fees and paid them..

On 4/10/15 I received a bill for 60.04. I paid that then on 4/17/15 I received a bill for 54.41 and then noticed it was for internet only. Looking at the first bill for 60.04 it was for TV only. I called right away to find out what was wrong. I was told by first person that it could have been a computer glitch and he said he fixed it but I would have to pay the extra amount and might get credit next month. I said I would not pay. He transferred me to someone else who transferred me to someone else who told me they would not take off any money because it was not a new connect. I told him it was last month and I was not given the correct rate that I was told.

When I called to get the service he argued this with me, put me on hold for quite a while while he said he was checking with his supervisor then came back and told me I could not have gotten that rate because it was for online sign up only. I did become very upset with him. By this point I had been on the phone for an hour most of that on hold. He said I would have to pay the full amount.. in the end nothing was resolved. I don't even know if the bundle I should have will be on my next bill or not. Also my name on the account for internet is wrong and the account number which should be my phone number is some strange number that I have no idea where they could have gotten it from - it is not even remotely close to mine.

Helpful? [Yes](#) | [No](#)

DeDe of Humble, TX on April 20, 2015



I have unfortunately had CenturyLink email and as my ISP now for about 5-6 years. The really bad thing about them is that they have terrible server security and bandwidth. About once or twice a year, they randomly turn off my email service without any notification. This is due to their poor firewall on their email and hosting servers which lets a lot of folks from around the world spam their users and hack into their email accounts. Then Centurylink blames the account holders for their own pathetic security by randomly turning off your email account access and login with no explanation or warning. They will not turn it back on until you take the time to call them and hold for about 1/2 hour, while they repeatedly tell you they "don't know what's going on with your account" and can't figure out what's wrong?? They act like a bunch of complete dummies who don't know the back end of a donkey from the head.

After holding for 30 minutes, and then going round and round and finally asking for a supervisor, they admit that your account has been hacked by spammers and then they finally help you change your password. This is really frustrating after about the 5th or 6th time it occurs and yet they continue to DO NOTHING to prevent this from happening. I get random emails from around the world daily from domains like China that should be blocked by them, asking me for passwords and spamming me, selling me things, asking for personal information continuously, but they refuse to do ANYTHING about it.

I guess with all the \$\$ they are making from us captive users who don't want to change their emails, they are assured to still get plenty of \$\$ and not need to re-invest it in good software to protect their users from hacking and spamming! Disgusting! I'm putting this out on every site I can, and maybe, just maybe they will do something about this! A very disgruntled user in Houston.

Helpful? [Yes](#) | [No](#)

K of Westminster, CO on April 20, 2015



The service is ok, I've never had issues really. The customer service is poor if that. The new customers get to pay \$20.00 per month while the ones that are loyal and been there for a few years get charged more and more. In fact the bill fluctuates and is never really the same. This is frustrating. You budget in one amount and it keeps getting higher every month. I guess this is how they plan for customer retention - NOT. My bill is now over my budget. I called, "Oh so sorry, there is nothing we can do to help you at this time." Really?

Helpful? [Yes](#) | [No](#)

Hi all, don't believe in Century Link. I don't recommend anyone to use their service. They are big cheaters... 1.5 yrs back I used their service and while moving to other state, I called the customer service department to remove my service. They suggested to keep the account on hold and there wont be any charges and I don't even need to return my modem if I don't find the century link service in my new location. Since I don't have its service available in my new location I did not take any service from century link.

After few months, I noticed they have been charging me without giving any service too. And they charged for not returning the modem. They have deducted my amount without taking the service. I talked to them for 2 hours.. and they did not waived the money as well as they asked me to return the modem or they will charge money for the modem. I have searched the modem and sent them back, and I did not received any letters later from them. So I thought the issue was solved. But after few months now I got a letter from central credit service saying that if I don't pay 106\$ it will be sent to credit bureau.

They are making Blood Pressure raise. Is there no way to stop these cheaters.. I am afraid of my credit history. This is the first time I am to collections. I have good payment history till now. It's very bad such a big company is cheating and collecting money unnecessarily and irritating their customers.

Helpful? [Yes](#) | [No](#)



Hayven of Tacoma, WA on April 18, 2015



I've been with CenturyLink for 2 years and don't think the internet speeds they claim to give me are ever correct. Every time I call to ask questions they give me a big run around and it seems to get better just for the day then it's right back to what it was. I'm supposed to be getting 20 meg and 5 download speed and it's never even half of that when I run the speed test, we can't even run 2 devices simultaneously without it freezing up. I'm not sure what kind of speeds I need to do this but I'm pretty sure 20 meg is plenty. I never had this problem with Comcast, NEVER. I'm so tired of being lied to by these big companies, they know they got you and what are we gonna do, complain? That's not gonna anything but waste my time. It's like they don't care, you're just another number. I really hate all the crap you have to go through just to talk to someone, I wish there was a way we could fight back.

Helpful? [Yes](#) | [No](#)



Erika of Bellevue, WA on April 17, 2015



If I could give -5 stars, I would! TERRIBLE service and the most incompetent employees. I mostly blame managers/supervisors like **. Being charged \$125.00 a year and a half later for a modem I never received. Cancelled my service immediately after opening the account because the rep couldn't even tell me what postal service was delivering the modem. After realizing I was still being charged, I contacted the company on a number of occasions and I was told it was taken care of. Now, again a year and a half later, I am being sent to collections and being told to contact UPS and file a claim myself even after ** told me that it wouldn't work. History of talking with representatives who don't know what they are doing, being transferred without notice, no notes in my account, and being told that the customer is wrong - just AWFUL!

Helpful? [Yes](#) | [No](#)

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James of Greenwood , SC on April 17, 2015



Just do not waste your time with them. They do not give a flying ** about their customers, they do not listen to you, they wont help you any, and service is the biggest pile of ** I have ever had in my life. If you buy this you are wasting your money. They will throttle your internet so ** hard its UN-**-believable. Have 225 megs, you will only get 10 of them and when you ask why they will say "Sorry we can not do anything about it now, ** off." ** Centurylink. I hope they go bankrupt and all of them get fired and become ** burns. WORTHLESS.

Helpful? [Yes](#) | [No](#)



Steven of Aurora, CO on April 17, 2015



and transferred many times to get the correct department and in those 5 times the total time I was on hold was over 3 hours. You would think a communication company would have a system of call back when they are backed up with inquiries like so many other companies do. This would be considered considerate to the customer not to tie up their phone for so long....

Helpful? [Yes](#) [No](#)



Austin of Colorado Springs, CO on April 17, 2015



I ordered CenturyLink's high-speed internet service (40 mbps download/ 5mbps upload @ a promotional rate of \$29.95 a month for one year with a discounted activation fee of right under \$30) about three weeks ago, but I wasn't able to use it until roughly a week ago. That is two weeks without service that I am paying for.

I requested service to be activated and I informed them that I was perfectly capable of setting my own modem up in my home and I was assured that there would be no charge for that. I honestly didn't want to pay \$100 for a new modem or \$8 a month to lease one. They send out a tech to turn on my service as I wasn't home, which is fine, and he puts a letter in my mailbox telling me to text him if I have any problems. I think, "Awesome, he's being personal AND helpful. How refreshing," but little did I know this was one of the rudest men I have ever spoken to.

As I get home and test out the internet for the first time, I find that it isn't working. I know for a fact that I set my modem and router up correctly as I have had years of experience with networking and I live by the rule "measure twice, cut once." So after seeing that I do not have service I call CenturyLink and let them know. They say that they can see on their end that I do not have a full connection and that they will send out another technician. The very next day I get a call from the same technician who tells me, and I quote, "Is your modem light green? It is? Well then it's your laptop."

"Sir, I do not even own a laptop and if it were my fault, why did CenturyLink customer service say that I wasn't getting a full connection between them and my modem?" Regardless, he comes to my home anyway and runs a few tests. He then proceeds to tell me that there is no problem and that he didn't need to come out. THEN he starts unscrewing the socket cover and pulls wires out of the wall like he is fixing something. Roughly 20 minutes later he tells me that it is fixed and leaves before I can ask what the problem was in the first place.

My thoughts were, "If nothing was wrong, what did you fix?" So I hook all of my equipment back up and still the same problem persists. This gets me second guessing myself and believing that my equipment has magically become faulty overnight. So I go to OfficeMax and buy a new modem (Netgear) that specifically says on the front of the box "COMPATIBLE WITH CENTURYLINK", and a new router. I come home, get the new equipment up and running and STILL THE SAME PROBLEM.

I call CenturyLink's customer support once more and try to get this sorted out. It turns out that neither of my modems were compatible with their service. I can understand that being the issue with my old modem, but my new one that specifically says it IS compatible? They suggest I buy their \$100 modem (that they shipped to me anyway after I requested them not to) to solve my problem. I had already rejected the modem at the UPS store like they told me to if I received it in the mail anyway. Oh, they also assured me that I would not be charged for the modem I rejected, but I will get to that momentarily.

Back to where I was. As I was on the phone with the service rep, I was told that my modem was incompatible. This infuriated me as this was a clear-as-day example of false advertising. I told the customer service rep that I wanted to cancel my service and she tried to talk me out of it for a good half hour. After a... unpleasant discussion with her she agreed to transfer me to their deactivation department. It turns out that particular department was closed for the day and that I had to call them back the next day. So I did just that.

The next day (this is one week exactly after my service was turned on) I called the deactivation department informing them on what I wanted to do. I was asked by a very polite and persuasive man to just hear what he had to offer and if I still wanted to cancel after he would assist me. He offered me the following: \$100 prepaid visa gift card, \$50 bill credit to my account, free RISK FREE 30 day trial of their best PRISM TV package, a new technician to come out and a FREE modem, their best modem. I asked if I would have to pay for the modem and I was told that it would be free.

I asked that if I canceled PRISM would I be charged anything and would I have to send the modem back. I was told there would be no cancellation

when I was ordered, they had me back. I was informed that it was going to take exactly one more week, the next Tuesday, before a new technician could be out to my home. Ok fine, I can wait seven days for \$100 visa and a \$50 bill credit.

Fast forward to seven days later. The PRISM tech comes out and is surprisingly competent and kind. He gets everything hooked up in a timely manner and answers all of my questions. Everything seems good now, right? No, it's not. A few hours after he leaves I see that my connection (by the way, this is the first time I get to use my two week old service) is dropping every few seconds and then reconnection. So, once more I contact customer service and they schedule another tech to come out the next morning. He comes out and is also quite nice and competent. Though neither of us could figure out the problem. He asks me to wait a moment as he goes to check out the hardwired connection in front of my apartment complex. It turns out that there was a loose cable that the very first technician "connected". So now it seems that I have two problems fixed and everything is great. Still, no.

A few days later I get my first bill in the mail. I was informed that my first bill would be right under \$30 and that I was to receive a \$50 bill credit. Basic math tells us that my first bill would be free and that I would have \$20 credited towards my next bill. After opening the envelope I see that my bill is \$145. It turns out that I was charged for a modem AND shipping and handling. I was outraged. I called CenturyLink immediately and asked what was going on and to speak to a supervisor. I was first asked what my issue was and that I would be in touch with a supervisor if my problem could not be solved by the customer service rep. I explained everything to him from the beginning to the end including the offers I was promised. Note that never was I put in touch with a supervisor.

I was told that the rep contacted his supervisor and that they escalated my issue and that a supervisor would be looking into the phone call between the rep that promised me all of the wonderful things and myself. I thought, "Wonderful! Something is finally getting done." I was then told that I would be contacted within 24-48 hours by a supervisor. This was over four days ago. My bill is \$145... it should be free for the first month as I was promised. I have yet to receive a call from any supervisor and due date of my bill is coming up on the 25th of this month. I refuse to pay \$145 after I was promised this and that. I believe I have been scammed and strong armed. I will switch to Comcast as soon as this gets sorted out. If Consumer Affairs would like to look into this, I would be greatly appreciative.

Helpful? [Yes](#) | [No](#)



Ed of Chico, TX on April 17, 2015



My CenturyLink business phone bill went from \$300 to \$550 a month. When I finally called they said my verbal contract had expired. After a heated argument and a demand to produce any contract, nothing. They got to me for roughly \$1000. What do you do?

Helpful? [Yes](#) | [No](#)



Donato of Laveen, AZ on April 16, 2015



I have been a customer since 2010. Lately I have been charged unfair by CenturyLink. The monthly mailed invoice will state a concern amount, but when I call to make a payment, the representative states a different amount of money owed. CenturyLink has been a dishonest company. I am upset because this corporation alters and edits my invoices and are constantly ripping me off.

Helpful? [Yes](#) | [No](#)

How do I know I can trust these reviews about CenturyLink?

- 704,095 reviews on ConsumerAffairs are verified.
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- We use intelligent software that helps us maintain the integrity of reviews.
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David of Mandan, ND on April 16, 2015



From the day I got service was century link I had nothing but problems. First they tried to bill me for a modem when I owned my own. Then when I canceled service they tried to say I hold them up modem when it was my own. I switch the cable and canceled my service and for two months, they billed me and I fought with them. Now they are saying I'll them two months service and sent me to collections even though I canceled my service prior to those two months. They are just crooked.

Helpful? [Yes](#) | [No](#)



Jason of Poulsbo, WA on April 15, 2015



After day 4 of having internet service with CenturyLink, I call for the purpose of raising my internet speed. I was hung up on twice, went through 3 15 to 30 min holds and once of the three times I called, I had major feedback on the hold line and when I finally go to talk to someone, they couldn't hear me and my phone was not muted - I checked. I called back the fourth time and got warm transferred over to the correct department after demanding to speak to a supervisor. All in all, I wasted my entire morning trying to deal with this.

Helpful? [Yes](#) | [No](#)



B of Mabank, TX on April 15, 2015



They have had Bad DSL (SLOW) service in the Mabank Texas Area since December 2014 and they know it. Don't use them!!

Helpful? [Yes](#) | [No](#)



Al of Denver, CO on April 14, 2015



Qwest...and now Century Link and stayed the whole time. I won't even speak of US WEST / Qwest days because what goes on there now is just despicable. They throttle or flat out DISCONNECT my connection EVERY other night when I download. On my days off around the house I see the same thing. I'm downloading only for for about 20 mins. and then boom...your connection has been disabled. I am so sick of restarting my modem to bypass their remote access processors and whatever else illegal crap they pull. 20 mins. to get a hold of customer service now.

This place flat out sucks and trust me I'm a brother, a straight from the hood, so for me to sit and take all this time to write a complaint that literally thousands others have done about some internet **...IT'S GOTTA BE BAD! Stop throttling and take me to court if that's what you wanna do. I ain't paying for no movies or shows or no music. As far as I'm concerned, America owes me BIG TIME. I'm just getting what's mine...ya smell me?

Helpful? [Yes](#) | [No](#)



Rachel of Omaha, NE on April 14, 2015



Well I would like to cancel one of my services... very simple. Right now I am on hold going on 30 minutes after being transferred 3 times. The hold music is not music it is LOUD screeches. I have been hung up on 4 times. This simple thing I have been asking to do is now taking me over an

hour. Not only that but my cable cuts out ALL THE TIME. And my internet, though I was told would be 4x faster than the COX internet I had, is soooo ridiculously slow. I have the top cable and internet package and it is crap. Still on hold. About to cancel this service all together.

Helpful? [Yes](#) | [No](#)



Dominik of Renton, WA on April 14, 2015



This much for their "fast" 12M internet service at a low cost. I was naive enough to trust a handwritten quote given to me by the door-to-door salespeople. I was signed up for their CenturyLink@Ease that no one ever mentioned. I told them I have a modem already and they still sent me one and they left off a discount I was promised. What's so hard about offering reasonable internet service including speed, price and service? Here is one answer I was given about my discount: "If you are wanting to file a complaint, then you can contact our Customer Care department and they can file that complaint and also, they can bundle in your Dish services. In my department, we only we bundle in DirecTV services."

Helpful? [Yes](#) | [No](#)



Susan of Burnsville, MN on April 13, 2015



We had a rep come to our house on April 1st - great saleswoman! We agreed to give it a try and she assured us that if we changed our minds prior to the install date (4/11) that we could cancel and get our initial fee back. After speaking with coworkers and neighbors about how bad CenturyLink was, I called 2 days later to cancel. The rep I spoke to wasn't able to pull up the order # but said it was because it was probably too "new" (only 1 day had passed between signing up and cancelling) but assured me that it would be cancelled.

On Saturday, 4/4 DirecTV called to confirm the install and I said "No, I have cancelled." On Tuesday 4/7 I received a modem in the mail but figured it was a mistake since I already cancelled. On Saturday, the install date, my phone line had been turned off (because Comcast received an order from CL to transfer our phone #) AND a DirecTV technician arrived to install DirecTV!!!! So, today, Monday 4/13 - I called CL - got transferred 3 different times, got "cut off/disconnected" 2 times and FINALLY someone was able to cancel the order (of the 2 other times I was called and cancelled, it still was not done). Now, we'll see how long it takes to get back the \$236.00 I paid on 4/1.

Helpful? [Yes](#) | [No](#)



Ray of Mesa, AZ on April 12, 2015



after 5 pm the following day. It was not... I called again and was told the office was closed and I would have to call back on Monday. They gave me a confirmation order number when I called the second time. I am completely dissatisfied with their service. I have been with them since the company was Ma Bell system.

Helpful? ☒ Yes ☐ No



frank of Phoenix, AL on April 11, 2015



I called CenturyLink to fix Norton antivirus. Norton keep asking for activation every time, now I know it is a simple fix. I call CenturyLink internet support, after 45 minutes of waiting help desk (**) guy didn't know what to do. He (**) help desk, put me on hold for another 20 minutes. Very rude person, unreliable, ignorant with attitude that I don't care what you say. After using CenturyLink Help desk several times, I believe there is no accountability with most of the staff working for CenturyLink. I think they are not happy to work there or they are underpaid so they take it out of customers. Nobody is responsible.

Helpful? ☒ Yes ☐ No



Randy of Cottonwood Heights, UT on April 11, 2015



I tried to cancel my services in November due to my internet speed dropped to .02 Meg and then came December and it wasn't cancelled and charged until April and told refund would come then received a bill saying I owe money, after 50 hours on phone.

Helpful? ☒ Yes ☐ No



Carlton of Maple Grove, MN on April 9, 2015



I continually experience poor internet service with Centurylink. I went to them due to their 12 promotional offer. A great example of 'you get what you pay for'. Now that I am paying regular prices, I am finding that you get less than you pay for. Comcast had steady, reliable service and I will go back to them as soon as possible, once my contract is up. In 14 years in the MN area, Centurylink provides the worst internet experience, hands down. My letter to them hopefully prompting them to acceptable levels of service. I even dislike that I have to take the time to go out of my way to share how poor that Centurylink has been!

Helpful? ☒ Yes ☐ No



Randy of Boise, ID on April 8, 2015



When was the last time you read the fine print on your phone bill? If you are smart START READING NOW. More important than reading this, use the email addresses and links at the bottom of this posting to TAKE ACTION. As the infographic accompanying this evaluation of CenturyLink's pathetic performance CenturyLink really doesn't care about their customers. CenturyLink believes they can, without any proof of consent, add a clause to you bill costing you \$500 and more. All they have to do is slip it into the fine print. If you miss it for three months you're hooked. Consider the convoluted incomprehensibility of your phone bill in the first place.

Federal Access Charge \$6.43 per access line; Federal Excise at 3%; Local 911 at \$1.00 per access line; Access Recovery Charge \$.38 per access line; Internet Cost Recovery Fee \$.99; Facility Relocation Cost Recovery Fee at \$.59 per access line; Federal Universal Service fund 17.5776%; Federal Universal Service fund (II) 16.8%; Federal Regulatory Recovery \$3.55; Federal Telecom Relay Service \$.02; Idaho Universal Service Fund \$.98; Telephone Assistance Program \$.03 per access line; Broadband 7M (Speed calculated as the inverse proportion during the

Service Charge \$1.99, Unlimited Business Voice \$50 per access mo.

Who but a Jeopardy champion could possibly understand all these fees? Bundle these services with a Satellite TV and you need a Ph.D. just to understand the bill. Being customers since 1999 and opting for the convenience of auto-pay we never read the average 6 pages of largely indecipherable charges. Good thing there is a help number on every bill you say? Try four numbers each of which should include a warning "never call this number if you suffer from any stress exacerbated ailment from high blood pressure to hives". In our last convulsion of countless connections we were identified first as a residential customer, then business and finally actually received a call back from a business representative saying they could not help us because we were wholesale customers. You would have to be Stephen King to make this stuff up.

Our telecommunication needs are simple. Every few years we add new nonprofit consulting client and the commensurate phone number. Last year we supposedly suffered some form of head injury completely ignoring the fact that all our clients are short term in nature and signed a three-year contract. Fact one: My wife handles all our bills and has an almost photographic memory. She KNOWS she agreed to no such contract. Every time I have ever been asked to agree to any long term contract a third party is required to verify and record the terms of that contract.

When I asked for a copy of that audio agreement it was somehow mysteriously unavailable. Instead of any signed or recorded agreement the company policy was that the payment of any three bills was considered acceptance of the agreement. Do you know of any company that is allowed to simply add a three year agreement to your bill simply by adding one more paragraph of indecipherable fine print? The Uniform Commercial Code is supposed to provide some protection for consumers requiring that all contractual changes be "conspicuous" in nature. Although that law does not define conspicuous, the Uniform Commercial Code generally requires all capital letters and boldface type be used.

CenturyLink secret contract clause: You can see from the attached scan of page three of our six-page billing that the early cancellation clause was defined under the bold, large type disingenuous heading of Savings followed by italicized small print delineating their deception. I have not found the Idaho Statute but Cal. Civ. Code 1624 clearly requires written substantiation of oral agreement. The last time I am aware that these type of deceptive sales tactics were allowed in the telecommunications industry was twenty years ago when MCI was essentially fined out of existence for their pursuit of this level of egregious deceit. Lastly I would ask the reasonableness of the assertion that we would ever consent to such a long-term agreement when we are absolutely certain to only need the service for a limited period of time. These services are not new to us. We have been providing these same services to nonprofit associations for sixteen years.

What is new is the audacity of CenturyLink to hide their underhanded sales tactics in fine print while BOLDLY asserting their absence of liability for any service without expressed written consent by the appropriate authorities.

WHAT CAN YOU DO? If you think these practices are appropriate and you provide a renewable service start adding a bonus clause of your own to your billing. If CenturyLink can do it why can't you? If you think the practice is both immoral and illegal then write to those who can change these deceptive dealings. So far I have reached out to Roger Goldblatt, Consumer and Governmental Affairs; Price Administrator Div. Of Info. Tech; Kris Monteith, Acting Bureau Chief, Consumer and Governmental Affairs Bureau, Phone: (888) CALL-FCC. You can also file a complaint directly with the FCC.

The best CenturyLink contacts I can find are: CenturyLink's own Integrity Line, IntegrityLine@CenturyLink.com; Matthew Linn, CenturyLink Customer Advocacy; Karen A. Puckett, Executive Vice President and Chief Operating Officer; Jerolyn Ochs, Executive Off management at Qwest Communications.

Utility monopolies were supposed to be a thing of the past but recent consolidations have decimated the competitive market and allowed malignant monarchies to impose obligation without representation. When is the last time you read the U.S. Declaration of Independence? If your rights can be usurped by an unrestricted utility what's next? ACT NOW or you may be the next victim of CenturyLink's cowardly coercion.

Helpful? [Yes](#) | [No](#)



Jason of Peoria, AZ on April 7, 2015



Horrendous Customer Service! Very shady operation that makes offers and does not keep them. We called to cancel, guy tells us he will lower our bill to \$19.99, so we agree to stay on with them. Following month, our bill is the same. I call, they say it will take effect the following month. I get the bill, the new bill... no changes in rates! I call today, guy said there is no record that my bill should be \$19.99... I cancel my service!

Helpful? [Yes](#) | [No](#)



Jay of Littleton, CO on April 7, 2015



championship. Hate this service and I am a very kind person.

Helpful? [Yes](#) [No](#)



Sharon of St George Ut, UT on April 6, 2015



I was getting on here to let everybody know how HORRIBLE these people are, but reading other reviews I guess everybody is right there with me. I have had to call every month for the last 4 months about my bill. One person tells me one price. I agree to it get my next bill and still not lowered. Have to call again (wouldn't be so bad if they weren't at least an hour long) just to get rerouted 4 times to tell me they can't help me and that they can't credit my bill even though it was their mess up. Finally on the 3rd month of this I talk to a manager and she assures me that it is fixed and there will be a credit to my account.

Received the 4th bill and lo and behold no changes! So after 2 hours (2 hours!!!) they tell me that promotion is no longer available and whoever I had talked to gave me the wrong information (again not my fault) Horrible, horrible customer service and the wait time is completely ridiculous! You call that customer service????? I don't know how they are still in business!!!! Will find a way to predict their bad, bad name and reputation around!!! Thank you for NOTHING Century Link!

Helpful? [Yes](#) [No](#)



M. S. of Bellingham, WA on April 6, 2015



I was a new customer with CenturyLink at the end of January, 2015. I was offered a promotion of the highest speed internet in my area and would only pay a 1 time, self install fee of \$19.95 and plus \$29.95. Promotions weren't correct. I didn't receive my order on 2-5 of February, 2015. I picked it up at UPS because service provider forgot to add my apartment number. Century Requested payment plan for auto pay on March 1, 2015, in the total amount of \$92.48. I called to have CenturyLink take the payment, but they refused helping me to pay my bill.

My bill is outstanding, but CenturyLink said they would help lower the payment for my low income. My bill is over \$101! They neglected everything I needed help with. I have been yelled at, too! They failed to take the payment out by auto pay, 3 different times and they shut down my WiFi today! This is unfair and it's their problem they neglected to take the money out on the set date given to me. Now my bill is outstanding and I have no WiFi for my son's learning apps! It's stressing me out and drained me!

Helpful? [Yes](#) [No](#)



Shannon of Ogden, UT on April 6, 2015



CenturyLink should "Say what they Do, Do what they say". I signed up for CenturyLink in Feb 2015. Since that time I have been billed \$155.00. March 3rd (paid), called to see why it was so high, they assured me that these were one time costs and my bill with auto pay (which I signed up for) would be \$68.00 for phone and internet when in fact they sent me a bill for \$96.20(???) with no explanation of why the discrepancy. So my advice to the consumer is to get what they say in writing, because everyone a CenturyLink simply tells you one thing and does quite another... BEWARE. Since I bought the Modem I have cancelled my phone service and kept the internet only. I also bundled with Direct TV.

Helpful? [Yes](#) [No](#)



Karen of Shenandoah, IA on April 5, 2015



When I found I could not call to a 386 prefix number, (approximately March 13) they told me who their phone company was (small regional company near here). I phoned that company, who pinged the number and said that it was my company (CenturyLink) with the problem.. I called CenturyLink repairs, who later called back to tell me it was the other company and they would follow up. 3 weeks later, I tried calling the 386 number again and

individuals had to call in as they would not accept my word on this. I offered to either call all 386 numbers, or find more CenturyLink customers who could not call, and was told that it was not needed.

I was told that the problem would be fixed by early afternoon on a Thursday, as of late that night it was not, and the new message said early afternoon Friday, which was pushed back an hour, the till 6 pm. Was fixed around that time, I was told it was a switching problem "at the far end" or "other end", what ever that means. One of the other 3 CenturyLink customers who called in for me had an operator who still maintained that there was nothing wrong as they could call the 386 number. Of course they could, they didn't have the 246 prefix. This no doubt caused a loss of business to where I had been trying to call, the last girl I spoke to said that they should let them know what loss of business they may have had and an adjustment would be made, that remains to be seen. I have no idea how long the problem might have been going on before I found it, I only know it went on 3 weeks longer than it should have.

I have in the past had problems with CenturyLink since going to underground lines, static, roaring and sometimes no service when it rains, being told at times that there was nothing wrong with my line or that it had to be in my house (hasn't been yet). I had long thought that their repair calls went out of the country, despite one girl maintaining that everything was in the US, I did have one girl say she was in the Philippines. I also don't think that major American countries should contract out.

Helpful? [Yes](#) | [No](#)



mary of Lakewood, CO on April 4, 2015



After trying to bundle TV with internet and not being able to use other TV company due to site issues, I have had an awful nightmare with CenturyLink. My internet has been shut off twice. I was promised yesterday it would be back up by 8 pm fri 4/3 after 11/2 hours. When that did not happen, I called last night to be told it would be Tuesday. Taxes are due, I use TurboTax online. It's Easter weekend and I'm dead in the water. After 16 phone calls since March 6th and over 6 hours on the phone, I WILL NEVER USE CENTURYLINK AGAIN. So help me God. Absolutely the Worst Company.

Helpful? [Yes](#) | [No](#)



Maribel of Phoenix, AZ on April 4, 2015



UNFORTUNATELY they charge us about twenty bucks over the amount they should every month. They are sociopolitical, hard to get hold of, and are very bad at helping an upset customer feel better. I am definitely shopping for a new WiFi company today.

Helpful? [Yes](#) | [No](#)



fancy of Vancouver, WA on April 3, 2015



So I called CenturyLink after seeing a commercial for their special of \$19.95 monthly, guarantee price for 3 yrs. After going through all the steps of releasing my name, address, etc., she did some checking and quoted me \$103 monthly. I asked for internet only, but CenturyLink, she informed me, is affiliated with directv. They clearly have 'special deals' just so we waste our time on calling, just to be given a much higher price. Personally I wouldn't sign with them because of the sneaky nature they clearly teach their employees.

Helpful? [Yes](#) | [No](#)



Donald of Burien, WA on April 2, 2015



When we moved, we called to transfer telephone & internet to new address. It didn't happen. We called back and were given a run around. One representative even got surly and abusive. She refused to pass us onto someone who could help us. A supervisor or manager was requested. They

Helpful? [Yes](#) [No](#)



william of Moneta, VA on April 2, 2015



I have been given several prices and the bills always considerably higher than what i was quoted. This has happened to all of the people I know that have dealt with centurylink. I believe a class action suit is required.

Helpful? [Yes](#) [No](#)



Shane of Braham, MN on March 31, 2015



CenturyLink is by far one of the worst internet providers I have ever had. Losing internet connection at least twice a week. On 12 mbps if someone other than myself is using it I might as well hook up dial-up and pray that I can watch a video by next month. CenturyLink is such a slow and crappy provider that they make Internet Explorer look fast. The only reason I have it is because I live in the middle of nowhere, and the other providers only have 1 mbps for speed. But at least they don't claim to be high speed.

Helpful? [Yes](#) [No](#)



Brent of Omaha, NE on March 31, 2015



From day one I was never impressed with the picture quality. I dealt with it since the promo price was almost half of what we were paying for Cox service. The DVR decided to delete all recordings one day and the wireless set top box always had issues. Typically the shows would cut out and go back to the list of recordings, or it would go back to the list and say "no shows were recorded". Pausing the DVR would normally end up having an issue and the TV would go back to the current time and lose all of the paused time. We had to record a show if we wanted to pause. Other times the DVR would be very stutters until we rebooted the wireless box. Other times we had to reboot the wireless box, main DVR, and router to get rid of the stuttering.

We finally decided to cancel and were given a confirmation number and told that to cancel they would send a postage paid return box to send all of the equipment back. After a week of no box in the mail we called them back and were told the account was never canceled. When we asked if the days in between "canceling" and today would be off of our bill we were told there were no guarantees. Unfortunately the rep couldn't cancel the service while we were on the phone as canceling can only be done between 8-5. Both calls have been approximately 40 minutes between holding and talking to a rep, so it looks like I'll need to waste a lunch break talking to these morons.

I was warned others trying to cancel service that they have been going through this for literally months, each month they get a bill and need to sit on the phone explaining that the service has been canceled. My advice - stay far away from CenturyLink and don't sign up, even if the promo pricing sounds great. After the promo period ended we were paying more than Cox anyway.

Helpful? [Yes](#) [No](#)

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Consumer Complaints and Reviews



Marcia of Long Beach, WA on March 31, 2015



You're reading this review/complaint so you're either contemplating service with CenturyLink or you're an existing customer like myself looking for a little validation. If you are the first, please, please reconsider - there simply can't be this many negative experiences (on ConsumerAffairs alone) that are exaggerated or untruthful. If you are the second, how can we come together to aspire this company to provide even the most basic customer service?

We are less than TWO months into our Internet service "contract" with CenturyLink and here are the numbers: seven pages of computer written notes, chronicling; over 25 separate customer service transactions (that I have had to initiate) equaling; over 5 hours (a conservative estimate - their phone tree is a maze) of my time spent on those transactions; no equipment for a SELF installation for over 10 days; five service outages due to their equipment failure or field technician errors that, so far have not been successfully credited to our account; three separate admissions from CenturyLink staff that their service is antiquated; two near shut-offs of our service because of inaccurate and documented disputed charges of nearly \$200 on our first TWO bills; one "Welcome to CenturyLink" computer generated email from a ** Senior Vice President - Customer Care CenturyLink.

If these numbers seem fair and agreeable to you; if they seem to indicate the willingness of a company to serve their customers; then sign up to a service offered by CenturyLink because the likelihood is quite high that you will amass your very own "set of numbers." If you are an existing customer and have a similar set of numbers, then I say: we either read the reviews and then shame on us; we didn't read the reviews because we trusted a big company to do right by their customers, again, shame on us.

3 separate times had to have them come to my house to fix their service because it was either a bad modem or they set it up wrong. When called PPP on phone don't know what they're talking about and they don't do any weekend emergency calls. So your service goes out Fri night, Sat morning sucks for you. No help till Monday. Also set up an appointment, made it very clear that it needed to be morning. When guy called that morning said he couldn't get to it till that afternoon.

Helpful? [Yes](#) | [No](#)



Cheryl of Seattle, WA on March 30, 2015



Changed my internet service into new plan, from \$58 to \$27 on 1/7/15. Was told it would take THREE months for my account to reflect the new lower charge. I asked why it only took ONE month for an addition to a plan (which would cost you more) but it would take Several months to reflect the lower price on my new plan. No answer. End of Feb. I called to get a return label to my CL modem since I had bought my own. First, I was disconnected so of course you have to call again, wait what seems like forever to actually talk to a CS person, to go through the whole thing all over again. Then he transferred me to another "dept" and when they answered the phone it was a completely different company! I said, is this Century Link? and was disconnected. AGAIN!!! So, I had to call AGAIN!

First thing I ask this CS person is if he's going to hang up on me. He said, 'I don't hang up on people'. Then I asked for his name and his emp # in case he did. I asked him why it would take three months for my acct to show the lower price. He said it shouldn't!! It should only take ONE month!! He was more than nice and transferred me to their 'Loyalty Dept' regarding my billing error. So, I go through the whole thing, different plan, still being charged higher amt. She looks at my acct and actually says, 'well your acct. shows you've been paying \$58 for the last three months' and I lost it and said 'YES, that's the problem!!! My plan was changed on 1/7!! Well, I was told they couldn't give me a credit for those months just because I said it was changed, puts me on hold to talk to her supervisor.

Then she tells me they can give me a \$20 credit!!! Then, I really, really lost it and said, 'NO, that is absolutely NOT acceptable! Why could other CS reps see my plan was changed on 1/7 and now she couldn't?? Was she telling me that NOW she couldn't see my plan had changed?? So, then she goes through my records and ONLY then sees that yes, my plan was changed on 1/7. She hadn't even looked through my records!! ALL the way back to January 7th??? A whole two and a half months??? She hadn't even looked through my records, only my billings!!! Seriously? She then tells me this will have to go to the accounting dept. to make the necessary adjustments. Then I'm told if I have the bills automatically deducted from my acct. it will lower my bills.

I asked when it take effect and she says not for a couple months and I asked her SEVERAL times if she was ABSOLUTELY sure if it wouldn't happen for several months because I was only going to pay \$20 this month because at this point the company OWED ME MONEY and I was so angry about the whole thing I could spit!!! So, she guarantees me the automatic deductions won't happen for several months. I just went online to pay my bill (\$20, MORE than I owe them at this point) and they've already automatically deducted the full \$58 from my acct!!! I was GUARANTEED the automatic deductions wouldn't be taken from my account for several months and it went into effect in less than two weeks!!!

I don't know exactly what I need to do to bring all these issues/problems/indifference/ineptitude to the forefront, to hold this company responsible for acceptable, knowledgeable customer service and billing issues to be handled in a reasonable period of time but I have the time and the anger to find out. This is my David versus Goliath, but this is not my first issue w/ Century Link and something has got to be done. This is NOT just about me, but hundreds and hundreds (thousands?) of customers who have had to deal with a company, most of which only have a choice between CL and Comcast so they don't CARE whether you get good customer service or not, because you have no other choices.

There is absolutely NO incentive for them to change, their only priority is profit, plain and simple, nothing else. Until that changes, they will NOT change the way they do business. Customer service isn't a priority and NEVER will be until we do something to make it change. I realize Century Link is a oligopoly and that's not going to change for now but certainly there must be something we can do to make them more responsive and accountable to their customers.

Helpful? [Yes](#) | [No](#)

How do I know I can trust these reviews about CenturyLink?

- 784,695 reviews on ConsumerAffairs are verified.
- We require contact information to ensure our reviewers are real.
- We use intelligent software that helps us maintain the integrity of reviews.
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Dan of Seattle, WA on March 30, 2015

★☆☆☆☆

I was supposed to get service on 11/3/2014. They say they hooked SOMETHING up, but I had no service. 11/2014 is first month of a 12-month \$29.99 deal if I sign up for auto-pay. I didn't sign up because I didn't have service yet. Service was finally fixed on 1/2/2015. But now my bill shows 2 invalid months of service charges. I'm not signing up for autopay until it's cleared. I called Centurylink 4 times to clarify billing issues and get corrected amount due. Was told by 2 billing representatives (** 1/16, and ** 1/30) that after corrections and apologies, I would have a small credit as of February--no amount due until next billing cycle.

On my 5th call to Centurylink, I was told that the corrections were denied and I owed \$277.29 (Jeremy 3/9). Since I have yet to sign up for autopay, 5 months of my 12-month deal of \$29.99 is lost because of their mistakes. I have yet to receive a single accurate bill. Filing with BBB and am seriously interested in class action suit if this is a common practice by Centurylink.

Helpful? [Yes](#) | [No](#)



JEREMY of Cottonwood, AZ on March 28, 2015

★☆☆☆☆

This company has a business model of promise you great service at good price through special promotions. Then they intentionally mischarge you twice the total promised. You call and get a massive 45 minute run around where they say "oh I see they put it in wrong" and change the bill you are complaining about correct it, (your not done my a long shot). Next month another person another wrong bill! You will never get the correct bill amount especially if you have a bundle and promotional offer. I have had to call almost every time to correct the bill. I'm convinced this is a business model as 50% of customers will not bother for 10-20 dollars to spend the hour it takes to correct it. Your bill will be unnecessarily complicated with discounts relying on other discounts and promotions with the intent of mistakes presenting themselves and upping your bill. I know that this system of complication and misbilling is by design as literally 50%-60% of the bills I have had are not correct and are corrected upon calling! I have been with this company for three years.

Helpful? [Yes](#) | [No](#)



Jason of Altamonte Springs, FL on March 28, 2015

★☆☆☆☆



So when I initially set up my order for my high speed internet they completely pulled a bait and switch tactic on me and then turned around and wanted more money. I'm paying for 25 mbps. I'm getting more like 10. I got home last night to do some work via the Internet to find that I had no internet service. After a two hour call was told there was nothing they could do and I would have to wait till Monday because the department that fixes line code would not be back in till Monday. Run run fast. Do not waste your money with this company, poor customer service, poor

Helpful? [Yes](#) [No](#)

Christina of Iowa City, IA on March 28, 2015



This has been the worst experience I have had with a service provider of any kind. If you are looking for an internet provider - Please take my advice and avoid CenturyLink. I opened my account with them in September 2014. I was doomed since the initial call. The saleswoman signed me up for landline services after I had been very clear I only wanted internet services. She claimed I would have a cheaper bill and I would be thanking her later. However, when I received my first bill, imagine the shock of it being \$250 instead of the around \$54 agreement that was made. I still had to pay the full \$250 balance, and only received around \$80 credit for advance charges for THEIR mix-up. I also never received the Visa gift card that was the promotion as incentive to sign up. I had issues with speed and connection immediately.

On top of all of this, I have continued to have slow speed, dropped connections, or no connection at all for the last 6 months. I have also called to have this resolved numerous times. The customer service representatives are clearly outsourced and have very little training. The help they have to offer are clearly coached phrases and telling you to unplug your modem and then plug it back in to reset it. Even after I have called to complain several times it has not been resolved. Actually, I called a few days ago and the man who helped me told me that the internet I had was not fair for what I was paying, stating I am paying too much.

Once again, the technical support have no clue how to do their jobs and he offers to have a tech come to my home to check my lines. It seems things might possibly get resolved up until he says if the connection is a problem with the wiring within my residence it will cost me \$85+ to fix it. Still upset after this phone call, I contacted the CenturyLink website and sent an email expressing the above statements. I got a generic automatic response sent to my inbox this evening offering absolutely no sympathy, help, or even acknowledgement. That's right everyone, if you want to get tricked, taken for massive amounts of money, and pay for services you don't want. It's a good gamble though, if you're feeling lucky. You might end up paying to have no internet connection at all.

Helpful? [Yes](#) [No](#)

Elvia of Phoenix, AZ on March 28, 2015



I called to get offers and quotes on basic internet, he gave my prices with TV and phone. I did not get the man's name but he was very rude, persistent, wanting me to sign up even after I told him I had to talk it over with my husband. I did not want to be rude and hang up so all I said was, "No thank you, I need to talk it over with my husband." I said this to him 3 times - the 3rd, he hung up on me. So I called Cox. All I wanted was to talk it over with my husband. It's not a one person decision. We are a couple, we agree on things together. Honestly, if he wouldn't have been so rude, I would have called back just as I was saying. I'll be sure to NOT recommend to any friends.

Helpful? [Yes](#) [No](#)

Brianda of Fort Bragg, NC on March 27, 2015



My husband and I left Time Warner to enter into a package deal with DirecTV and CenturyLink. This is where the issues began. CenturyLink was great during the process but CL was "unable" to add us to the promotion package because "their system was down." We were asked to call later. We finally call back and the CL rep tells us it will take 1-2 billing cycles before our CL bill is combined with our DirecTV bill. 2 months later it hasn't happened. CL has by far the worst customer service I've encountered. They have missed sending us bills and then we are left to call them to make a payment. We've only been with CL since December and the amount of times we've called them has been ridiculous. Their reps never take any responsibility for the errors made by their company or others reps. They also didn't inform us of the \$29 fee for making a change of address. They are terrible.

Helpful? [Yes](#) [No](#)

BeLinda of Apopka, FL on March 27, 2015



WORST INTERNET SERVICE EVER, right behind Comcast. DO NOT switch to CenturyLink if you already have internet that works. They will sell you on cheaper, however, they also prove, everyday... "You get what you pay for". Cheaper is not always better especially when you are talking CenturyLink. I have had service with them for two months and EVERY TIME I need to connect I have to reset my router. When that doesn't work, it requires a phone call of no less than 45 mins at a time to try and fix the problem which will only work until the next time I try to connect. DO NOT bother with this company!

Helpful? [Yes](#) | [No](#)



Tim of Portland, OR on March 27, 2015



I signed up for internet service on 12/31/2014 and this company was doing promotion with \$24.99 a month for first the year, and I also rent a modem with \$6.99 a month and my monthly bill should be around \$35 with taxes. But my monthly payment is well over \$50 a month, so I called the company and the customer rep told me that I need to sign up auto-pay and my next month payment shall back to what I signed up for and I did sign up the auto-pay while I was on the phone with the rep. Unfortunately, my next bill came and the pay didn't go down but went up, so I called the customer service again, but this time I wasn't able to and kept calling every other day and failed to reach.

I finally emailed the company and another customer rep told me that I also need to sign up for paperless billing, then I will get the last couple overpaid money back but not sure I will get the original promised contract. I need the clarification so I requested the management to contact me since nothing that the rep can do at that point and I have been waiting for several days, but I still haven't heard anything from anyone since I made the request. NO one is willing to solve this problem from the management level.

Helpful? [Yes](#) | [No](#)



Clark of Denver, CO on March 27, 2015



[View all 5 images](#)

While installing fiber optic lines in Denver to service their new high-speed internet service, CenturyLink's installation broke the water line for my house causing two floods in the home. CenturyLink, their general contractor, and their subcontractor have confirmed that causation of my home's waterline came from the installation of CenturyLink's fiber optic line. In the attached picture, the orange pipe (that appears "vertical") is the CenturyLink line. The horizontal pipe that is broken and shows black sludge is my home's waterline. The remaining photos show damaged ceiling and other walls in my home resulting from the CenturyLink work.

In spite of all parties agreeing on causation, after dozens of calls over the last two months and more than 100 days after causation, we are still waiting for recourse. The final straw came when I contacted CenturyLink earlier in the week and reached their Executive Office. More than three times during the conversation, the CenturyLink Executive Office told me that they were not liable because another party actually installed the line. No apologies or recognition of our damage and inconvenience. No offer to assist us with the process. It's 100% clear: But for the CenturyLink fiber optic line destroying our home's water line, our home would not have been damaged.

Irony #1: When we first connected the flooding in my home to CenturyLink (a process that took over a month and thousands of dollars), we reached out to the involved parties (CenturyLink, contractor Pauley Construction, and subcontractor Cooley Construction), we were told that damage to the home is an unfortunate cost of doing business (e.g., installing fiber optic lines) and that we would be taken care of. Months after the damage, the only party that has incurred this "cost of doing business" is the damaged party (my family).

Irony #2: No one from CenturyLink wants to help us with the damage caused by their fiber optic line. Yet, we receive mailers almost everyday about CenturyLink's new fast speed internet service. We are greatly disappointed in CenturyLink's refusal to assist us with recourse to my home's damage.

Helpful? [Yes](#) | [No](#)



michelle of Arcadia, FL on March 26, 2015



I received a call from Centurylink sales and was given a quote for my service to come to no more than \$184 a month which was to be locked in for a year, have free DVR for life, free HD channels and no cost installation. I told her I was on a fixed budget and as long as it was to be no higher than that I would switch. I was also to get a \$300 gift card for switching. I received my first bill that was for \$263.

I called right away and after about an hour of fighting with her she finally came back and said she saw the problem and fixed it. It's been 4 months and every month it is the same. My bill is over \$200 and I have to fight to get it down. I also have not received anything for the gift card and I ask every month and am told I should receive a post card shortly. They lie to get customers and continue their lies every month. BEWARE!!! Don't trust nothing they tell you!!!

Helpful? ☒ Yes ☐ No



Leona of Mesa, AZ on March 26, 2015



CenturyLink is terrible to deal with. We entered an internet service contact with them which includes bundling DirecTV. We signed up in November 2014 and to date, our TV and internet services have not been bundled even though we call about it every month since November. They have also

screwed up our billing since day one. They NEVER actually send us a bill but every month we get a disconnection notice. We call customer service every month to correct it. They have repeatedly assured us that the problem has been resolved.

Well this month they sent us the usual disconnection notice due by 3/19/15. Then a day later, they send the bill due 4/4/15. On 3/26/15, they disconnected our internet service even though the bill is not due until 4/4/15. We called them and paid the bill on the phone. The customer service person was happy to take our payment but hurriedly hung up the phone without telling us when the service will be restored. As soon as our contract expires, we are getting rid of CenturyLink. They are very frustrating to deal with.

Helpful? ☒ Yes ☐ No



Joy of Pekin, IL on March 26, 2015



My father has Alzheimer's disease and has been committed to a VA hospital since July 2014. My mother, who had cancer, died in August of 2014, leaving the home they lived in empty. We sold the home the beginning of January. In January, I wrote on back of the bill (\$30.00) to cancel the service, because the home was being sold. When I received another bill (\$80.00) in February, I called Customer Service, who indicated because my name was not on the account, they could not talk to me. When I explained the problem, they indicated I would need to fill out "forms." I indicated that I did have power of attorney, which I sent to them along with a copy of my mom's funeral announcement in the newspaper, and a copy of the VA hospital bill showing when my dad had been admitted indicating we had sold the home in January and was not using their service and requested it be cancelled as of January 1, 2015.

Thinking I had finally settled the issue, I forgot about it until in March, I received ANOTHER bill (\$111.00). When I called Customer Service, they indicated they were billing my dad until March 6, 2015. When I indicated I had faxed them all the items they requested back on February 27, they explained they could not cancel the service until the request went through the system (a week later). I asked what would have happened if both my parents had died at the same time, they indicated they would continue to bill until they disconnected!!! So, beware of this company my friends. I sent them what dad owed, but they lost so much more. I work for an insurance company selling home insurance, and I will definitely steer all people from their service. They have very poor ethics to demand money for service not rendered to an elderly Vet with Alzheimer's.

Helpful? ☒ Yes ☐ No



Anthony of Arrey, NM on March 25, 2015



Well where to start? A new modem I was promised and never got, high speed internet which I have never had! Getting what I paid for also never got! Good service, now that's a freaking joke! I am stuck with these jokers because no one else will come out here! My net will randomly crash for no reason, has been doing that ever since I have had them! I need the internet for my everyday life! Even when I try to play online my bad connection affect the other players making them quit early to avoid my freaking bad connection! If I could I would spit in everyone affiliated them's face because they are truly unfit human beings without and freaking purpose but to cause me rage.

Helpful? ☒ Yes ☐ No

Nay of Beaufort, NC on March 25, 2015



I have spent more time on the phone with CenturyLink than my own family! They advertise that they can bundle with DirecTV and give you a discount and it never works. DirecTV claims that the discount is \$10 per month and CenturyLink says it is \$5 per month-first problem there. They have no idea what the actual agreement is and contradict each other when you talk to either company. Recently, we tried bundling YET AGAIN and after one month, what do you know?? It stopped bundling. My husband and I figured it was due to the fact the we bought a sports package through DirecTV and waited 'til the season was over to call (we didn't want to spend any extra time on the phone with them). Turns out it wasn't because of the sports package, it just unbundles and no one can solve the mystery.

Here's the kicker: when I asked for a credit for the money we should've been credited due to the bundle for the past 5 months, they only refunded for 3 months which was \$15. I asked if we could get the additional \$10 somehow and they absolutely refused - even when speaking with a supervisor! I told them that since I was such a "valued customer" I thought that they could grant the lousy ten dollar credit in another fashion in order to make it right, but nope! Sad when a huge company like that won't grant a ten dollar credit and puts it in their pocket. I will be switching when contract is up. Internet service should not be a headache.

Helpful? ☒ Yes ☐ No

jeff of Yakima, WA on March 25, 2015



I recently moved from Arizona to another state. I called CenturyLink who told me to take my modem with me when I move. Now, five months later I find out they are demanding \$108 to pay for the modem because I didn't return it. I called their customer service who could care a less that one of their employees lied to me. I am done with this thieving company that is run by a bunch of lowlifes.

Helpful? ☒ Yes ☐ No

J of Las Vegas, NV on March 24, 2015



Synopsis: CenturyLink intentionally disregards customer requests to cancel services and does not enter notes so when you call back they claim they have no record of it. They then proceed to bill you for the disputed period and, to add insult to injury, they add late fees on top of a "contrived" bill which should not be there in the first place. RECORD ALL YOUR CALLS with this company as it is your word against theirs and they have the abusive power to damage one's credit. This is fraudulent and I am surprised that the FTC has not prosecuted them based on the negative reviews given.

Facts: a. From July 2014 to Dec 2014 CL billed me \$8.75/month for a modem rental fee which I had bought outright. They overbilled me \$52.50 so I complained on 12/26/14, 12/29/14 and Jan 14/2015 to correct it. The Rep. claimed that they "had no record" of the Dec. calls. A verbal credit of only \$48.01 was granted and an adjusted balance of \$68.95 was now due. The taxes were not credited which it should be as the charge should not have been posted in the first place -- Is this not theft? b. I received emails that I still owed the full \$122.28 for the Jan 9 - Feb 10, 2015 billing cycle, with no credit being reflected. So I am confused as to what I owe. c. On Jan 23, 2015 I spoke with ** who said that she will cancel services. d. Continued to receive emails/statements online reflecting no credit or cancellation.

e. On 2/13/15 I called and the rep. said, "There is "no record" of your cancellation so you still owe for services to Feb 10/2015." The rep. ** said that only \$15 may be due and that he will retroactively post the disconnection back to Jan. 23 and reverse any fees. He will send out a revised FINAL BILL. f. 3/18/15, received a bill for \$61.05! How did it jump from \$15 to \$61.05? g. 3/24/15, I call the 1 877-493-4864 (**) and 800-788-3500 (Mr **) who both state that I owe the amount but it was now \$89.95! A \$28.90 late fee on top of a fraudulent billing!

Where is my credit for the taxes assessed on the router? How many other months have they been billing me for a router which I own? Why isn't the cancellation of my services reflected retroactively to the date of my request vs that they can only cancel at the end of a billing cycle? I hope that the FTC files a class action suit to recover the excess billings and late fees that this company assesses unilaterally.

Helpful? ☒ Yes ☐ No



Rachael of Worthington, WV on March 23, 2015



This company routinely uses bait and switch sales techniques, which are knowingly illegal and personally I cannot understand why they are still permitted to do business in the US. What people who are dishonestly billed for much greater amounts do not seem to be doing on a regular basis is reporting them to their state's ATTORNEY GENERAL!!! File the complaints! I agreed to internet service for around \$40, including taxes and fees. The sales representative specifically stated she could sign me up for the \$30ish plan, with taxes and fees would put my bill around \$40. I was billed the correct amount the first time, following bills were over \$50.

I called customer service and was assured they would fix the issue, to send in the regular payment and my "case" would be escalated, so no late fees would accrue. Well, that never happened, so late fees were piled on my next bill, which was over \$70, even though I made the regular payment/fee I was promised. I called again, and was once again told the same, although I had to pay the late fee or accrue more fees. Now, 5 months later, the issue was still not resolved. I finally contacted my state attorney general's office and was advised to file a complaint. I decided to give CenturyLink ONE more chance to fix my issue. I was passed from one woman, who had a serious attitude with me over my complaint of being overcharged. She seriously said, "Is this \$13 extra dollars per month all you're complaining about, really?"

I informed her that if this company had pulled a bait and switch sale on her mother she may feel differently. She then became humbled and passed me to her "supervisor", after nearly an hour of her insisting there was "nothing we can do" about your being lied to and sold a product under false pretenses by our sales reps. Her supervisor only continued to repeat, "there's nothing we can do about that." That's when I took off the gloves and informed him that bait and switch was indeed illegal, along with unethical; I was advised by state attorney general to file a complaint AND I knew the calls were recorded, so there IS a record of the conversation I had with the sales rep. And if he could not deal with my issue, he needed to forward my call to somebody who could.

I was then transferred to a guy who held the key to adjustments and refunds. I explained my issues, I advised him that I knew my rights as a consumer and I knew the phone calls were recorded. Would he like to resolve this issue with me now, or should I file a complaint with attorney general for bait and switch sales techniques? He agreed to fix all my issues. Problem solved. I was refunded what I was overcharged over the past 3 months, my bills were adjusted and they NOW reflect the monthly service charges I agreed to in the first place, only 2 hours and 45 minutes of my time on my third call.

I guarantee my issue would not have been resolved if I did not use some keywords and phrases: "bait and switch", "illegal", "attorney general", "dishonest sales practices"... It only took 5 months to resolve. This company seems to have internal problems, in the sales department. The sales reps are given a "commission" if they sell you a package, although it's a flat rate for each person they sign up. They will promise the moon and stars, while they may know or not? it will be adjusted later unknowingly to the consumer.

Either way, bait and switch is ILLEGAL and that's what attorney general is there to help consumers out with. I hope this advice helps anybody who is going through the motions with this company. The company will be forced to change their dishonest sales techniques ONLY if people file complaints AND know their rights as a consumer! Good luck! FYI, their current BBB rating is D-. How they continue to be a member is beyond me?

Helpful? ☒ Yes ☐ No

Dana of The Villages, FL on March 23, 2015



Not only am I subscriber but also a retiree. Fluctuating monthly increases never a decrease since Dec 2014 to my March Bill. I have seen increase in Basic monthly Service charges in excess of \$18.00. When I call I get every question under the sun and not to deal with the issue have had previous trouble reports with their PRISM service freezing pixelation and always told it's the sun affecting signal spring and fall - yes but not 12 months a year! Always on testing to home - they say it's a problem in my home and I accept the charge but no one ever comes. Thankfully I am not charged. This is it - switching to SAT TV. OH! Their message line I get messages sometimes 3 days after someone calls. Lousy company.

Helpful? ☒ Yes ☐ No

karen of Lisnelos Lunas, NM on March 22, 2015



I called one month ago to make two simple requests: 1. Remove home phone service 2. Keep my internet at a reasonable promotional price. Centurysucks could not deliver. After hours on the phone with many CenturyLink customer service reps. and departments, all I ever got was the run around, lies, and absolutely no service or resolution. I couldn't even get any of our conversations confirmed by email like most all other reputable

#s seem to mean nothing too. They lie, lie, lie. They waste a lot of your time, and they create a huge amount of unnecessary stress and anxiety!

I DO NOT recommend CenturySucks!!! They are absolutely the worst company on the planet!!!

Helpful? [Yes](#) | [No](#)



Denise of Crystal, MN on March 22, 2015



Have had CenturyLink wireless for about 3 years now. Pay for 7 Mbps, lucky if I get 1.7. They told me it was my router and I would have to lease a new router so I did that and service is still horrible. They keep telling me to take time off of work so they can send service and I keep telling them the issue is with their equipment outside. Makes me crazy. They do not give you any credit of any kind for the horrible service and want to make you stay home so the service guy can come and when they do, does not even come into the house as the issues has always been with their connection to our neighborhood. Neighbors had same issues and finally changed to Xfinity!! I am so done with the runaround from CenturyLink and no compensation in 3 years!!!

Helpful? [Yes](#) | [No](#)



Dianna of Redding, CA on March 22, 2015



I paid for a subscription for my sister in Utah for over 3 years. When I terminated service I was assured that any refund would be sent to me. I received a statement saying I have a credit balance of \$64.82. When I called to request the refund, I was told that "we cannot discuss the matter with you!" even though I had paid for over 3 years, had the account number and password!!! When I asked what my recourse could be (the statement with my name and credit amount was in my hand!) she said there was nothing I could do! YIKES!!!!

Helpful? [Yes](#) | [No](#)



ANDI of Santa Fe, NM on March 21, 2015



For three weeks now we are trying to get a second telephone line installed. The tech was out two times, and it still does not work. The line already existed. He/she only needs to split the line from the current phone line. Still does not work. So called again on Wed. They promised today Saturday, between 9:00 and 13:00 someone will take care of it. Called them at 12:30 to ask where the tech is. On the phone with some dimwit for an hour, who first claimed that there is no order, until we read them the email with the order number. Then said, the tech will come later in the day. Still has not shown up. And on top of it, the customer service people are trained to say: "Thank you for choosing CenturyLink." The problem is, we do not have a choice where we live. So much for all that crap about deregulation and competition.

Helpful? [Yes](#) | [No](#)



Anita of Waynesville, MO on March 21, 2015



I am paying for high-speed internet through CenturyLink. One of their reps told me last year that they had oversold in my area and I believe it (Of course everyone else at CenturyLink denies that now). During the day at best I just under 60% of the speed I am paying for but in the evening after everyone has gotten home I get less than 40% of what I am paying for.

When I called this last time, the rep was snotty with me, telling me I needed to connect directly to the modem to do the speed test as I would not get an accurate reading on WiFi and I told her to hold on I had to get a cord. I plugged in directly to the modem and ran the test again. After giving her the results she said, "I told you that you couldn't get an accurate reading unless you were connected directly to the modem." When I told her I was plugged in and that was the accurate speed, she did not apologize and then put me on hold to contact another department.

EXHIBIT C



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CenturyLink Is Accused of Running Wells**Fargo-Like Scheme** (bloomberg.com)submitted 1 day ago by [polarforex](#)**33 comments** [share](#)

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sorted by: **best**[-] [VegasKL](#) 53 points 1 day ago

Makes sense. I filed a complaint against CenturyLink with the state Attorney General's office a few years back.

They outright lied about the service quality, installed it, and when I caught their lie within the first day of using it (e.g. it was not usable for anything) and called to cancel within the guaranteed window, they made it absolute hell for me to do so. It's been awhile, but I think it took multiple hoops, many visits to their local satellite offices, and even help from a lawyer friend.

[permalink](#) [embed](#)[-] [True_Jack_Falstaff](#) 14 points 23 hours ago

I've always had issues with CenturyLink. Terrible speeds, terrible customer service, and terrible reliability. I have always had issues of just randomly losing internet having to wait for the connection to return.

One time when I was moving into town they happily told me that I would be eligible for a plan with 2 Mbs higher download speed at no extra cost. Months later I realize I have the same speed as before. I had to call them and bitch to get those 2Mbs that they promised me.

One of the things that pissed me off the most is that whenever I complain that I don't get the speeds they promise, they tell me they won't guarantee speeds for people who don't rent their routers.

[permalink](#) [embed](#) [parent](#)[-] [Nanteen666](#) 42 points 1 day ago

This shouldn't go down like wells Fargo. Someone needs to go to jail.

[permalink](#) [embed](#)[-] [Radiatin](#) 10 points 17 hours ago*

This isn't Singapore bro where you have one of the world's most successful economies and they

don't hesitate to lock up fraudsters. When people commit mass fraud in the US I think we're supposed to give them a golden parachute and bake them a cake.

[permalink](#) [embed](#) [parent](#)

[–] [Ratboy422](#) 37 points 1 day ago

They did this to me when I moved. I asked my account to be transferred to my new place. They didn't, opened a new account, and let the other go to collections (after the rep said it was paid in full.)

Then after I moved I worked for a 3rd party contact center that had them as a client. Comes to find out there was a bonus or some shit they would get for adding new accounts. I never worked on that project but was told from people who did it was pretty common to do.

Ended up having to settle with the debt collector and only had to pay what was left on the first accounts bill (like \$45) but still, fuck Century Link and their shady shit.

[permalink](#) [embed](#)

[–] [joto_baggins](#) 10 points 1 day ago

Exact same thing done to me when I moved and for three months I had to call and get my "old address" charges reimbursed and was littered with promises that it was corrected. Spent an hour on the phone every month. I finally had to send a very lengthy email to head of customer service detailing my two account numbers and how I came to have two and why, etc etc. then it was finally resolved with a "We're sorry" credit to my account.

From my interactions in the matter it seemed like it was a scheme that employees did on their own to get bonuses for opening new accounts and not pressure from the main headquarters to do it. Or maybe some unintended consequence of an incentive program that was created and not direct pressure to do so because when I finally talked to a higher up they were overly apologetic and gave me massive credit\$.

Could have even been a local manager wanted good numbers so they instructed their subordinates to do so but the man above the man above the man who fixed my problem even said, "This wasn't right".

[permalink](#) [embed](#) [parent](#)

[–] [True_Jack_Falstaff](#) 8 points 23 hours ago

Something similar happened to an old roommate of mine. The account was in her name, and we decided that we would both move into a larger apartment within the same complex. It was

- violates **reddit's site-wide rules**, especially regarding personal info.

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- is unnecessarily rude or provocative.
- is a cheap and distracting joke or meme.
- is responding to spam.
- violates **reddit's site-wide rules**.

Extreme or repeat offenders will be banned.

>>>Expanded Rules<<<

If your post doesn't fit, consider **finding an appropriate news article on that story** to submit instead, or submitting yours to lower moderation subreddits:

/r/inthenews - all news-related content
/r/AnythingGoesNews - unrestricted news
/r/truereddit - insightful articles
/r/self - any self-post
/r/misc, **/r/redditdotcom** - anything

or other news subreddits:

/r/worldnews - from outside the USA only
/r/SyrianCivilWar - about the conflict in Syria
/r/MidEastRegionalWar - on MidEast conflict
/r/UpliftingNews - uplifting
/r/SavedYouAClick - making media more straightforward

or subreddits for other topics:

/r/FoodForThought - discussion-worthy long form articles about interesting subjects
/r/politics - for shouting about politics
/r/moderatepolitics - less shouting
/r/politicaldiscussion - even less shouting
/r/geopolitics - intl. politics and geography
/r/entertainment - Justin Bieber updates, etc.
/r/europe - news from Europe

or check out the **200 most active subreddits, categorized by content** and the **full list of subreddits by subscribers**.

Recommendations:

/r/full_news
/r/qualitynews
/r/neutralnews
/r/worldevents

a community for 9 years

seriously just right across from our original apartment.

I guess what they did was open a new account and close the old one instead of just transferring the account to the new address. This resulted in her getting fined some sort of \$200 or \$300 cancellation fee.

[permalink](#) [embed](#) [parent](#)

[\[-\]](#) [ImNotKennethAndrews](#) 1 point 16 hours ago

I'm currently dealing with the same thing with Comcast...

[permalink](#) [embed](#) [parent](#)

[\[-\]](#) [Rikashey](#) 1 point 3 hours ago

I had 40mps at my old house and was paying \$90 a month for it. It was worth it.

When I moved to my new place my speed was dropped to 7mps and they wanted me to pay the same price. They ended up lowering it to \$30 but that only lasted a short while. Now my bill is \$60 every month.

Getting a hold of a customer service rep is a hassle as they don't operate on weekends when people are actually off work and have time to call. Just navigating the touch option maze is annoying as hell. I'm convinced that there is no option to speak with anyone unless you don't push anything and it connects you with someone.

The first time I got Centurylink I made it extremely clear that I only wanted internet service. I told the dude like 10 times through the conversation. He went along with it and assured me of the price. After the initial bill the regular monthly bills were not the price he told me. They were way higher and I found out I had phone service and TV service that I never agreed to which is why my bill was so high.

[permalink](#) [embed](#) [parent](#)

[\[-\]](#) [daaaaaa_WHAT](#) 17 points 1 day ago

Successful scams don't exist in a vacuum. If it works for one on a massive scale then you can be assured it's running in several other places, too.

[permalink](#) [embed](#)

[\[-\]](#) [cloral](#) 4 points 1 day ago

I wouldn't be surprised if the list of companies where this *isn't* happening is shorter than the list of companies where this is happening. Blind metrics and incentives basically ensure this behavior.

[permalink](#) [embed](#) [parent](#)

[\[-\]](#) [mhoke63](#) 30 points 1 day ago

Former Century link customer service/sales rep here. I worked for Qwest before the merger happened. After we became Century Link, it became hell.

Reps were no longer trained on how stuff worked, but how to sell. The systems were no longer explicit, but very integrated with products under the guise of "ease of use". What I mean by this

moderators

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is that previously, if you wanted to add something on an account, you had to find the product and add it. The new system automatically added all options with the service and you had to remove what was not wanted.

This led to reps only knowing how to sell stuff and not know anything about what they were doing. Training started consisting how to sell and no longer about what the products were and how they worked.

Qwest was a good company. Century link is only slightly better than Comcast because I honestly do believe the actual service is better. They're the same when it comes to billing and customer service, which is nothing but a shitshow.

[permalink](#) [embed](#)

[–] [mrfrobozz](#) 5 points 20 hours ago

This matches my experience of the two companies from a customer's perspective. Qwest was great and CenturyLink is terrible.

[permalink](#) [embed](#) [parent](#)

[–] [Dv02](#) 1 point 12 hours ago

I commend you.

[permalink](#) [embed](#) [parent](#)

[–] [AStrangerWCandy](#) 10 points 22 hours ago

I worked for CL technical support some time ago. IMO this started after the Embarq/CenturyTel merger. For some reason they kept the executive staff of the far smaller company (CenturyTel) when they made CenturyLink. Prior to that as a customer of Embarq and then an employee they were way way better in all regards including pay and customer service.

They pressured the hell out of tech support to upsell customers including overselling bandwidth upgrades in markets that couldn't handle them. We had some spots that had bandwidth exhaust for over a year and we were told by the higher ups that eventually the issue will handle itself by customers cancelling.

Selling to customers as tech support was also part of the "bonus" scheme. In other words, we had our pay tied to selling as well. Lastly, at one point they pressured Tier II support to sell their PC tech support service and transition to working in that department. Then after pushing employees to transfer to that department they outsourced that department to an absolutely awful third party. We also got hit on our metrics by having to dispatch field technicians. If you've ever had a problem getting one out from support this is likely why. Bulldozer take out a telephone pole? Too bad that dispatch counts against your metrics. Lightning takes out the line or a hurricane cause water intrusion? Sucks to be you, no pay for that metric this month.

[permalink](#) [embed](#)

[–] [Pajama](#) 6 points 22 hours ago

So happy to see this. I had an absolute terrible time with CentryLink's VoIP and managed office service. So many headaches, missed timelines, and over charges.

Hoping something happens to this company. Absolute piss poor company.

[permalink](#) [embed](#)

[–] [MermaidsLoveSushi](#) 8 points 20 hours ago

They were the single worst ISP - the worst customer service and the worst service all together - that I have ever used, and I move A LOT.

I and my husband actually requested to speak to a manager while dealing with one of their employees who had no idea what she was doing. Really, she was like "I dunno LOL". We asked over and over again. She kept putting us on hold for 10+ minutes at a time, then kept asking why we wanted to speak to a manager, and just flat out refused to do so. Eventually she transferred us to another department we didn't even need.

I hope the company goes down in flames.

[permalink](#) [embed](#)

[–] [punkinheadmartin](#) 7 points 1 day ago

I booked \$816 million in net income on \$17.5 billion in sales last year.
That's what, around 5% markup? I'm surprised it's so low

[permalink](#) [embed](#)

[–] [PM_ME_UR_FAKE_NEWS](#) 3 points 21 hours ago

Telecom is not a lucrative business. It's commodity.

[permalink](#) [embed](#) [parent](#)

[–] [FlyingRock](#) 5 points 1 day ago

1tb data cap is rough on a large household as is (6 people, all gamers and streamers) Century link would shut us down after we used 250GB.

Seriously a joke of a company.

[permalink](#) [embed](#)

[–] [manbjornswiss](#) 9 points 1 day ago

Unrealistic sales goals combined with managerial pressure breeds this behavior and it shouldn't shock anyone that it is happening. I worked for a third party retailer for TMobile called Express Locations and it was the norm for customers to have problems with their accounts. Problems as in having accounts created without their knowledge or consent and discovering they had an account only after first payment default. Customers would come in for a credit check and without their consent the representative would activate 2-3 lines and claim it as a sale. This behavior did not originate with reps, but from the direction of managment and likely upper management. I became aware of it and reported it to our integrity department which resulted in me being reprimanded. This same company had a couple class action law suits filed against it for time theft in TX and Washington eg making employees work significant amounts of overtime and editing time cards to make it look like they had worked a normal 40hr work week so manangers could get operatiinal bonuses.

[permalink](#) [embed](#)

[–] [QuestionableQuiet](#) 4 points 20 hours ago

The do this all the time. I worked for a company that Century Link outsourced to for door to door sales. While in the job you ignore customers wishes to leave until they tell you the third time. Even if you have a no soliciting sign up. You then try to bundle as much crap as you can to get paid more. They teach you lots of funny wording to make it sound like less stuff but it's actually more. Its honestly really shitty.

[permalink](#) [embed](#)

[–] [Vrenny](#) 4 points 1 day ago

They knocked on my door the other day to tell me the great news as to how they were better than comcast....I laughed and shut the door.

Don't sell yourself by putting down the competition. It shows zero confidence on your product

[permalink](#) [embed](#)

[–] [Ratboy422](#) 6 points 1 day ago

They showed up to mine. I asked if they had upped the speed yet to match Comcast. Told the rep that I couldn't do anything under 100Mbps, she asked me what that was. Asked if they had data caps, she didn't know that either. So im finally like, okay what can you offer. Her reply was "up to 7Mbps!!" After I stopped laughing I asked her if she had any idea of how fucking slow that was. She had no idea.

[permalink](#) [embed](#) [parent](#)

[–] [FlyingRock](#) 5 points 1 day ago

The way to get them to answer the cap question is "my family uses 850GB a month because we stream, Download video games and use VOIP.. Will my service be shut down if I continue to use that much data monthly?

I literally got "Sorry we have no plans in your area that match your needs" as a reply lol.

[permalink](#) [embed](#) [parent](#)

[–] [akeetlebeetle4664](#) 5 points 22 hours ago

Yeah, I had 20/2 (just download) speeds here out in the sticks. They have a as-yet-non-enforced 200gb/month cap. As soon as I found out that Suddenlink was here, I switched. For the same price, I get 100/10 (download) speeds plus no data cap. Oh, and even though I called and cancelled, they kept billing me for a year after. Once they threatened to send it to collections, I bitched them out and they removed the charges.

Never again.

[permalink](#) [embed](#) [parent](#)

[–] [boob123456789](#) 2 points 14 hours ago

Had the same problem with them. It got so bad, I canceled my service. Then they REFUSED to cancel my service so I had to get a hold of my states attorney's office. Then they suddenly wanted to end my service. Charged me for the whole fucking month I was trying to get them to turn off my service.

[permalink](#) [embed](#)

[–] [dustyspring](#) [score hidden] 49 minutes ago

I had a similar problem with Centurylink. I wasn't even a customer of theirs, yet they sent me a bill out of the blue. I called them and they acted like I was crazy and then tried to sell me a Centurylink package. I received a second bill soon after claiming I was overdue in paying. I called again, they transferred me around a few time, then got put through to the "credit" department. I told the guy that this needs to be corrected and that I better not see this go to collections and damage my credit score. Within a couple weeks, I get a bill from a collection agency. I call the collection agency to let them know the situation. Finally I contacted my State Attorney General's office and had them send my complaint to Centurylink. Centurylink had previously refused to send any written information documenting that I owed nothing. Finally the Attorney General was able to make them send a letter to me saying that I owed nothing.

Centurylink is a criminal organization and the only reason they were held accountable is because of my State attorney generals office. This is what private companies get away with. And the Republicans want no regulations or consumer protections so that these companies can never be held accountable.

[permalink](#) [embed](#) [parent](#)

[–] [mungbeen](#) 1 point 2 hours ago

Didn't Trump just completely deregulate the industry anyway?

[permalink](#) [embed](#)

[–] [streetparker](#) -1 points 1 day ago

Can Chase still be trusted?

[permalink](#) [embed](#)

[–] [Ghost_Hand0](#) -2 points 1 day ago

I can't stop laughing at this.

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**UNITED STATES DISTRICT COURT
DISTRICT OF ARIZONA**

Civil Cover Sheet

This automated JS-44 conforms generally to the manual JS-44 approved by the Judicial Conference of the United States in September 1974. The data is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. The information contained herein neither replaces nor supplements the filing and service of pleadings or other papers as required by law. This form is authorized for use only in the District of Arizona.

The completed cover sheet must be printed directly to PDF and filed as an attachment to the Complaint or Notice of Removal.

Plaintiff(s): Luke Roger Allison

**CenturyLink, Inc. ; CenturyLink Communications, LLC ;
Defendant(s): CenturyLink Public Communications, Inc. ; CenturyLink Sales Solutions, Inc.**

County of Residence: Maricopa

County of Residence: Outside the State of Arizona

County Where Claim For Relief Arose: Maricopa

Plaintiff's Atty(s):

Defendant's Atty(s):

**Hart L. Robinovitch
Zimmerman Reed LLP
14646 N Kierland Blvd, Suite 145
Scottsdale, Arizona 85254
4803486400**

II. Basis of Jurisdiction:

4. Diversity (complete item III)

III. Citizenship of Principal Parties (Diversity Cases Only)

Plaintiff: - **1 Citizen of This State**
Defendant: - **5 Non AZ corp and Principal place of Business outside AZ**

IV. Origin :

1. Original Proceeding

V. Nature of Suit:

370 Other Fraud

VI. Cause of Action:

Class Action Fairness Act, 28 U.S.C. § 1332(d), Arizona Consumer Fraud Act, Breach of Contract and Duty Good Faith and Fair Dealing, Accounting, Unjust Enrichment

VII. Requested in Complaint

Class Action: **Yes**
Dollar Demand: **in excess of \$5,000,000**
Jury Demand: **Yes**

VIII. This case is not related to another case.

Signature: s/ Hart Robinovitch

Date: 7-6-2017

If any of this information is incorrect, please go back to the Civil Cover Sheet Input form using the *Back* button in your browser and change it. Once correct, save this form as a PDF and include it as an attachment to your case opening documents.

Revised: 01/2014

ClassAction.org

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: [Arizona CenturyLink Customers Brought into Class Action Fray](#)
