

April 18, 2016

Ms. Twinkle Cavanaugh, President
Alabama Public Service Commission
100 N. Union Street, Suite 800
Montgomery, Alabama 36104

RE: CenturyLink/Tel Service in Baldwin County, Alabama

Dear Ms. Cavanaugh:

The City of Foley staff, Mayor and Council has been receiving numerous complaints about CenturyLink/Tel's service.

The City is growing and new subdivisions are developing. New customers are being told "they cannot get service as CenturyLink/Tel has reached their maximum capacity". We had one customer of theirs state "they took my money; did not show up to connect my phone and internet service and my deposit was not returned".

In general people who have service complain about the service being very slow and unreliable; service working only certain times of the day because there are too many people on the internet, or the internet just doesn't work, which is unsuitable for home-based businesses.

Some citizens have chosen to use a cell phone as a "hot spot" or "my fi" access instead of using CenturyLink/Tel; however, this does not solve the problem because this can be costly. Many of the citizens of Foley are retirees and have limited income.

As you know hurricane season is just around the corner and as a City close to the beach we need to be able to communicate with all our citizens not just those with service that might work. Your assistance in this matter would be greatly appreciated.

Sincerely,

John E. Koniar
Mayor