

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: OPUC Docket UM 1908 -- Notice of Filing  
**Date:** Thursday, June 15, 2023 10:02:50 AM

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**From:** P [REDACTED] L [REDACTED]  
**Sent:** Sunday, May 28, 2023 12:45 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]

[REDACTED]

**Subject:** Re: OPUC Docket UM 1908 -- Notice of Filing

Please make a note that once again, my landline has gone down, as I knew it would, because it always does...

I am calling CenturyLink to register the trouble ticket, however they are not even taking repair or outage calls after hours (Sunday), so reporting the trouble to a human is not possible. They invite us to register the problem online but it is not possible to do that either because the website does not give that option. Furthermore, they are once again saying my payment is past due, but since they are not (have have never been able to) able to maintain reliable service I will not pay my bill. They offer to chat but it is only a chat-bot which goes nowhere... The

recording is telling me (after several tries to select the correct option) using the automated system that it will charge me for the repair call. Only option it offers is to make an appointment even though I know the problem is offsite. I also said that my problem is with the landline, but it says it is responding to an internet outage, which is not the case. On the automated phone system there is NO WAY to select home phone / Landline. I was given a confirmation / repair ticket number of PF411900648 for Tuesday 30 May, with an **11.5 hour arrival window**. Are they expecting me to not go into work, again, and stay home all day even though once again they are 99% likely to NOT SHOW UP? Not going to happen.

This is a joke and it does not end.

Please register this complaint with my countless other complaints.

P [REDACTED] L [REDACTED]

[REDACTED]

On Mon, Apr 17, 2023 at 4:32 PM [REDACTED] wrote:

Docket Name: UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER

Description: Hearing on Orders--CenturyLink's call logs from the toll-free, 24/7 dedicated customer support line for the period September 28, 2022, through April 10, 2023, in compliance with Order No. 23-109. Filed by Peter J. Gose

Use the link below to view this document:

<http://edocs.puc.state.or.us/efdocs/HAC/um1908hac162550.pdf>

[REDACTED]