

**From:** [BARTHLOMEW Joseph \\* PUC](#)  
**To:** [PUC PUC.FilingCenter \\* PUC](#)  
**Cc:** [HELLMAN Marc \\* PUC](#); [BEITZEL Russell \\* PUC](#); [Smith Natascha B](#); [NOTTINGHAM Melissa \\* PUC](#); [CASWELL Heide \\* PUC](#); [HARRISON Danielle \\* PUC](#)  
**Subject:** FW: UM 1908 potential violation  
**Date:** Tuesday, February 28, 2023 11:00:11 AM  
**Attachments:** [image001.png](#)

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Good morning,

Please file the below email to docket UM 1908, thanks.

*Joseph Bartholomew*  
*Oregon Public Utility Commission*  
*Senior Telecommunication/Water Analyst*  
*201 High St SE. Suite 207*  
*Salem, OR 97301*  
*503-689-4016*  
[Joseph.bartholomew@puc.oregon.gov](mailto:Joseph.bartholomew@puc.oregon.gov)



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**From:** Susan Shaffer <flyingpigranch206@gmail.com>  
**Sent:** Tuesday, February 28, 2023 10:13 AM  
**To:** BARTHLOMEW Joseph \* PUC <Joseph.BARTHLOMEW@puc.oregon.gov>  
**Subject:** UM 1908 potential violation

Good morning,

I'm writing to first let you know that our landline phones went out this morning at 7:48 am, as well as those of our neighbors. I live in the Little Applegate Valley just outside of Jacksonville, OR, 97530.

I was unable to report an outage on CenturyLink's website, so I used WIFI on my cell phone (no cell service out here) to call the "dedicated line" (844-304-5337) for

folks in 97530 to report individual phone and area-wide outages.

I received ticket#56957814 over the phone, but my confirmation email from CL showed ticket#0452292. Not only is that confusing, but it allows CL to claim "*I don't show that ticket #*" and cancel appointments.

Second, when I called our dedicated reporting line, I tried to report our neighbors' phones were out as well--an area-wide outage, which CL is supposed to allow for one person to report. The rep claimed she "*could not accept reports for other people, each one had to report their own outages.*" I believe that is a violation of PUC's Order 22-340 (to which I have previously submitted lengthy comments). If not please advise.

Although I was given an "appointment" for fixing my phone outage for today, 2/28/23, between 9-5, I won't hold my breath based on CL's history of not fixing phones, not showing up, and then arbitrarily canceling appointments without notifying customers of their service.

I'm attaching your Report Cover Letter in case you need it.

Thank you,

Susan Shaffer  
2459 Little Applegate Rd.  
Jacksonville, OR 97530

att: Report Cover Letter