

**CenturyLink April Report**  
**Gordon & Sharon Gerbig, Miles Gerbig & Dorm Henders**  
as of: 4/28/2022

4/13/2022	Called Dennis with Kohler Communications. No answer, just rang and rang. No answering machine picked up either.
4/13/2022	<p>Contacted Verizon Wireless regarding Verizon Mobile Protect.</p> <p>Verizon representative Christopher confirmed the Verizon Mobile Protect is not a required option when obtaining a phone with monthly installment payments.</p> <p>The Verizon Mobile Protect can only be obtained in the first 30 days of obtaining the phone; however, it is in no way a requirement.</p> <p>The representative did confirm with Mrs. Gerbig obtaining the service from a third-party authorized store they may push the service more but it still is not a requirement.</p>
4/13/2022	Sent the internal team an update and calculation of how much additional money is owed to each of the parties in relation to us providing credit for a full 12 months of cell phone service.
4/14/2022	Approval received from the internal team for the additional funds being provided for the cell phone service for each party.
4/15/2022	Called Dennis with Kohler Communications. No answer, just rang and rang. No answering machine picked up either.
4/15/2022	Called Dennis Kohler on his cell phone. No answer, left voicemail for him. Advised I was checking on the status of Miles picking up the battery backup units.
4/15/2022	Provided Jaramiah Duncan with the check details and amounts for the additional funds being provided for the cell phone service.
4/15/2022	<p>E-Mailed Mrs. Gerbig. Thanking her for the invoice copies and advising I am working with the internal team and await the approvals and checks to be generated.</p> <p>I also advised I have been trying to reach Dennis but have not heard back from him regarding the status of the battery backup units.</p>
4/19/2022	Received a call from Miles. He left a message advising he received a paper bill in the mail and he doesn't know what to do with it.
4/19/2022	E-mailed Miles requesting he provide a copy of the bill he is referring to. There is no outstanding bills that I am aware of. The only outstanding bill I knew of was for Dennis at Kohler Communications, which was confirmed as paid at the end of last month.

4/28/2022	Called Dennis with Kohler Communications who confirmed Miles has yet to pick up the battery back up units.
4/28/2022	Called Miles on his cell phone. No answer. Left a voicemail. I re-iterated I am not aware of a bill he would be receiving. I again requested Miles send me a copy of the bill via email so I know what he is referring to. I also stated having a copy of the bill would allow me to send the bill on to other parties if needed. I did also mention Dennis advised he had yet to pick up the battery backup units and wanted to ensure I mentioned that as a reminder.
4/28/2022	Confirmed with Jaramiah we are waiting on the checks to be received.  Once we have the checks we can then ship them out and provide the tracking information.
4/28/2022	E-Mailed Mrs. Gerbig and advised we received approval for the additional funds to cover the cell phone service for twelve months and we are awaiting on the checks to be generated.  I also advised Dennis confirmed Miles has still not been by to pick up the battery backup units yet.
4/28/2022	Miles provided a copy of the bill he received.  The bill is actually a CenturyLink disconnect notice for his phone service associated with TN 701-575-2093. It appears the account was never disconnected, converted to an eShop account and is suspended for non-payment with an outstanding balance of \$358.54.