

## KNOLL Ellie \* PUC

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**To:** MENZA Candice \* PUC  
**Subject:** RE: Docket UM 1908

**From:** Marion Hadden <[mhts155@gmail.com](mailto:mhts155@gmail.com)>  
**Sent:** Monday, October 24, 2022 5:19 PM  
**To:** PUC PUC.PublicComments \* PUC <[PUC.PUBLICCOMMENTS@puc.oregon.gov](mailto:PUC.PUBLICCOMMENTS@puc.oregon.gov)>  
**Subject:** Docket UM 1908

Marion Hadden  
4035 Little Applegate Rd  
Jacksonville OR 97530

The service supplied by CenturyLink (Lumen) for our land line telephones can be summed up as the most incompetent, misleading and frustrating I have ever experienced from any business.

The deficiencies in brief:

- Numerous outages (no dial tone, dropped calls, etc) not repaired in a timely manner
- Absurdly complicated and time consuming process to report outages
- Repeatedly told in error no one else is having problem in our area when that is not the case
- Numerous repair tickets where no technician came (we always waited all day as requested)
- Informed repeatedly that repairs have been completed when they have not been
- Lengthy chat sessions that eventually transfer us to another agent and no one responds
- Inability to report outages for neighbors experiencing the same outage

See the attachment for a timeline of a service experience. I reached out to the PUC for assistance with this in May of 2021. This is a somewhat longer but still typical service experience.

My most recent problem was on 9/14/22, I reported a dropped call issue several days after neighbors had reported the problem. Naturally I was told there were no other problems in my area. I was given a 9/16 date for a tech to arrive with instructions to be home. As usual, no one came or notified us of any repair on 9/16. However, we were messaged on 9/17 that the problem was fixed. Actually the service was worse - now I had no dial tone and couldn't make calls. I contacted C Link by text to set up another service date. After 30 minutes and several text messages providing information on my problem, the agent texted he mostly handles internet issues and couldn't help. The next text said another agent would text us back as soon as possible. I never got another message. I gave up and set up another date via another 20 minute phone call. The repair was completed 3 days later.

Marion Hadden

For over 2 months I have unsuccessfully tried to have Centurylink repair my landline telephone service. In March I began experiencing a humming which became worse as time passed until there were periods where communications were completely unintelligible. Landline phone service is a must in my rural area since cell phone service is unreliable. My husband has a heart condition and we have had one occasion where we needed 911 to request ambulance service to take him to the hospital for a procedure.

Here is the timeline of events a few days after the original call requesting repair service:

4/5 - A technician was servicing the pedestal on our driveway above our house. He agreed to look at our situation and attempted a repair. It did not solve the problem.

4/6 - Called Centurylink again and scheduled a service call for 4/7. I was told I would need to be home between 8:00 and 4:15 in case the Tech needed access.

4/7 - Waited at home all day - no one came and no repair made.

4/8 - Called CenturyLink. Rep claimed tech came and detected a problem in our line but did not make a repair. I asked if this was so, when would it be repaired. Rep said there was no repair ticket submitted and we would have to reschedule another service call! It is my opinion that no one came. If they had, I asked, why wouldn't I be informed so I did not have to continue waiting all day. Made an appointment for 4/9, again told I needed to be home between 8:00 and 4:15.

4/9 - Waited all day, no one came again. During the day I checked Centurylink online tracking for when the Tech would arrive, at midday it said 1:00, later it said 3:00. We left the house at 5:15 and no Tech had arrived. The problem remained.

4/10 - Called again, the Rep said the Tech couldn't get access. This is untrue, there is nothing stopping access to our phone line and we were there. Rep wanted to schedule another service call. I asked to speak to a supervisor as I was not willing to wait again all day for a no show. No supervisor was available (it was a Saturday, but I was assured he/she would call me back). I agreed to another service call on 4/13. I was never contacted by the supervisor.

4/12 - A Tech arrived a day early, diagnosed a break in the line to the house and put in a repair request for a contracted crew to come and install a new line. He told me I would be contacted shortly to schedule the work. He cancelled the unneeded 4/13 service call.

4/20 - Still no contact about a repair. I called Centurylink again and demanded to be connected to a Supervisor (Jerald). He said we should have already been contacted and asked me to hold while he investigated. He returned to assure me everything was now set. He gave me a ticket number (ticket #21054860) and said the repair would definitely be on 5/3.



5/3 - NO ONE CAME AGAIN. Phone service has deteriorated to be completely unusable!!

5/17 - We were going out of town so I waited to follow up. I asked about failure to appear on 5/3 repair ticket. Rep said the ticket showed the work was not yet completed. This is a bad joke - it has never even begun (it requires an underground line through our pasture). I asked what the ticket said about completion date but there was no information about any date for work to begin. (Note - I was not ever given a call or message about the failure to repair on the promised date per the repair ticket number or any communication whatsoever since the missed service). THIS COMPANY IS COMPLETELY INCOMPETENT AND DOES NOT CARE ABOUT REPAIRING MY SERVICE.

5/20 - Crew marked the path for the underground line.

5/21 - Received an email from the PUC following up on our complaint. He contacted Centurylink and was told repairs would be done within the seven days.

5/23 - A Technician from Centurylink called to give us his cell phone so we could contact him as soon as the line was installed so he could respond immediately to hook up service.

5/24 - We received a voice mail from Centurylink saying the repair was complete. NOT TRUE. Called the CL Tech who said to ignore the message as his info said the work was still scheduled.

6/1 - Nothing done. Called PUC again after trying to reach Centurylink by phone. I gave up after waiting over 30 minutes to be connected to a live person. Told PUC about the continuing situation. He said Centurylink had informed them the line was repaired! PUC asked us to contact them if work not done by 6/4.

6/4 - Nothing done. I left message for the PUC contact. Called Centurylink. The work is now scheduled for the following week. They said we would be contacted by the contractor prior to work beginning.

6/14 - The contractor arrived and installed the new line through our pasture. We were not contacted before they came. The contractor crew was very professional and accommodating to our requests.

~ 6/17 or 18 Phone repaired!! I don't have the exact date.

## KNOLL Ellie \* PUC

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**From:** MENZA Candice \* PUC  
**Sent:** Friday, October 28, 2022 10:52 AM  
**To:** KNOLL Ellie \* PUC  
**Subject:** FW: UM 1908

-----Original Message-----

From: PUC PUC.PublicComments \* PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>  
Sent: Thursday, October 27, 2022 5:15 PM  
To: BARTHOLOMEW Joseph \* PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>  
Cc: MENZA Candice \* PUC <Candice.MENZA@puc.oregon.gov>; TOEWS Kimberly \* PUC <Kimberly.TOEWS@puc.oregon.gov>; WALKER Cheryl \* PUC <Cheryl.WALKER@puc.oregon.gov>; DAVIS Diane \* PUC <Diane.DAVIS@puc.oregon.gov>  
Subject: FW: UM 1908

More comments.

Deanna

-----Original Message-----

From: William C Driver <clintdriver@mac.com>  
Sent: Monday, October 24, 2022 3:41 PM  
To: PUC PUC.PublicComments \* PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>  
Subject: UM 1908

Over the last year at one time an another I have spent hours trying to report outages to CenturyLink via either my cell phone or via their website. In most instances they tell me that there is no indication of a widespread outage (despite the fact that I know that dozens of my neighbors are without service). One of the worst instances was around Labor Day 2021 when our phone was out for the best part or 8 days. In almost every instance they make me apply for a repair ticket for my own phone and are unwilling to accept the notion that these problems are systemic.

William C. (Clint) Driver  
4054 Little Applegate Road  
Jacksonville, OR 97530  
CenturyLink Landline Customer

## KNOLL Ellie \* PUC

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**From:** MENZA Candice \* PUC  
**Sent:** Friday, October 28, 2022 10:52 AM  
**To:** KNOLL Ellie \* PUC  
**Subject:** FW: Docket 1908 comment

-----Original Message-----

From: PUC PUC.PublicComments \* PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>  
Sent: Thursday, October 27, 2022 5:14 PM  
To: BARTHOLOMEW Joseph \* PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>  
Cc: MENZA Candice \* PUC <Candice.MENZA@puc.oregon.gov>; TOEWS Kimberly \* PUC <Kimberly.TOEWS@puc.oregon.gov>; WALKER Cheryl \* PUC <Cheryl.WALKER@puc.oregon.gov>; DAVIS Diane \* PUC <Diane.DAVIS@puc.oregon.gov>  
Subject: FW: Docket 1908 comment

Comments for you.

Deanna

-----Original Message-----

From: JAMES HORNER <jh04843@aol.com>  
Sent: Monday, October 24, 2022 10:45 AM  
To: PUC PUC.PublicComments \* PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>  
Subject: Docket 1908 comment

Dear sirs,

I live at 4600 Little Applegate Road, Jacksonville, OR 97530, 7.5 miles from Ruch and a mile and a half from the ghost town of Buncom.

Over the last decade we have experienced phone outages too numerous to count. In the last few years these outages have included periods of intense dropped calls. About a mile from our home is a phone switching box which has had numerous failings and unsuccessful repairs. "Excuses" such as needing new switching cards or new back up batteries have been used with a result of more dropped calls or simple outages.

The phone company has used techniques such as requiring a certain number of callers to complain before declaring an issue.

I have experience running a technology business and believe that phone service where we live is likely an unprofitable enterprise. I believe that corporate pressure on local managers causes a strategy to minimize repair costs and deny the problem. Only when the PUC levied a fine for poor service has there been a partial improvement. It's all about the money.

As a business person I recognize the phone company's dilemma. But in this remote location, the issue is much more than simple service. It is safety. We do not receive cell service out here, so our phone line is also a life line.

I would urge the PUC to not accept the appeal from Lumen.

Thank you.

James F. Horner

Vice President and General Manager, retired Hewlett-Packard/Agilent Technologies Stanford, '65, '68, '84 Director,  
Medford Schoolboard

Sent from my iPhone

## KNOLL Ellie \* PUC

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**From:** Nina Kiskadden <nkiskadden@icloud.com>  
**Sent:** Monday, October 24, 2022 10:11 PM  
**To:** PUC PUC.PublicComments \* PUC  
**Subject:** Docket UM 1908 — 97530 zip code — homeowner address 71 Yale Creek Rd, Jacksonville OR 97530

Hello,

I am a Century Link customer who has been frustrated numerous times by Century Link's frequent phone outages, dropped calls, and poor connections over the last several years. What makes this situation even more frustrating is that when the phone service goes down, their customer service is not easy to reach. Because I live in a remote area, I have to drive 20 minutes to get within cell service range to report the outage (which I cannot do during the winter or at night) or I have to use my WiFi satellite internet to initiate a chat with Century Link through their webpage. If I do this, I frequently lose the internet connection because of the inactivity while I am waiting for assistance. And if the satellite service is out for whatever reason, then I am completely cut off from communicating with the outside world. There have been so many interruptions in phone service I cannot recall all of them. Some last for hours, others last for days. I do remember that last December around the holidays, our phones were down on Christmas Day. This past August and September I was plagued for several weeks with frequent dropped calls and "clicking" sounds during some calls. Just recently, my banking representative was unable to contact me because she kept getting a fast busy signal (Wednesday, October 5th, around 3pm) which was very irritating as it was an urgent matter. I believe it is not unreasonable to expect a well-functioning landline 24/7. Thank you for your attention to this ongoing problem.

Sincerely,

Nina Kiskadden  
71 Yale Creek Road  
Jacksonville OR 97530

Sent from my iPad

## **KNOLL Ellie \* PUC**

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**From:** Chris Beekman <crystalclearsat@yahoo.com>  
**Sent:** Tuesday, October 25, 2022 12:48 PM  
**To:** PUC PUC.PublicComments \* PUC  
**Subject:** Um1908 & Um2206

Dear Customer Support Team;

Our Business is located in the Jacksonville Or service area. Over the past two years and most recently over the past three-four months, our telephone service has been unreliable, unusable, and on a daily basis plagued with noisy static, no dialtone, and frequent disconnects.

There are too many reported outages and service appointments to list here. The only reason we are still with Century Link is they have issued several consecutive credits for lost service. We have called so many times it is sometimes not believable. We have had multiple conversations with the local repair technician. The problem is "aging equipment" at the sub station located near StarRanger station.

We have asked why this equipment has not been replaced or upgraded and told that Century Link does not have the budget for such expenses.

In the meantime, we often have no way to reach emergency services in case of medical needs. Please advise when this situation will be resolved or addressed.

Sincerely,

Chris Beekman  
Crystal Clear Satellite, llc  
541-899-3999

## **KNOLL Ellie \* PUC**

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**From:** James - Silver Springs Nursery <silversprings@q.com>  
**Sent:** Tuesday, October 25, 2022 1:57 PM  
**To:** PUC PUC.PublicComments \* PUC  
**Subject:** Docket UM1908

I live in the Applegate Valley, zip 97530. The Century Link landline service is highly unreliable and has been out many times over the last months.

James Kraemer  
9609 Sterling Creek road  
Jacksonville, OR 97530

## KNOLL Ellie \* PUC

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**From:** Ben Yohai <benyohai@gmail.com>  
**Sent:** Tuesday, October 25, 2022 2:24 PM  
**To:** PUC PUC.PublicComments \* PUC  
**Subject:** Docket UM 1908

I am writing in order to support the recent decision by the PUC to fine Centurylink if they don't fix our phone lines within 48 hours. We have had service with Centurylink for over 10 years. Not only have we had consistent issues with lack of phone service, we've also experienced difficulty reporting these issues/outages.

I truly can not express how frustrating it has been to deal with Centurylink over the years. At one point in time, we had an issue with our personal line (not a neighborhood wide issue/outage) and it took approximately 8 months to get it resolved. I wasted a ridiculous amount of time trying to get this issue resolved. I have never seen such a degree of incompetency, mixed messages and outright lunacy as I've experienced in dealing with CenturyLink.

The issues/outages have only been getting more frequent and long lasting over the years. The most recent issue of having dropped calls lasted from August 31st to September 21st every single day. It was briefly fixed and then we experienced intermittent issues for a little bit of time after that.

When we heard the PUC instituted a policy fining Centurylink, it almost seemed miraculous how quickly the repairs were made. It is so obvious that they are only motivated by these consequences, hence the need to keep them in place!

We have had so many issues over the years: no dial tone, scratchy or buzzing sounds so loud it made it impossible to have phone calls, dropped calls, reports from friends stating they could not get through and were getting automated messages instead of our answering machine. And then to report these issues was a nightmare. It would require either driving somewhere into cell service or if the line was semi-functional, it would require very long hold times to speak to someone in the Phillipines who had no comprehension of English in order to even be able to process the request for service.

I have heard many reports from other neighbors stating all of the same issues and having complete no shows for repair appointments after waiting around all day.

I can not express how fortunate our neighborhood is to have Priscilla Weaver living here. She has donated a tremendous amount of her time in service to our neighborhood in regard to dealing with this issue. If it were not for her, we would probably still not have service since the outage beginning on August 31st. She speaks on behalf of all of us.

Not having reliable phone service is not only an inconvenience, it is a matter of safety, and sometimes could represent life or death. On behalf of many, many people who consistently pay their phone bills, please continue to hold Centurylink accountable for maintaining our land line service. And as I stated before, it is clearly evident how the fines that were instituted were successful, please continue to keep these in place.

Kristina Porter and Ben Yohai  
4007 Little Applegate Road  
Jacksonville, OR 97530



## KNOLL Ellie \* PUC

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**To:** cbkrack@gmail.com  
**Subject:** RE: Docket UM 1908 for 10267 Sterling Creek Road (97530)

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**From:** cbkrack@gmail.com <cbkrack@gmail.com>  
**Sent:** Tuesday, October 25, 2022 4:05 PM  
**To:** PUC PUC.PublicComments \* PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>  
**Subject:** Docket UM 1908 for 10267 Sterling Creek Road (97530)

Docket UM 1908 Century Link Customer information,

My name is Barbara Krack. My husband Carl Krack is the primary customer on our Century Link (Lumins) Account. We live at 10267 Sterling Creek Road, Jacksonville, OR 97530 and became Q-West customers in 1990 when we moved to Sterling Creek. A land line is our only way to reach out for emergency help. I am listing events of interrupted service for both our land line and internet Century Link Service. I know this is about the land line but we have no other way to get internet service either. **Pleased do not overturn the order submitted by Lumins**

Land Line problems: Beginning in 2021 to present

1. 3/6/21 no landline
2. 3/15/21 no landline
3. 3/19/21 no landline
4. 8/3/21 no landline
5. 9/2/21 – 9/3/21 no landline
6. 9/18 and 9/19 landline out part of the day
7. 10/25 – 10/28/21 no landline
8. 12/25 - 12/27/21 no landline (short window of landline on 12/26)
9. 5/15/22 – 5/16/22 no landline
10. 8/29/22 – 9/1/22 dropping calls either when I call out or others call in. Tried to complete a doctors scheduling three time in a row before the info was complete. Most calls were dropped within one minuet of trying to complete the calls. It took me a couple of days to begin journaling about dropped calls so those are the dates I'm sure about.
11. 9/26 – 9/27 can't call out but could receive calls.

Usually after a landline problem was fixed out internet would have a problem. This past year because I have a Google Fi phone, I was able to text my daughter, Rebecca Krack, who would call Century Link to report no Landline. Otherwise, I would have to drive at least 5 miles to be able to connect to a Cell tower. It was often too hard to drive out and use my cell phone to contact Century link so I relied on my daughter and others to complain and get repairs started. Most calls to Century Link would take 20 + minutes and many auto prompts to get to a live person. Then if not enough people had called in the problem (don't know what that # is) they would set up a repair ticket for 3 – 7 days out. Now when I call, the repair tech for my home, must request a different repair tech at the Road Box on Little Applegate because they were not authorized to make a repair at the Server/Landline Box. Many times I am talking to an overseas customer service person that I do not understand and because of my hearing aids have a hard time also.

### Problems with Repair Tickets for 2022

1. 2/2/22 Internet repair ticket #206796381 repair completed but no tech came to the house and no report of fixing the problem – had to recall to find out after a 20+ minute wait to talk to a person
2. 5/5/22 internet repair case #225030762 no contact with tech
3. 6/14/22 internet repair #232568040 only time I heard from a tech (Jim) called to say he requested a repair at the Server that he could not go to for a fix. He was kind but the internet was out from 6/13 – 6/21
4. 9/7/22 #0400305 no show on repair (may have been phone or internet both with problems)
5. 9/8/22 #0407993 no show again and no contact ( again dropped calls and internet problems at the same time.

The internet fastest speed for our home is 1.1 MPS. Most days in the past year it has been 150 – 650 KPS. When I complain about slow internet I get no help. If you can also look into that problem, I would appreciate it. There are only 26 families or so left on the Century Link internet server.

October 26, 2022

Oregon Public Utility Commission  
Public Comments on **UM 1908**

Dear Commissioners,

My name is Susan Shaffer and my husband and I live at 2459 Little Applegate Rd., Jacksonville, OR 97530. We have been customers of CenturyLink landline phone service for 18+yrs. Although our service issues with CenturyLink go back many years, today I would like to focus on the period of 2021-2022 YTD. I have attached a .PDF file showing my numerous emails, notes, log sheets, chats, and phone conversations with various service reps and supervisors during this time period. I know this is a lot to read, but I hope you take the time to review all of it so that you see how long and often we have been begging for just basic phone service. I'm sure there are many other residents out here who could provide their personal comments or documentation. The issues we have personally experienced include:

- hours and days without landline phone service,
- dates and times on dropped calls,
- difficulty in reporting an issue (both via phone and online),
- inability to report an area-wide outage (both via phone and online—**See CHAT log of 9/30/21**),
- difficulty in scheduling a repair ticket for a technician within a reasonable time frame (24-48hrs),
- difficulty in confirming an appointment, especially within a CenturyLink-generated email,
- cancellation of scheduled appointments by CenturyLink WITHOUT NOTICE,
- the extensive period of time we've requested backup batteries to be installed on local service panels,
- and the 8-10 months waiting for repairs to wires inside the grey/green boxes laying on their sides along the roads.

We live in an area where CenturyLink has a contract for landline (and internet) coverage. Rarely has a month gone by without some disturbance or coverage issue. Our calls were so frequent and our frustration so great, that on one occasion several years ago, I was told by a supervisor, point blank, that "*CenturyLink knows they have problems out there but they are not going to spend any money to fix them.*"

Many of us do not have cell service out here (and not everyone has a cell phone), so our landlines are the ONLY way to call for help. Recently, our calls were being dropped (sometimes seconds, sometimes minutes) and several people reported that they weren't even able to reach 911—the calls just dropped. That is terrifying.

CenturyLink's lack of service and disinterest and negligence in maintaining their old, failing equipment is a serious issue, and we are relying on you to assert your authority to assure they live up to their promises.

For privacy's sake, I have blocked some email addresses, but I did not block them all. Do you have a way of protecting them so they do not become public?

Thank you,

Susan J Shaffer  
541-899-5963  
541-899-5973

Attachment: A .PDF file of personal records dealing with CenturyLink (2021-2022 YTD)

cc: Priscilla Weaver, 6268 Little Applegate Rd., Jacksonville, OR 97530  
Jennifer Hill-Hart, Oregon Citizens' Utility Board

ATTACHMENT

to

Comment in Docket UM 1908

submitted by

Susan J. Shaffer

Re: Unresolved Issue: Case [ ref: \_00D412HUz0.\_5004N19KkKg:ref ]

1 message

Customer Advocacy <customeradvocacy@centurylink.com>

Tue, Oct 18, 2022 at 5:55 AM

To: [Redacted]

Hello,

Thank you for your reply. Yes, I have adjusted your bill for 2 months of service. I am so sorry for all of the trouble you had and we know how important working service is.

I will include all of the details below:

Total Credit: \$273.53  
Reference Number: 18416982; 18416983  
Date Credit Will Apply: 48-72 hours  
Current Balance: \$313.37  
Current Due Date: 10/28/22  
Balance After Credit: \$39.84

Is there anything else that I may assist you with?

-Cindy

Original Message

From: [Redacted]  
Sent: 10/17/2022, 5:35 PM  
To: customeradvocacy@centurylink.com  
Cc: pacificstudiosdesign@gmail.com; flyingpigranch206@gmail.com  
Subject: Re: Unresolved Issue: Case [ ref: \_00D412HUz0.\_5004N19KkKg:ref ]

Cindy, does this proposed credit go back to when the outage and current problems started-- August 21, 2022--as I requested earlier?

Susan

On Mon, Oct 17, 2022 at 2:28 PM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,

Thank you for your reply. I would like to add a credit to your account for your time without service. I will follow up with you as soon as the credit has been issued with confirmation.

Thank you,

-Cindy

Original Message

From: Susan Shaffer [Redacted]  
Sent: 10/12/2022, 1:11 PM  
To: customeradvocacy@centurylink.com  
Cc: flyingpigranch206@gmail.com  
Subject: Re: Unresolved Issue: Case [ ref: \_00D412HUz0.\_5004N19KkKg:ref ]

I assume it has, we have not had any dropped calls lately.

On Wed, Oct 12, 2022 at 6:46 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,

I wanted to check on on the progress of your repair. Has it been completed?

Thank you,

Cindy H  
CUSTOMER ADVOCACY SPECIALIST  
Lumen

This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

The information in this response, as well as any attachments or Exhibits, contains confidential CenturyLink and customer information, perhaps including Customer Proprietary Network Information (CPNI), and should be treated accordingly with respect to its use and storage.

ref:\_00D412HUz0.\_5004N19KkKg:ref

This communication is the property of Lumen Technologies and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

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**Re: Unresolved Issue: Case 45408109 [ ref:\_00D412HUz0.\_5004N19JHLT:ref ]**

1 message

**Customer Advocacy** <customeradvocacy@centurylink.com>

Fri, Oct 14, 2022 at 9:03 AM

To: [REDACTED]

Hello

I appreciate the opportunity to connect with you. If you could take a few quick moments to complete the following survey on your experience with me, I'd appreciate it greatly: [Click Here](#). The reference number for your survey is 45408109. Thank you for choosing CenturyLink and reach out to myself or this team anytime.

Thank you,  
-Cindy

## ----- Original Message -----

**From:** [REDACTED]  
**Sent:** 10/12/2022, 1:13 PM  
**To:** customeradvocacy@centurylink.com  
**Cc:** [REDACTED]  
**Subject:** Re: Unresolved Issue: Case 45408109 [ ref:\_00D412HUz0.\_5004N19JHLT:ref ]

Not at the moment, thank you. My fingers are crossed but I'm not holding my breath.

Susan

On Wed, Oct 12, 2022 at 7:12 AM Customer Advocacy &lt;customeradvocacy@centurylink.com&gt; wrote:

Hello,

Thank you for your reply. I am glad the service is working for you now. Is there anything else that I may assist you with at this time?

Thanks,

-Cindy

## ----- Original Message -----

**From:** Susan Shaffer [REDACTED]  
**Sent:** 10/8/2022, 3:32 PM  
**To:** customeradvocacy@centurylink.com  
**Cc:** [REDACTED]  
**Subject:** Re: Unresolved Issue: Case 45408109 [ ref:\_00D412HUz0.\_5004N19JHLT:ref ]

We personally haven't had dropped calls in several days, although we haven't had many calls at all.

On Thursday, several of our neighbors lost phone service, but we didn't.

Same old, same old out here. CL phone service is consistently unreliable and God forbid we have another emergency and can't call 911 to report it.

Susan

On Fri, Oct 7, 2022 at 1:51 PM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,

I wanted to check in with you to check on your telephone service. Is the service working for you without dropping?

Thank you,

Cindy H  
CUSTOMER ADVOCACY SPECIALIST  
Lumen

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ref:\_00D412HUz0\_5004N19JHLT:ref

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**Re: Fwd: Unresolved Issue: Case 42289706 [ ref:\_00D412HUz0.\_5004N17YUyQ:ref ]**

1 message

Customer Advocacy &lt;customeradvocacy@centurylink.com&gt;

Mon, Oct 3, 2022 at 10:33 AM

To: [REDACTED]

Hello,

I wanted to let you know I have our follow up scheduled .You can still reach me by replying to any of our messages.?

You will see a new email come in from me on 10/7

I will talk to you soon,?

?

-Cindy

## ----- Original Message -----

**From:** [REDACTED]  
**Sent:** 9/29/2022, 11:09 AM  
**To:** customeradvocacy@centurylink.com  
**Subject:** Re: Fwd: Unresolved Issue: Case 42289706 [ ref:\_00D412HUz0.\_5004N17YUyQ:ref ]

Sure, thank you. The tech told me he would call me back when it was fixed, and that was Mon and I haven't yet heard from him. That communication is part of the new PUC order.

On Thu, Sep 29, 2022, 7:28 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,

Thank you for your reply. I am glad to hear that you were able to make contact with a local technician to get some updates on this. I can check back with you in a week and see where the progress is at that time. Would that be ok?

Thanks,

-Cindy

## ----- Original Message -----

**From:** Susan Shaffer [REDACTED]  
**Sent:** 9/27/2022, 12:14 PM  
**To:** customeradvocacy@centurylink.com  
**Subject:** Re: Fwd: Unresolved Issue: Case 42289706 [ ref:\_00D412HUz0.\_5004N17YUyQ:ref ]

Yes, finally someone arrived, we spoke at length, said he had many tickets yet to fix, and that the problem was continuing. He even called us in the afternoon and not 5 mins before he called we had 2 calls come in that dropped. So they haven't fixed the problem with dropped calls even though we have dial tone and can dial out.

He said he would call again when they think they have fixed the problem.

On Tue, Sep 27, 2022, 9:01 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,

I have received an update from repair stating that your repair is in progress. It was scheduled to begin yesterday. Was a technician able to make contact with you?

Thank you,

-Cindy

----- Original Message -----

**From:** Susan Shaffer [REDACTED]  
**Sent:** 9/22/2022, 3:11 PM  
**To:** customeradvocacy@centurylink.com  
**Cc:** pacificstudiosdesign@gmail.com; [REDACTED]  
**Subject:** Re: Fwd: Unresolved Issue: Case 42289706 [ ref:\_00D412HUz0.\_5004N17YUyQ:ref ]

Cindy, so far your assistance MAY have resulted in a new ticket, about which I was never informed, that was scheduled for last Tues. However, it was then unceremoniously canceled (after a 20-30 sec call from CL that was dropped), and I later confirmed the cancelation online. Yes, we had dial tone that day, BUT the problem remains that we continue to experience DROPPED CALLS, as recently as last night. So your "tech" people go no further than to see there is a dial tone, but continue to fail to fix the DROPPED CALLS from numerous residents out here with CenturyLink's "service."

Regarding your request for "examples" so they can be sent to repair...all you have to do is READ the MANY emails I have sent not only to you but to Stephanie Polk, and the numerous reports to CL repair since 8/21/22. I have repeatedly given details, but as you can see, either they are not read or simply aren't important enough for CL to address.

I can no longer rely on any promise of repair appointments or a fix from CL because our tickets are canceled, and without notice before any techs are sent out for repairs.

Again, this info has been reported to the PUC for inclusion and support of our open investigation.

Susan Shaffer  
2459 Little Applegate Rd., Jacksonville, OR 97530  
541-899-5963  
541-899-5973

On Thu, Sep 22, 2022 at 6:01 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:  
Hello,

I am reaching out to offer my assistance as I have not heard back from you.

Please let me know at your earliest convenience if I may be of further assistance.

-Cindy

----- Original Message -----

**From:** Customer Advocacy [customeradvocacy@centurylink.com]  
**Sent:** 9/21/2022, 8:31 AM  
**To:** [REDACTED]  
**Subject:** RE: Fwd: Unresolved Issue: Case 42289706 [ ref:\_00D412HUz0.\_5004N17YUyQ:ref ]

Hello,

Thank you for your reply. I am so sorry for the trouble that you have had with your service. I received the following update from the repair group:

*We performed a test call to the troubled telephone number, 5418995963 and the customer was able to answer and communicate with us loud and clear. That could be the reason why tickets get cancelled for repair. We can confirm working dial tone.*

I would be happy to reach back out to repair if your phone is out of service, but based on your reply stating you received the call and the repair group advising that they were able to contact you by phone it does sound like the phone is working. I know you said that your phone is dropping calls. Can you please provide examples of this so I can send them over to repair please? I would need a day and time, along with a brief explanation of the issue on the call. Is there noise on the line?



Thank you,

-Cindy

----- Original Message -----

**From:** Susan Shaffer [REDACTED]  
**Sent:** 9/19/2022, 3:32 PM  
**To:** customeradvocacy@centurylink.com  
**Cc:** pacificstudiosdesign@gmail.com; [REDACTED]  
**Subject:** Fwd: Unresolved Issue: Case 42289706 [ ref:\_00D412HUz0.\_5004N17YUyQ:ref ]

Cindy, yesterday morning (9/18/22) we got 2 calls from CenturyLink: the first one was dropped as soon as we picked up (surprise, surprise), and the second one lasted long enough for a male to quickly rattle off a number and then said, "Thank you ..., goodbye." Didn't give me a chance to say a word, he just hung up, so I dialed the number he called in from and reached CL. After about 5 minutes I was able to find my way into your automated system where I was told that we have a ticket for tomorrow, Tuesday, 9/20/22. This was news to us since no one, not even you, notified us that we had yet another ticket (our 4th). So to confirm we actually did have an active ticket for tomorrow, I just now went online to CL, and under my phone Appt Manager, it says, lo and behold, my "ticket" number 5418995963, was "completed on Sun, 9/18." Here's the link to see for yourself that no ticket actually exists and that no tech will actually be showing up to fix this issue of dropped calls that has been ongoing since 8/21/22, just two days short of one month. <https://dssr.centurylink.com/digicustcare/wmtResults?accountNumber=5418995963981>

So you can see, our frustration is beyond manageable, and this incident will be, yet again, reported to the PUC for their continued investigation as they contemplate (the size of) fines for lack of CenturyLink's mandated service performance.

Susan Shaffer

----- Forwarded message -----

**From:** Susan Shaffer [REDACTED]  
**Date:** Fri, Sep 16, 2022 at 8:43 AM  
**Subject:** Re: Unresolved Issue: Case 42289706 [ ref:\_00D412HUz0.\_5004N17YUyQ:ref ]  
**To:** Customer Advocacy <CustomerAdvocacy@centurylink.com>

Thank you, every day we've had at least 3-5 calls dropped, both incoming and outgoing, long distance and local on both lines. The landlines are virtually unusable. We cannot continue to live like this.

I would also ask you to credit our entire bill starting from 8/21 until it is fixed. We are longtime paying subscribers and have NO service.

On Fri, Sep 16, 2022, 8:28 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,

Thank you for your reply. I am very sorry about the three canceled service appointments. Normally, this happens when there is a service outage affecting the area. I have reached out to our repair escalations group for verification of this, and to reschedule the appointment. I will reach back out to you as soon as I hear back.

Thank you,

-Cindy

----- Original Message -----

**From:** Susan Shaffer [REDACTED]  
**Sent:** 9/13/2022, 2:50 PM  
**To:** customeradvocacy@centurylink.com  
**Subject:** Re: Unresolved Issue: Case 42289706 [ ref:\_00D412HUz0.\_5004N17YUyQ:ref ]

Cindy, I'm sure by now you've had a chance to reread my thread with you going back more than a week to 9/6/22. I have spent MANY hours online and on the phone with numerous agents and "supervisors," to secure appointments with a tech at CL, only to have each and every one of them canceled by CL for unknown reasons and without notification to me. From my last response on Friday, 9/9/22, you can see how utterly frustrated I am at having to deal with people and a utility "service" (I use that term loosely) company that simply has refused to provide a PAID service, but has further refused over and over again to fix said "service". This treatment of paying customers has gone on for years and CL has never lived up to its commitment to this community.

While I, as do others, have dial tones that your system interprets as "working," we've CONTINUED to experience dropped calls from our landlines "serviced" by CL. Yesterday, I had three (3) dropped calls, today I had two (2). Now multiply this at a minimum by several hundred residents in this one community alone and you can see how affected we are. Additionally, several neighbors have tried to call 911 and they could not reach the emergency system--their call was immediately dropped. THAT is a serious situation for us and is totally unacceptable.

So, go ahead Cindy, put in yet a 4th request for repair for both our lines 541-899-5963 and -5973 at 2459 Little Applegate Rd., Jacksonville, OR 97530. I'll be curious if our area-wide dropped calls by CL are EVER fixed.

I, along with other residents, will be copying the coordinator of complaints about the continued lack of service from CenturyLink who will include them in her correspondence with lawmakers and the PUC as part of the ongoing investigation.

Susan Shaffer

On Mon, Sep 12, 2022 at 5:40 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:  
Hello,

I am so sorry that your appointment was cancelled. If you would like, I would be more than happy to assist in getting this rescheduled for you.

Thank you,

-Cindy

----- Original Message -----

From: Susan Shaffer [redacted]  
Sent: 9/9/2022, 2:23 PM  
To: customeradvocacy@centurylink.com  
Subject: Re: Unresolved Issue: Case 42289706 [ ref: 00D412HUz0\_5004N17YUyQ:ref ]

So you are telling me that the 3rd appointment I've made, currently scheduled for today, 9/9/22, Ticket #0407497, has been canceled yet again by CL and that the tech that is supposed to show up today will not arrive as scheduled?

On Fri, Sep 9, 2022 at 11:18 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:  
Hello,

Thank you for your reply. I apologize that the appointment was cancelled. I can reach out to the repair group for more formation. Would you like me to reschedule this appointment for you?

Thank you,

APRIL 2008

9.14.22

Dropped Calls

32 sic -5963

56 ✓ -5973

9.15.22

-5973

-5963



**CL Phones**

1 message

**Sandra Park** <spark10300@gmail.com>  
To: Priscilla Weaver <priscilla@saltmarshranch.com>  
Bcc: [REDACTED]

Wed, Sep 14, 2022 at 6:38 PM

Priscilla,

I am sending you the following information of my recent dropped calls with CL. Use the information as you see fit.

- Monday, 9-12-22, I received a call around 8:30am and soon after connecting the call dropped. I called back and that call also dropped. I then proceeded to make the call on my cell phone.
- Tuesday, 9-13-22, around 7pm I received a call and the call dropped. While I was calling back, my caller left a voice message asking "what happened" and I saved the message.
- Today, 9-14-22, I received a call around 8am and that call also dropped within a minute.

I am wondering if anyone else has had any further dropped calls.

Thank you for your assistance in getting our area's issue resolved.

Sincerely,  
Sandra Park  
10300 Sterling Creek Rd, Jacksonville, OR 97530  
541-899-7275 landline

appt

Your upcoming repair appointment is confirmed

1 message

CenturyLink [redacted]  
To: sjshaffer200@gmail.com

Sat, Sep 3, 2022 at 2:40 P

View in browser window



Get Support

Sign In

### Repair Appointment Confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years of age or older must be present in case inside access is required.

Please double check the Appointment Details to the left to verify the date and time of your request.

Click **CONFIRM** to confirm your appointment. Click **RESCHEDULE** if you will not be available. Click **RECALLED** at any time to cancel your appointment.

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please click here.

**Next steps:** We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

### Appointment Details

Friday 09/03  
Between 08:15 AM and 04:15 PM

You'll be notified when a technician is on the way.

Your repair ticket number is 0407487.

2452 LITTLE APPLINGATE RD

### We're Here to Help

Have access to the Internet? These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
  - o Phone service issues, such as no dial tone or static on the line
  - o High Speed Internet, wireless networking, and modem questions
- PHON™ TV subscribers, visit the Guidance Center's PHON™ section for assistance with any of your CenturyLink products.



Service Troubleshooter and Outage check



Where's My Technician?



Service Appointment Manager



Manage My Service

We have an app for that! Download the My CenturyLink app to easily control your WiFi, services, and account.



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P.O. Box 4269 MONROE, LA, 71211, US



CL  
 Susan Shaffer <Bying@centurylink.com>  
 Appts + cancel  
 8/30 - 9/9/22  
 Wed, Sep 7, 2022 at 2:24 P

Re: Unresolved Issue: Case 42289706 [ ref:\_00D412HUz0\_5004N17YUyQ:ref ]

1 message

Susan Shaffer [redacted]  
 To: Customer Advocacy <customeradvocacy@centurylink.com>  
 Cc: Susan Shaffer [redacted]

HOW the heck can it be cancelled without me knowing????? This is the 2nd time CL has canceled an appt without any notice.

Like I've said before in my MANY emails to everyone I've had contact with...we've had dial tones, but calls continue to be dropped. Your system only picks up the dial tone and thinks it's fixed, but it's NOT.

I will be here FRI, 9/9 as planned, all friggin day, and want to talk to the CL tech IN PERSON.

On Wed, Sep 7, 2022 at 12:38 PM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,  
 Thank you for your reply. I apologize for the confusion. I show that there was an appointment scheduled for 9/9, but it was canceled on 9/5.

I would be happy to reach out to our repair group for clarification and to reschedule if you would like.

Thanks for reaching out via email,  
 -Cindy

----- Original Message -----  
 From: Susan Shaffer [redacted]  
 Sent: 9/7/2022, 12:38 PM  
 To: customeradvocacy@centurylink.com  
 Subject: Re: Unresolved Issue: Case 42289706 [ ref:\_00D412HUz0\_5004N17YUyQ:ref ]

Cindy, if you had read my previous emails with Stephanie Polk and your Escalation Dept. regarding this and other area-wide CenturyLink problems, you would know that I already have a repair appt for this Friday, 9/9/22. This is the 3rd appt I've been given. I'm counting on CL to fix our service problems once and for all.

Susan Shaffer

On Wed, Sep 7, 2022, 8:47 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,  
 Thank you for verifying your account information. I am so sorry that the service is still not working. I would be happy to get this escalated to our repair group. They should be able to provide more information regarding your missed appointment, and I will make sure that it is rescheduled. Repair escalations can take 1-3 business days to hear back and I will reach out to you with an update as soon as I hear from them.

Thanks again,  
 -Cindy

----- Original Message -----  
 From: Susan Shaffer [redacted]  
 Sent: 9/8/2022, 2:33 PM  
 To: customeradvocacy@centurylink.com  
 Subject: Re: Unresolved Issue: Case 42289706 [ ref:\_00D412HUz0\_5004N17YUyQ:ref ]

KCKS=Kansas City Kansas  
 I also filled out the form which verified me.  
 Susan Shaffer

On Tue, Sep 6, 2022, 10:22 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,  
 This email is to inform you that CenturyLink has received your case and on behalf of Stephanie Polk, our Customer Success and Advocacy Vice President, I will be your advocate in championing your needs as a customer.

I am sorry to hear that you have experienced service outages with CenturyLink. Thank you for taking the time to reach out. I will do my absolute best to resolve your concern as quickly and thoroughly as possible.

To ensure the security of your information during our account verification process, I will be sharing a secure link. This will allow you to safely provide the information necessary to complete the authentication required to access your account. Please do not provide any account specific information outside of these forms.

To complete our secure verification process, please provide me with the answer to your account security question. Security Question: KCKS. The form does ask for a password but I am asking that you provide me with the answer to your Security Question instead please. < Click Here >

Cindy H  
 CUSTOMER ADVOCACY SPECIALIST  
 Lumen

ref:\_00D412HUz0\_5004N17YUyQ:ref  
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## additional filing for UM 2206

1 message

Priscilla Weaver <priscilla@saltmarshranch.com>  
To: BARTHOLOMEW [REDACTED] <BARTHOLOMEW@puc.oregon.gov>  
Cc: Susan Shaffer [REDACTED]

Tue, Sep 6, 2022 at 3:40 PM

Joseph,

It is important that the record in this matter reflect the lengths to which many of us have gone to use the CenturyLink 800 number and/or online outage reporting system, and how utterly they have failed. Please add this report to the record the commissioners will review in deciding whether they will, at last, require CenturyLink to provide us with a dedicated, direct line to the highest operational levels where our outages will get addressed in less than 8 days (and counting).

I have Ms. Shaffer's permission to file her email in this matter.

Thank you.

Priscilla Weaver

Begin forwarded message:

From: Susan Shaffer [REDACTED]  
Subject: Re: fyi  
Date: September 3, 2022 at 5:33:01 PM PDT  
To: Priscilla Weaver <priscilla@saltmarshranch.com>

Hi, I'm sure you are as drained as I am dealing with CL and PP. So fed up that I could scream, so hopefully, you will not be too put off by my frustration.

Thank you for keeping me in the loop on this. This is actually day seven--PP and CL outage was last Sunday, 8/21, and although phones returned with dial tones, the dropped calls have not subsided.

Over this past week, I've spent countless hours online and on the phones, when I could, with both PP and CL. Regarding CL, we've had three outages: Sun 8/21 (15hrs), Tues (~1hr). I was given Ticket #0398445 with a repair date of Tues, 9/6. On 8/31 (12:00 am), I canceled the ticket via their text system bc I had a dial tone, not realizing or experiencing the dropped calls. Then on Thurs, 8/25, we had the third outage (~5.5hrs), at which point I had to drive to AVFD to report the power and CL outages. At that point, I was given Ticket #0400708 and given a repair date of 9/7. I assumed it was still open since I had not canceled it nor had CL contacted me otherwise. However, when I started reading all the texts from others who had their tickets canceled with no notice, I went online today and found out that my ticket #0400708 had also been canceled with no notice. So I called in again today and through their automated repair system was given a repair Ticket #PS27950809 and a repair date of 9/9.

Not satisfied (bc their CHAT feature did not work no matter what page I tried it on) and wanting to speak with an agent, I finally reached a live CS person (Mela), who was quite helpful. She told me she was sending my complaint to the Escalation Dept and gave me Ticket #0407497 (which was to replace the one I'd just received--#PS27950809).

When I asked her for answers to two questions: Why was my Ticket #0400708 canceled by CL (did not have an answer for that one), and could she give me an assurance that Ticket #0407497 would NOT be arbitrarily canceled by CL without notifying me? She promised she would not let my repair date of now 9/9 pass without either my phones being fixed or a notification from CL. Don't hold out much hope, but we'll see.

In the meantime, I'd sent a detailed message through their escalation dept and it was responded to by Stephanie Polk, Vice President of Customer Success and Advocacy, via their escalation feature. In her response, she suggested if I had any additional info or updates to add, that I forward that info to [CustomerAdvocacy@CenturyLink.com](mailto:CustomerAdvocacy@CenturyLink.com) to ensure all correspondence is retained and tracked on your case 42289706. I am so tired of this that I started a forwarded message but will have to finish it tomorrow. I will copy you on it.

Ted had suggested we send in emails, copies of texts, etc., to Pam Marsh's office until something was done. I thought I'd try you first before I consider my next step. Not being able to call 911 is completely and utterly unacceptable.

It's 5 o'clock somewhere.

Susan

CL #2  
appt**Your upcoming repair appointment is confirmed**

1 message

CenturyLink &lt;centurylink@contactengine.com&gt;

Wed, Aug 31, 2022 at 2:23 PM

To: [REDACTED]

[View in browser window](#)[Get Support](#)[Sign In](#)

## Repair Appointment Confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click **CONFIRM** to confirm your appointment.  
Click **RESCHEDULE** if you will not be available.  
Click **RESOLVED** at any time to cancel your appointment.

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please [click here](#).

**Next steps:**

We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

## Appointment Details

Wednesday 09/07  
between 08:15 AM and 04:15 PM.

You'll be notified when a technician is on the way.

Your repair ticket number is 0400708.

2459 LITTLE APPLGATE RD

## We're Here to Help

**Have access to the internet?**  
These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
  - Phone service issues, such as no dial tone or static on the line
  - High Speed Internet, wireless networking, and modem questions
- PRISM™ TV subscribers, visit the Guidance Center's PRISM™ section for assistance with any of your CenturyLink products.



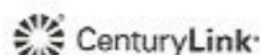
**Your upcoming repair appointment is confirmed**

1 message

CenturyLink &lt;centurylink@contactengine.com&gt;

Tue, Aug 30, 2022 at 8:17 PM

To: s [REDACTED]

[View in browser window](#)[Get Support](#)[Sign In](#)

## Repair Appointment Confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click **CONFIRM** to confirm your appointment.  
Click **RESCHEDULE** if you will not be available.  
Click **RESOLVED** at any time to cancel your appointment.

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please [click here](#).

**Next steps:**

We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

## Appointment Details

Tuesday 09/06  
between 08:15 AM and 04:15 PM.

You'll be notified when a technician is on the way.

Your repair ticket number is 0398445.

2459 LITTLE APPLGATE RD

## We're Here to Help

**Have access to the internet?**  
These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
  - Phone service issues, such as no dial tone or static on the line
  - High Speed Internet, wireless networking, and modem questions
- PRISM™ TV subscribers, visit the Guidance Center's PRISM™ section for assistance with any of your CenturyLink products.

**Fwd: Thank you for your Unresolved Issue submission.**

1 message

Susan Shaffer <[REDACTED]>  
 To: CustomerAdvocacy@centurylink.com  
 Cc: Susan Shaffer <[REDACTED]>  
 Bcc: Priscilla Weaver <priscilla@saltmarshandl.com>

Sun, Sep 4, 2022 at 1:14 P

This email is at the suggestion of Stephanie Polk, Vice President of Customer Service and Advocacy, and is in reference to my case #42289706. Attached below is the response from Ms. Polk.

While I am frustrated and exhausted from continuing to have to deal with CenturyLink regarding our community-wide lack of service, spotty service, and now **dropped calls** (IN and OUT), but especially with our **inability to reach 911**, I still would like to add the following information from my hours spent trying to get help on Sat, 9/3/22.

I was given two (2) new tickets (both with repair dates of 9/9/22): first from CL's automated system I was given repair ticket #PS279508099, and then from live agent Mela I received repair ticket #0407497 (which was to REPLACE the earlier PS ticket). Mela told me she would forward this ticket to the Escalation Dept. To my query to Mela regarding CenturyLink's arbitrary cancellation of my repair ticket #0400708 (repair date of Weds, 9/7/22, without notice), she replied she had no answer. (Please also note that the CHAT feature "available 24/7" DID NOT WORK, no matter from what page on your website I tried it.)

Additionally, I'm attaching below information I sent to our community member who is monitoring the situation and who is in contact with state and local agencies. It details our collective frustration and concern that we have no reliable CL phone service out here nor can we call 911 in emergencies, all of which are completely unacceptable.

## 1) Response from Ms. Polk:

Forwarded message  
 From: Stephanie Polk <[REDACTED]>  
 Date: Sat, Sep 3, 2022 at 1:40 PM  
 Subject: Thank you for your Unresolved Issue submission.  
 To: [REDACTED]

Dear valued customer,

We are committed to providing you with a great customer experience and apologize that we haven't met the standards that we set for ourselves as a company. I take your concerns very seriously and am working to dedicate the resources needed to better identify, address, and fix them proactively. We are sending a case manager your way to address them as quickly as possible. We are currently experiencing high volumes and responses may take longer than expected. We apologize for any delays.

If you have any updates or need to provide any additional information, please "Forward" this email and any additional information regarding the original concern to CustomerAdvocacy@CenturyLink.com to ensure all correspondence is retained and tracked on your case 42289706.

To best manage expectations, our hours of operation are Monday - Friday, 7 am to 6 pm CT. Should you need immediate assistance with a technical support concern, our teams are available 24/7 at <https://www.centurylink.com/home/bw/ps/contact.html>.

Issues brought to us by customers allow us to make CenturyLink better. Thank you for the opportunity to further investigate this for you.

Stephanie Polk  
 Vice President of Customer Success and Advocacy

ref\_0004128660\_5004037701yQ:ref

## 2) Copy of my emailed information to the community rep to share with state and local agencies.

Over this past week, I've spent countless hours online and on the phones, when I could, with both PP and CL. Regarding CL, we've had three outages: Sun 8/21 (15hrs), Tues (~1hr). I was given Ticket #0280445 with a repair date of Tues, 9/6. On 9/7 (12:00 am), I canceled the ticket via their text system so I had a dial tone, not realizing or experiencing the dropped calls. Then on Thurs, 9/8, we had the third outage (~5.5hrs), at which point I had to drive to AVFD to report the power and CL outages. At that point, I was given Ticket #0400708 and given a repair date of 9/7. I assumed it was still open since I had not canceled it nor had CL contacted me otherwise. However, when I started reading all the texts from others who had their tickets canceled with no notice, I went online today and found out that my ticket #0400708 had also been canceled with no notice. So I called in again today and through their automated repair system was given a repair Ticket #PS279508099 and a repair date of 9/9.

Not satisfied (bc their CHAT feature did not work no matter what page I tried it on) and wanting to speak with an agent, I finally reached a live CS person (Mela), who was quite helpful. She told me she was sending my complaint to the Escalation Dept and gave me Ticket #0407497 (which was to replace the one I'd just received-#PS279508099).

When I asked her for answers to two questions: Why was my Ticket #0400708 canceled by CL (she did not have an answer for that one), and Could she give me an assurance that Ticket #0407497 would NOT be arbitrarily canceled by CL without notifying me? She promised she would not let my repair date of now 9/9 pass without either my phones being fixed or notification from CL. Don't hold out much hope, but we'll see.

I highly anticipate your earliest response and advice on how and when CenturyLink will implement a PERMANENT FIX on these long-standing and area-wide reports of lack of service from CenturyLink.

Respectively submitted,

Susan Shaffer  
 2459 Little Applegate Rd.  
 Jacksonville, OR 97530  
 541-899-5963 or -5973 landlines  
 541-531-8136 cell/text via WiFi only



**Your service should be restored**

1 message

CenturyLink <CenturyLinkNotifications@centurylink.com>

Wed, Aug 31, 2022 at 1:34 PM

Reply-To: CenturyLink <reply-fef71072726003-17\_HTML-22551080-100021545-31000@updates.centurylink.com>

To: [REDACTED]

[View in browser window.](#)



## Get Support

### Sign In

Dear Customer,

Thank you for choosing CenturyLink, it was a pleasure speaking with you today!

We apologize for the trouble you have been experiencing with your CenturyLink service. As we discussed, we have scheduled a technician to resolve your issue.

You can use the Where's My Tech link below to check the status of your repair, reschedule or cancel your appointment, or track the arrival of your technician on your appointment date.

Sincerely,  
Your CenturyLink Repair Team

[Service Troubleshooter and Outage check](#)

[Where's My Technician?](#)

[Service Appointment Manager](#)

[Manage My Services](#)



[Privacy Policy](#)

**From:** Susan Shaffer [REDACTED]  
**Subject:** Responses of those trying to reach CL to report area-wide outage  
**Date:** May 16, 2022 at 4:15 PM  
**To:** Priscilla Weaver priscilla@saltmarshranch.com

Priscilla, I thought I would try to combine all the email responses and the texts I've received in the last 30+ hrs from those who have lost their landlines and the types of obstacles they've had in sim. As of this moment, both our lines are back up, and I see on Signal that both of the Meer's lines are back up.

You have my experience (at 2459 LA) detailed in my email to my LLARD group, but here are the others I've heard from- hope this helps:

**Patricia Gostman (2199 LA)**

in reply to [REDACTED]

I just spent 20 hrs trying to report outage and make it. Anytime!

**Judy Colver (2180 LA)**

in reply to [REDACTED]

My phone's been able to make one cell phone call for the past 48hrs. Just

text through iPhone

**Judy Colver (2180 LA)**

in reply to [REDACTED]

Yes, our power went out then right back on. It's the phone!

**Richard Remondino (2626 LA)**

in reply to [REDACTED]

Go to workday!

Thanks

RSB

**Kim Flaxell (2608 LA)**

in reply to [REDACTED]

I reported the outage

Just text my iPhone

**Body & Soul Fitness Studio Jacksonville, OH (1620 SC Rd)**

in reply to [REDACTED]

Thanks Susan,

I will call you next

Clear Colorado

Just text my iPhone

**green@evm003.com (2419 LA)**

The 9300s, we call it, well

Just text my iPhone

**Body & Soul Fitness Studio Jacksonville, OH (1620 SC Rd)**

in reply to [REDACTED]

Susan,

I have (mostly) been trying to reach anyone computer's enough to answer any questions for ever on how

After I've 2000hrs. all on hold... just wait and hope. 7777

Clear

Just text my iPhone

Texts I couldn't figure out how to copy and paste them into this email, so I am summarizing each one!

**Mom (2020 LA)**

5/15/22 10:55am phone out

5/15/22 10:56am still out, spent 45 mins trying to report, no luck

5/15/22 11:26am 30min still out, report made via cell to 800# CL. still showing no 800-400-5000 defined

5/15/22 11:30am one of their 700# is working, but needs to call them back (not 7pm 13. Their 200# 240047)

5:45pm both lines now working

**Proder (2184 LA)**

5/15/22 11:10pm phone out, no luck at 10:00PM

5/15/22 11:20pm No cell.

8:45am still 200# still problem for reaching to see right? 10:00PM

**ABAC (11111111)**

5/15/22 phone out

**Heavenly (2020 LA)**

5/15/22 11:20am reported 2020# to CL

5/16/22 1:45pm phone still out

Your appointment has already been completed or cancelled and is no longer available. If you still need an appointment, please visit [centurylink.com/contactus](https://www.centurylink.com/contactus)

5.15.22 Cl phones out 10:50  
11:45 - } Called in NO DIAL TONE w/  
12:09 } Alisa (multiple cable failures) e.o.  
• Jeopardy mgmt call site on  
Area wide outage  
• Ticket # 0123816  
8:15 - 4:15 Wods 5/18

5/16/22 • Phones back ON  
c 4:30pm

**Your upcoming repair appointment is confirmed**

1 message

CenturyLink &lt;centurylink@contactengine.com&gt;

Sun, May 15, 2022 at 12:54 PM

To: [REDACTED]

**Repair Appointment Confirmation**

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click CONFIRM to confirm your appointment.  
Click RESCHEDULE if you will not be available.  
Click RESOLVED at any time to cancel your appointment.

5/17  
11:45am

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please click here.

**Next steps:**

We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

**Appointment Details**

Wednesday 05/18  
between 08:15 AM and 04:15 PM.

You'll be notified when a technician is on the way.

Your repair ticket number is 0123816.

**We're Here to Help****Have access to the Internet?**

These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
  - Phone service issues, such as no dial tone or static on the line
  - High Speed Internet, wireless networking, and modem questions
- PRISM™ TV subscribers, visit the Guidance Center's PRISM™ section for assistance with any of your CenturyLink products.

[chat online with us](#)

[Privacy Policy](#)



# 2021 OL Outage Data

Dates	approx duration	problem	what we were told	repair/ID ticket	when told	repair person would show up	outage line used	are a affected corp. CL	other
1) Jan 27-28	9am-8:53am	"major cable break"	11:15 "no other reports"; Baerresen told at 7 pm "unaware of system outage"	Nina: 37606459;	Marion: Feb 3; Horner Feb 5; Alex Feb 3; Baerresen Feb 4	numerous people told would be repaired by march 9	800-573-1311	LAR, Yale, and Sterling	: case # 10679811 Sterling Creek not back on by 9am Nina call dropped 6:50 am, power also out (backup??)
2) 6-Mar	53pm	6:50am-5:11:28am-5:15-Mar 30 pm	working on the 3 boxes, photos						case #11807825 long excuse in 3/17 email no other details available
3) 10-Jun	2 days	June 28-29	"cable" issue	Sue S: 0110765					
4) Aug 3-4	variable	Aug 3-4	4.5 days to repair 3 broken boxes plus 4 more days of nothing						
5) Aug 30-sept 7	8-9 days	30-Sep	variable						
6) Oct 25-29	4-5 days	9-Nov	11:26-12:06						
7) 12/5-12/28/21	~4 days								

1) 12/5-12/28/21 ~4 days  
 ↑  
 25

Fwd: CenturyLink Outages 2021

1 message

Susan Shaffer  
To: Susan Shaffer

Tue, Nov 2, 2021 at 11:04 AM

----- Forwarded message -----

From: Susan Shaffer  
Date: Sat, Oct 30, 2021 at 1:57 PM  
Subject: CenturyLink Outages 2021  
To: Priscilla Weaver <priscilla@saltmarshranch.com>, Kathy Horner <redg16@aol.com>

OK, here's what I have so far:

I have data on nine (9) separate phone outages this year:

- 1) 1/27-1/28 ~24 hrs (9:00 am -9:00 am)
- 2) 3/6 ~12 hrs (6:00 am-6:00 pm)
- 3) 3/15 ~6.5 hrs (11:30 am-5:30 pm)
- 4) 6/10 ~ ??? (All I have on this one is my copy of the email sent to me confirming a Tech appt for 6/12/21, Ticket #0110765, which was RESOLVED. **Pls provide outage time if you have it.**)
- 5) 6/28-6/29 ~4 hrs (10:30 am-2:30 pm) (this was our outage time, although some phones weren't back on until 6/29/21)
- 6) 8/3-8/4 ~20 hrs (times unkn, but I did report both area-wide phone outage Ticket #168687324, as well as the 3 downed grey boxes Ticket #138692935 for which no one showed--again)
- 7) ~~8/3~~ 8/30-9/4 ~ ???-3:30 pm (I have some references to an outage, but no other info--**pls provide if you have it.**)
- 8) 9/30\*\* Varied ~4 hrs (9:00 am-1:00 pm)
- 9) 10/25-10/26 (10/29) ~72 hrs (2:00 pm-8:30 am, most residents' phones were off and on during this time)

10) 11/9 11:26-12:06  
My guess is the outages affected the following number of **households**:

- LLARD list: 26
- MLAR list: \_\_\_\_\_
- ULAR/YC list: \_\_\_\_\_

11) 12/25-12/28+ (4 days)  
I think it is safe to say virtually most if not all of the residents on our three sections of LA Rd. experienced these outages but you'll have to plug in those missing numbers.

Let me know if you have any questions or need my data copies. I am also going to use these outage hrs on a complaint and request for credit.

Susan

\*\* I have a copy of my long chat session (1.0 hr++) on 10/2/21 with several different techs, as well as two supervisors. All I got was nothing but extreme frustration.

↳ typo 30

↳ Copy AVFD when phones go out.  
Susan Shaffer <tyingpigranch206@gmail.com>

Fwd: CHAT with CL on outage 9-1 Thurs, 9-30-21  
1 message

Susan Shaffer  
To: Susan Shaffer

Sat, Oct 2, 2021 at 11:53 AM

Forwarded message  
From: Susan Shaffer  
Date: Thu, Sep 30, 2021 at 1:52 PM  
Subject: CHAT with CL on outage 9-1 Thurs, 9-30-21  
To: Susan Shaffer <tyingpigranch206@gmail.com>

Chat started at 11:54 AM

All technical support chats may be recorded for quality assurance and training purposes. Thank you for contacting CenturyLink. You are speaking with Rahul, please give me a moment to review the information you provided.

Repair

call 1) 800.573.1311

online 2) <https://www.centurylink.com/home/help/contact.html>

text 3) 285669 (C-T-L-N-O-W)

72  
(20.5 hrs 10/25 - 10/26 2:00pm - 8:30am  
4 hrs 9/30 - 9:00am - 1:00pm

R Hi, Thank you for reaching out to CenturyLink Tech Service Desk. How can I help you with today?

9/3 ? - 3:30

Rahul S  
Thank you for providing the information. Please wait while I get the account related information.

20 hrs 8/3 - 8/4 20 hrs  
4 hrs 6/28 - 6/29 10:30 - 2:30  
6/10 ?

R For verification purposes, may I have your name and Billing Account Number?

6.5 hrs ✓ 3/15 11:00 - 5:30  
12 hrs ✓ 3/6 ~ 6:00am - 6:00pm  
24 hrs ✓ 1/27 - 1/28  
~ 9:00am 9:00am

Rahul S 11:55 AM

Thank you for providing the information. Please wait while I get the account related information.

11:56 AM

R Can you please let me know the color of DSL and internet lights?

Rahul S  
Thank you for confirmation.

11:57 AM

Thank you for confirmation.

----- Forwarded message -----

From: Susan Shaffer <flyingspigranch200@gmail.com>

Date: Thu, Sep 30, 2021 at 1:52 PM

Subject: DSL with CU on outage 9-1 Thurs, 9-30-21

To: Susan Shaffer <[REDACTED]>

### Chat started at 11:54 AM

All technical support chats may be recorded for quality assurance and training purposes. Thank you for contacting CenturyLink.

You are speaking with Rahul, please give me a moment to review the information you provided.

R Hi, Thank you for reaching out to CenturyLink Tech Service Desk. How can I help you with today?

Rahul S

**Reporting an area-wide outage in rural area on Little Applegate Rd., Jacksonville, OR 97530**

R For verification purposes, may I have your name and Billing Account Number?

Rahul S 11:55 AM

**AREA-WIDE, not our house lines**

**Susan Shaffer,  
5418995963981**

Thank you for providing the information. Please wait while I get the account related information.

11:56 AM

R Can you please let me know the color of DSL and Internet lights?

Rahul S

**We do not have DSL here, we have satellite**

11:57 AM

Thank you for confirmation.

12:00 PM

R Is it phone issue?

Rahul S

**YES, both our lines are out, as well as those of all our neighbors.**



Thank you for confirmation.

**Please confirm that you are reporting this as an area-wide outage.**

12:01 PM

As we checked your account there is no outage in your area

I am from CenturyLink Internet Technical support desk, please wait while I transfer your chat to the other department.

Thank you for reaching out to CenturyLink Tech Service Desk, Good day. Stay Safe.

R Please stay while I transfer the chat.

Rahul S

**OK, thank you.**

12:02 PM

---

Chat started with Vikram S

V All technical support chats may be recorded for quality assurance and training purposes. Thank you for contacting CenturyLink.

You are speaking with Vikram, please give me a moment to review the information you provided.

Vikram S

**It should all be there in your system**

V Hi, Thank you for contacting Century link, I can surely have a look on your connection, can you please provide me your account # and alternate call back number and allow me a minute to go through your previous chat.

Vikram S 12:04 PM

**If you can read this chat thread, I already said it, but again, A/C #5418995963981**

12:05 PM

Sure Jacksonville, I am going through the previous chat

V "If I understand your concern, you are having no dial tone issue , correct?"

Vikram S 12:06 PM

**It has been reported to our area Congresswoman, as well, who was informed we have a special contact because THIS HAPPENS ALL THE TIME.**

**No dial tones on either of our phones, nor on the phones of our community**

We are really sorry that you're having trouble with that, I would be absolutely delighted to assist you

V Have you also tried to unplug and replug the phone or use other phone jack ?

Vikram S

**STOP IT, just confirm that you are reporting OUR AREA-WIDE AOUTAGE--it's not inside our houses!**

**12:08 PM**

**Please, get a supervisor for me**

Jacksonville, I am trying to troubleshoot your phone line

Sure, Jack

Meanwhile, I will try to reset the line connection remotely.

12:10 PM

V Can you kindly confirm if you are having issues on all phones ?

Vikram S 12:12 PM

**yes, BOTH LINES ARE DEAD: 541-899-5963 AND 541-899-5973**

**12:12 PM**

V I am still working on your query and it might take 2 to 3 minutes more, Please stay connected.

Vikram S 12:14 PM

OK

V Thanks

Vikram S 12:15 PM

**Please, get me to a supervisor.**

12:17 PM

Jacksonville, I am scheduling the tech for you

**My name is SUSAN, Jacksonville is my town.**

12:19 PM

And I have confirmed from the outage team, And there is no any outage in your area.

12:19 PM

**Well, we KNOW that is not the case, don't we? This happens to us ALL the time. Last time was just a month ago.**

12:20 PM

Sorry, I was not aware of your name Susan.

My apology.

OK

V For verification purpose, May I have the billing address please ?

Vikram S

2159 Little Applegate Rd,  
Jacksonville, OR 97530

Thanks

12:22 PM

As I am entering your dispatch, I would like to let you know we need someone 18 or older home when the tech arrives, and due to COVID safety concerns, and to protect you and our technician we are limiting contact. Is there a COVID health or safety related issue we need to discuss before I continue?

Kindly confirm ?

12:22 PM

**We're both over 65, and I've already reported it via your website. Tech is coming 10/2/21, but I'm hoping it is fixed TODAY BY CL.**

**12:24 PM**

Dispatch Details: Sat, Oct 2nd 2021  
Earliest Time: 08:15 AM  
Latest Time: 04:15 PM  
Commitment Time: 06:30 PM

V Are you okay ?

Vikram S 12:24 PM

**I AM NOT OK, we need our phones FIXED out here as there are MANY who are much older than we are.**

**12:25 PM**

V Susan, I understand the urgency, but as much as I want to send a technician right away, the schedule that you have is the soonest. The appointment is based on availability of technicians on the area. All our repair tickets are worked as soon as possible. The appointment provided is the latest the tech could arrive on your location that is if the cause of the problem is inside the house. If the problem is outside it could be resolved earlier.

Vikram S 12:25 PM

**Have you been listening to me? IT IS NOT INSIDE OUR HOME, NOR INSIDE THE INDIVIDUAL HOMES OF OUR NEIGHBORS. IT IS IN CENTURYLINK INFRASTRUCTURE.**

**12:27 PM**

V Susan, I can understand your concern and for that I am scheduling the tech for you.

Vikram S 12:28 PM

**So if you also schedule a tech, after I have already scheduled a tech which I mentioned above, does that mean you show 2**



**techs coming out for 2 separate tickets?**

**12:29 PM**

V No, there will be only one ticket and single tech will come to visit your location.

Vikram S 12:31 PM

**ok. PLEASE, may I chat with a supervisor?**

V Sure, I will transfer to supervisor, Meanwhile, I have scheduled the tech for you

Vikram S 12:32 PM

**thank you**

V Just for a quick summary, you called in today for no dial tone issue for which we did few line tests and we arranged a technician for you as we were not able to resolve the issue remotely, is there anything else I can help with?

Vikram S 12:33 PM

**no, thank you**

V It was a pleasure to help you today. Thank you for choosing Centurylink, we value your business. You can also now contact us with Repair questions by texting to 285669 (on your cell phone this corresponds to C-T-L-N-O-W). Standard text messaging rates may apply. For future reference, you can also visit us at the following channels: [www.ctihelp.com](http://www.ctihelp.com), CenturyLink app for self-help troubleshooting & click to chat option from your smartphones.

Vikram S

---

#### **Chat started with Harminder S**

All technical support chats may be recorded for quality assurance and training purposes. T

Thank you for contacting CenturyLink.

You are speaking with  
Harinder, please give me a  
moment to review the  
information you provided.

Hello Susan

How are you?

H I'm a supervisor, How can I  
help you today?

Harinder S 12:36 PM

**Very frustrated**

**Please, read all the text  
in this chat session, then  
we can chat**

I apology for the touble.

H yes, I am reading it, please  
allow me 2 minutes

Harinder S

**ok**

**12:37 PM**

H

It was a pleasure to help you  
today. Thank you for choosing  
Centurylink, we value your  
business. You can also now  
contact us with Repair questions  
by texting to 285669 (on your  
cell phone this corresponds to  
C-T-L-N-Q-W). Standard text  
messaging rates may apply.  
For future reference, you can  
also visit us at the following  
channels: [www.cthelp.com](http://www.cthelp.com),  
CenturyLink app for self-help  
troubleshooting & click to chat  
option from your smartphones.

Vikram S

Chat started with Harinder S

All technical support chats may  
be recorded for quality  
assurance and training  
purposes. Thank you for  
contacting CenturyLink.

You are speaking with  
Harinder, please give me a  
moment to review the  
information you provided.

Hello Susan

How are you?

H I'm a supervisor, How can I help  
you today?

Harminder S 12:36 PM

**Very frustrated**

**Please, read all the text in this chat session, then we can chat**

I apology for the trouble.

H yes, I am reading it, please allow me 2 minutes

Harminder S

ok

**12:37 PM**

I just gone through with your chat, you have no dial issue.

12:39 PM

as per you the issue in your area.

**YES! We are all out in this area.**

**12:40 PM**

Okay, We have scheduled a tech for you. Tech will come and check the issue.

12:41 PM

H If it is in your area or community.

Choose one of the following options

12:48 PM

We have raised the ticket and tech will come fixed the issue.

12:50 PM

I Apology it took lot of time

H Im ensuring you, your issue will be resolved soon.

Harminder S

**Are you saying the Tech will come out on 10-2, according to my ticket I opened earlier, or are you saying a new Tech will be out today?**

**12:51 PM**

Tech will come on Oct 2, as per scheduled ticket.

We don't send tech Today, I'm sorry for that.

12:52 PM

We can't sent tech today. I'm sorry for that.

You realize that every single time we all call in reporting an area-wide outage, CL always says, "Gee, no one else has reported anything," which we know is not true. CL continues to have a policy to feed us BS, and therefore, you C.S. people then say to us that there's no mechanism to report an area-wide outage, just an individual outage. That's crazy!

H

---

Chat started with Yordany C

You are chatting with Yordany.

Hello! My name is Yordany C, thank you for chatting with Centurylink. Please allow me a moment while I go through your previous chat and assist you on your request.

Y

I hope you're having a great day. I will do everything I can to help and if I can't resolve it, I will get you to the right place. To get started let's pull up your account. 🙏

Yordany C

ok

1:02 PM

Y

Thank you so much for your patience, Upon working offline they will enter reports in your area about the issue, I do apologize for the inconvenience.

Yordany C 1:05 PM

Our calls should have been escalated from the very beginning, as many of us have called in to report and area-wide outage when we're always told "CL has no way of intaking an area-wide outage report."

I'm sorry to hear you are having these problems. We will get this resolved this I enter a note in my system already

Yordany C

I'm done with CL--for today.



10/25 - 10/28 = 20.5  
72 hrs

Susan Shaffer

## Second phone outage message

1 message

Priscilla Weaver <priscilla@saltmarshranch.com>  
Cc: Priscilla Weaver <priscilla@saltmarshranch.com>

Thu, Oct 28, 2021 at 9:32 AM

Good morning again at 9:30 am,

Our line just came back on. I got a call from a wonderful local CL repair person with the good news that they are - one by one- getting us turned on this morning. He also had promising news on ways to get our outages dealt with faster within the reality that we won't get fiber optic lines for at least 3-5 more years. I'll believe the faster service when I see it, but hope is a good thing, isn't it?

So ... for now I don't think we need details, but it would be VERY helpful to know how MANY of us were out and for how long, if you haven't reported back to me, could you just let me know when your phone was out and for how long? And if your phone is still out, could you let me know when you get it back?

Thanks. ENjoy our beautiful fall sunshine today — get those vegetable beds mulched and the leaves out of your gutters!

Priscilla

On Oct 28, 2021, at 8:35 AM, Priscilla Weaver <priscilla@saltmarshranch.com> wrote:

Good morning Little Applegate and Yale Creek neighbors,

Since about noon on Monday, some or all of us have been without landline phone service, some intermittently. Ours are still off. 10/25

I am trying my best to get us help, this time higher up at Century Link and also with our elected representatives, but I need your help. Please take a few minutes to send me a note this morning with the following information. You can just "reply" and it won't go to the whole long list again.

1. Has your land line been out at any time starting on Monday? Is it still out?
2. If so, have you called the CL repair line (800-244-1111 or one of the other ones) using your WORKING cell phone? If so, do you have the repair ticket number? IF so, please send it to me. If you don't have the number, please tell me what you were told in terms of a schedule. What day did you call and did the person say there were any other repair tickets?
4. If you did not call, did you report the outage online at [centurylink.com](http://centurylink.com)? If so, do you have the repair ticket number and what were you told about other reports of outages?
5. If you did not call in or report the outage and your phone is still out, please take the time to do so now.
6. And please remind me of your street number and the extension of your 899- land line (eg., mine is x1672).

Why am I asking you to go through this rigamarole when we all know it's the old cables, bad boxes, etc?

Believe it or not, a higher up CL rep told me yesterday: "The tickets are helpful to properly troubleshoot from the central office to the customer premise. It also is a tracking tool for evaluating long term trends in network performance and specific issues at customer locations."

This is of course complete nonsense, since this is our SIXTH area outage so far this year and they know darned well what the issues are. Now we need to call this person's bluff so our elected representatives will know we have done everything we can to get help.

Thanks for taking the time. I will keep you posted.

Priscilla  
541-890-3890 (working call phone!)





Susan Shaffer

**Re: Phone outage**

1 message

Susan Shaffer

Thu, Oct 28, 2021 at 10:54 AM

To: Priscilla Weaver

Bcc: Susan Shaffer

1. Phone lines 541-899-5963 and -5973 were both out from 2:00 pm 10/25/21 to approx 8:30 am on Tues 10/26/21. Both lines have been working since Tues.
2. I had called it in on Mon and was given a repair date of Fri (10/29/21 8:15-4:15 pm), Ticket #0459701. Although service came back on Tues a.m., I did not cancel my scheduled appt until just now.
3. Service person I spoke with, Tammy, told me there had not been any other outages reported, even though I explained the full situation out here, that I KNEW others had also called it in, and that it is a SERIOUS issue for residents out here due to lack of/sketchy cell service.
4. N/A
5. N/A
6. Street address: 2459 LA Rd.; landlines -5963 and -5973

(I won't have time to read the CL articles sent to me until this afternoon. I'll get back to you later on.)

Nothing like living in the Wild West--I think we're all screwed.

Susan

P.S. Does Starlink offer cell service with their satellites?

On Thu, Oct 28, 2021 at 8:36 AM Priscilla Weaver <priscilla@saltmarshranch.com> wrote:

Good morning Little Applegate and Yale Creek neighbors,

Since about noon on Monday, some or all of us have been without landline phone service, some intermittently. Ours are still off.

**Your upcoming repair appointment is confirmed**

1 message

CenturyLink &lt;centurylink@centurylink.com&gt;

Mon, Oct 25, 2021 at 4:27 PM

To [REDACTED]

**Repair Appointment Confirmation**

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click **CONFIRM** to confirm your appointment.  
Click **RESCHEDULE** if you will not be available.  
Click **RESOLVED** at any time to cancel your appointment.

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please [click here](#).

**Next steps:**

We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

**Appointment Details**

Friday 10/29  
between 08:15 AM and 04:15 PM.

*5 days away*

You'll be notified when a technician is on the way.

Your repair ticket number is 0459701.

**We're Here to Help**

**Have access to the internet?**  
These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
  - Phone service issues, such as no dial tone or static on the line
  - High Speed Internet, wireless networking, and modem questions
- PRISM™ TV subscribers, visit the Guidance Center's PRISM™ section for assistance with any of your CenturyLink products.

You have received this courtesy email because you are a CenturyLink customer. If you prefer not to receive notifications about your order, you can [chat online with us](#) to unsubscribe.

This message was sent from an automated e-mail server. Please do not reply to this message. Any messages sent to this address will not be answered.

CenturyLink values your business and respects your privacy. For more information about how we use information we collect online, read the [CenturyLink online Privacy Policy](#).

3:45 ← 3:28 call

10-25-21 Tammy  
Repair

10/25

2:00 - Phones out again!

8:30am 10/26

- Shaffer
- Merz

→ "signal issue"  
- Performed tests & created  
Fri 10/29 8:15-4:15

- Will test status from  
the techs

899-6833





9/30

9:00am - 1:00 = 4 hrs

Susan Shaffer

**CenturyLink OUT AGAIN!**

1 message

Susan Shaffer <[REDACTED]>

Thu, Sep 30, 2021 at 11:17 AM

[customer email addresses blocked to protect their privacy]

Our phones at 2459 LA Rd have been out since around 9:00am. Are yours?

If anyone responds to me, or to anyone else, that theirs are also out, I will try to report yet another area-wide outage.

Thanks,  
Susan

Hassanein  
Weaver  
Bowman  
Gail  
Goldman  
Hassanein



Susan Shaffer [REDACTED]

**more about the phone outage**

1 message

Priscilla Weaver <priscilla@saltmarshranch.com>  
To: Susan Shaffer <[REDACTED]>

Thu, Sep 30, 2021 at 11:40 AM

Here's what I posted earlier this morning on the CL SupportGroup message thread that Erin set up when she decided that our land lines did not qualify for her "MLA Fire Alert" thread (even though lost cats do qualify). I also tried sending a text to the person Ben and Kristina say was the CL area manager as of January.

I intended to send the email about an hour ago and then got called away for something else on the farm. Will send an update when I hear anything more.

Priscilla

*"This is Priscilla, Thursday morning at 9:00am. Our phone and Gal/Rourke's phones are out. Please everyone, call this in to 800-244-1111 if you can on your cellphone. I want to test the CL representation to me that we can get faster repair service. Please tell the person who answers this is a widespread outage in a rural area. Let's see if it works! Thanks".*

*"Neighbors: the CL executive Kathy and I and Representative Marsh met with told me about 10 minutes ago that he will contact our area's operations manager. Let's see if it gets us better response! Will keep you all posted. thanks. Priscilla"*

**Your upcoming repair appointment is confirmed**

1 message

CenturyLink &lt;centurylink@centurylink.com&gt;

Thu, Sep 30, 2021 at 12:55 PM

To [REDACTED]



## Repair Appointment Confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click [CONFIRM](#) to confirm your appointment.  
Click [RESCHEDULE](#) if you will not be available.  
Click [RESOLVED](#) at any time to cancel your appointment.

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**Next steps:**

We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

## Appointment Details

Saturday 10/02  
between 08:15 AM and 04:15 PM.

You'll be notified when a technician is on the way.

Your repair ticket number is 0364849.

## We're Here to Help

**Have access to the internet?**  
These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
  - Phone service issues, such as no dial tone or static on the line
  - High Speed Internet, wireless networking, and modem questions
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Susan Shaffer <[REDACTED]>

## Fwd: Phone outage

1 message

Kim Stanick <kimstanick@yahoo.com>

Thu, Sep 30, 2021 at 1:53 PM

To: Priscilla Saltmarsh <priscilla@saltmarshranch.com>, Susan Shaffer <[REDACTED]>

Just an FYI - I reported the outage to clear rate who is my provider and asked them to tell CL and give info about when it was expected to be fixed. Here is their reply.

It's interesting that they said a technician would repair it today. My hope is that the provider adds extra weight to the request, though who knows?

Sent from my iPhone

Begin forwarded message:

**From:** Clear Rate Customer Support <support@clearrate.com>  
**Date:** September 30, 2021 at 10:36:00 AM PDT  
**To:** kim stanick <kimstanick@yahoo.com>, Clear Rate Customer Support <support@clearrate.com>  
**Cc:** Brian Donohue <brianhdonohue@yahoo.com>  
**Subject:** RE: Phone outage

Good afternoon Kim,

We have opened a repair ticket at your request, a technician is scheduled to make a repair today, 9/30/2021.

Kind regards,

Clear Rate Customer Support  
Telephone: (877) 877-4799  
Fax: (877) 877-5225  
Email: support@clearrate.com

This message contains confidential information intended only for the use of the intended recipient(s) and may contain information that is privileged. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that reading, disseminating or copying this message is strictly prohibited.

If you have received this message by mistake, please immediately send notification by replying to the message, indicate the message was received by mistake, and then delete the original message immediately thereafter. Thank you.

Clear Rate Communications, Inc. 2600 W. Big Beaver Road, Suite 450, Troy, MI 48064.

-----Original Message-----

**From:** kim stanick <kimstanick@yahoo.com>  
**Sent:** Thursday, September 30, 2021 12:05 PM  
**To:** Clear Rate Customer Support <support@clearrate.com>  
**Cc:** Brian Donohue <brianhdonohue@yahoo.com>  
**Subject:** Phone outage

Hello, my phone is not working, again. 541-899-5992.  
This is a widespread outage in a rural area.  
Please submit a repair ticket and provide information back about the outage problem and repair time estimate.

Thank you,

Kim Stanick





Susan Shaffer <[REDACTED]>

## Re: Phone outage

1 message

Kim Stanick <kimstanick@yahoo.com>

Thu, Sep 30, 2021 at 4:40 PM

To: Susan Shaffer <[REDACTED]>

Cc: Priscilla Saltmarsh <priscilla@saltmarshranch.com>

Clear rate is a discount phone provider (sort of like sprint list g distance, but for all calls). They "rent" CL lines (and others) to provide coverage (remember the ATT deregulation in the 80s? - these types of providers became available as a result). I pay \$47 a month for full plan: unlimited national calling, voice messages, call forwarding, caller id, call back, number unlisted, etc. I am not a customer of CL, so can't call them for an outage, but I send an email to ClearRate customer service and they report it right away. They are quite responsive, unlike CL. It's also cheaper. Because they are a business customer of CL, I feel like they have some weight (maybe not). They at least give me credits when there are outages. With a simple email, which takes much less of my time than waiting on the phone!

Sent from my iPhone

On Sep 30, 2021, at 3:26 PM, Susan Shaffer <[REDACTED]> wrote:

Hi, Kim, thanks for the info. Who is clear rate, and how much pull do they have with cl?

On Thu, Sep 30, 2021, 1:53 PM Kim Stanick <kimstanick@yahoo.com> wrote:

Just an FYI - I reported the outage to clear rate who is my provider and asked them to tell CL and give info about when it was expected to be fixed. Here is their reply.

It's interesting that they said a technician would repair it today. My hope is that the provider adds extra weight to the request, though who knows?

Sent from my iPhone

Begin forwarded message:

**From:** Clear Rate Customer Support <support@clearrate.com>  
**Date:** September 30, 2021 at 10:36:00 AM PDT  
**To:** kim stanick <kimstanick@yahoo.com>, Clear Rate Customer Support <support@clearrate.com>  
**Cc:** Brian Donohue <briandonohue@yahoo.com>  
**Subject:** RE: Phone outage

Good afternoon Kim,

We have opened a repair ticket at your request, a technician is scheduled to make a repair today, 9/30/2021.

Kind regards,

Clear Rate Customer Support  
Telephone: (877) 877-4799  
Fax: (877) 877-5225  
Email: support@clearrate.com

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Clear Rate Communications, Inc. 2600 W. Big Beaver Road, Suite 450, Troy, MI 48064.



Re: Century Link and traffic

1 message

Susan Shaffer <[REDACTED]>  
To: Priscilla Weaver <priscilla@saltmarshranch.com>  
Bcc: Susan Shaffer <[REDACTED]>

Mon, Aug 30, 2021 at 5:15 PM

Thanks for the update. Noel Ruiz asked the same thing, and I forwarded his query to Ted to answer since he talked to several of the **contractors** today digging the hole for the box in front of our driveway. They needed to prepare cement pads for the three (3) tipped-over boxes to sit on.

As far as what they told Ted, CL will be coming out and simply **replacing** the old and damaged wires—no new services like high speed internet or 5G.

I will forward to you Ted's response to Noel as soon as I get it.

Susan

On Mon, Aug 30, 2021 at 12:40 PM Priscilla Weaver <priscilla@saltmarshranch.com> wrote:  
Good afternoon Little Applegators,

LIES  
↓  
~~~~~

You may get stopped around 2400 LAR today and for the next "two days or so" for what the traffic controller calls "installing highspeed Century Link internet."

I'm not holding my breath.

The orange marks on the road stop at the Hassaneins' driveway I think, in any case before Buncom, so whatever handy dandy internet they are installing apparently won't come up the rest of the way.

At least they seem to be repairing the tipped over, broken CL grey boxes that have been sort of covered with orange plastic since January (or perhaps longer).

If you know any more or better info about this project, could you let me know, please and I will circulate whatever we learn.

Thanks,  
Priscilla

9/3- (partially, to 3:30)

**Re: Land line outage on Little Applegate and Yale Creek**

1 message

Susan Shaffer <flyingpigranch206@gmail.com>  
To: Priscilla Weaver <priscilla@saltmarshranch.com>  
Bcc: Susan Shaffer <flyingpigranch206@gmail.com>

Sat, Sep 4, 2021 at 10:54 AM

Morning, we've spent the past two days (Thurs & Fri), with on and off service. I called it in, but of course, "they can't take reports for people not at your address," and "we don't show anyone else has called in an outage report." CL continues to lie to us and restrict their operators from any reality of an area-wide outage situation.

That said, as of about 3:30 yesterday afternoon, our phones were on, and I tested it by leaving a voicemail for Sandy Park up Hawkins Way (she's currently out of town). However, I'd received a text from Richard Hassanein at 3:19 pm and he could get a dial tone but couldn't actually call out.

Over the course of this past week, the contracting crew worked on digging the footings and pouring concrete pads for the three downed boxes. Seems ours was the simplest as they have not been back, but the ones on either side of us (in front of 2324 LA Rd. and at the beginning of Richard's road 2440 and 2620-2688) have had multiple crews back. So when CL came to repair/replace the old damaged wires, evidently, they'd cut the wrong wires thus our outages.

So to answer your questions:

- 1) Yes, as of 3:30 pm yesterday.
- 2) No, no calls have come in after 6:00 pm last night; however, we did get a robocall (from a number I'd put on our Block list) at 4:25 pm yesterday.
- 3) OK to give me a call at 541-899-5963 (we have two lines, but assume if one works the other one does too).

I am still keeping my appt for a tech to come out from CL until the last minute to cancel. When I reported an area-wide outage last Thurs, the soonest a tech could come out is Tues, 9/7, five days out. Of course, they were more concerned that someone "18 or older" would be available.

Did I ever tell you just how much I hate CL?

Susan

On Sat, Sep 4, 2021 at 7:34 AM Priscilla Weaver <priscilla@saltmarshranch.com> wrote:  
Good morning neighbors.

I'd like to try to inventory who is still without land line telephone service this morning and I believe this email list covers our whole roads, including those not on the iPhone cell tree.

I know that several of you had service last night (Salant, Horner, Stanik), but also that several of us still have no dial tone, and that even though our phones ring when someone calls, when we pick up there is no dial tone and no one on the line.

If you would please send me an email by reply with this simple message:

1. Can you place a call out?
2. Have you received phone calls in since about 6:00 last night?
3. If you want me to help test whether you can receive a call, let me know (with your land line number, please) and I will try to call you from my cell phone.

Thanks. I don't know if this will help, but at least I can try reaching someone with an accurate count of how many are still without service.

Priscilla  
CELL 541-890-3890

## CL outage 8/3 - 8/4/21

8/3/21 Michelle - Des Moines, IA

- Reported community-wide phone outage

- Ticket # 168687324

- When service back on call back & report it ON

- Reported the 3 downed GRN CL boxes on the ground, wires wrapped in yellow plastic (Tech 8/4 5:pm) NEVER SHOWED

- Ticket # 168692935

✓ 20 hrs

8/12/21 Chat online w/Steven H:

11:58 - → Xfd me to Saloni in Tech Supp

12:35 → ✓ ✓ ✓ Marissa Ann ✓ (12:20)

- They don't show any open tkt &

- Wanted to open a new one

- TOLD them to F - OFF



8/3 - 8/4 20 hrs

Susan Shaffer

Your upcoming repair appointment is confirmed

1 message

CenturyLink <centurylink@contactengine.com>

To: [Redacted]

Tue, Aug 3, 2021 at 1:57 PM



Repair Appointment Confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click CONFIRM to confirm your appointment. Click RESCHEDULE if you will not be available. Click RESOLVED at any time to cancel your appointment.

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please click here.

Next steps: We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment. Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

Appointment Details

Thursday 08/05 between 08:15 AM and 04:15 PM.

You'll be notified when a technician is on the way.

Your repair ticket number is 0264215.

We're Here to Help

Have access to the internet? These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
The CenturyLink Guidance Center provides assistance with service problems like:
- Phone service issues, such as no dial tone or static on the line
- High Speed Internet, wireless networking, and modem questions
PRISM™ TV subscribers, visit the Guidance Center's PRISM™ section for assistance with any of your CenturyLink products.

8/4 TICKET #1686929 (to fix down green box)

(12:05) - why do tech sh @ 12:22 "NO repa ticket"



!!??!!

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10:30 - 2:30 = 6 hrs

Susan Shaffer <[REDACTED]>

**Re: land lined**

1 message

Susan Shaffer <[REDACTED]>

Tue, Jun 29, 2021 at 10:39 AM

To: Gail Battaglia <gailbattaglia2@gmail.com>  
Cc: Priscilla Weaver <priscilla@saltmarshranch.com>, Nina Kiskadden <nkiskadden@gmail.com>, Amber Bishop <dirtgardeners@gmail.com>, Mike & Sara Christian <saramike@hughes.net>, Marion Hadden <mhts4035@gmail.com>, Erin Volheim <erinwildingcenter@gmail.com>, Gayle Merz <genierose69@gmail.com>, Kathy Horner <redg16@aol.com>  
Bcc: Susan Shaffer <[REDACTED]>

Good question. I saw two large vehicles go past our place (2459 LA Rd) at 12:20 am, the night before last. They were just about nose-to-tail, going about 3-5 MPH. I believe I saw an extension arm on one of them. Ted's guess was that they were traveling or marking the phone line as it goes up the road.

Not 100% sure they were CL trucks, but that is the only group that sounded logical. They went downriver at 6:30 am and hours later all our phones went dead.

Susan

On Tue, Jun 29, 2021 at 10:31 AM Gail Battaglia <gailbattaglia2@gmail.com> wrote:  
Just curious Susan, what kind of vehicles?

Gail

On Tue, Jun 29, 2021 at 10:28 AM Susan Shaffer <[REDACTED]> wrote:

Thanks, Priscilla. Interesting that hours after vehicles were seen going upriver in the middle of the night all our phones went dead.

Suggest everyone file a claim for days of lost "service," such as it is.

Susan

On Tue, Jun 29, 2021 at 9:56 AM Priscilla Weaver <priscilla@saltmarshranch.com> wrote:  
CL finally flagged us as a group outage, saying Thurs July 1 for restoration of service, "cable" issue. CL truck up towards YCR about an hour ago so fingers crossed.





Susan Shaffer [REDACTED]

**Re: land lined**

1 message

Gayle Merz <genierose69@gmail.com>

Tue, Jun 29, 2021 at 10:49 AM

To: Susan Shaffer [REDACTED]

That could be when our phones went dead also. It was on when I left at 11 am. Warren did not use it after I left and he left about 2 pm and returned about 4:30 pm and they were out. We have two phone lines. One is for the SOS alarm. I sure would not own any stock in Century Link. 😊

On Tue, Jun 29, 2021 at 10:41 AM Susan Shaffer <[REDACTED]> wrote:

See my response to Gail.

Our phones went dead around 3:30 pm.

On Tue, Jun 29, 2021 at 10:39 AM Gayle Merz <genierose69@gmail.com> wrote:

Susan, What do you mean about "vehicles were seen going upriver in the middle of the night." We had phone service until about 11 am yesterday.

Gayle

On Tue, Jun 29, 2021 at 10:28 AM Susan Shaffer <[REDACTED]> wrote:

Thanks, Priscilla. Interesting that hours after vehicles were seen going upriver in the middle of the night all our phones went dead.

Suggest everyone file a claim for days of lost "service," such as it is.

Susan

On Tue, Jun 29, 2021 at 9:56 AM Priscilla Weaver <priscilla@saitmarshranch.com> wrote:

CL finally flagged us as a group outage, saying Thurs July 1 for restoration of service, "cable" issue. CL truck up towards YCR about an hour ago so fingers crossed.



Susan Shaffer <[REDACTED]>

## Centurylink Outage INFO: Projected to be back on by 2:30 pm

1 message

Alert Little Applegate <alertlittleapplegate@gmail.com>

Tue, Jun 29, 2021 at 12:27 PM

Bcc: [REDACTED]

Internet came back on this morning. Landline is projected to be back on by 2:30 PM today.

Neighbor's Priscilla and Susan recommend everyone impacted file a report for lost service and ask for it to be prorated.

canceled appt 6.11.21

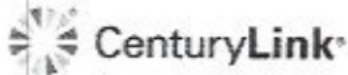
**Your upcoming repair appointment is confirmed**

1 message

CenturyLink &lt;centurylink@contactengine.com&gt;

Thu, Jun 10, 2021 at 3:38 PM

To: [REDACTED]

**Repair Appointment Confirmation**

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click **CONFIRM** to confirm your appointment.  
Click **RESCHEDULE** if you will not be available.  
Click **RESOLVED** at any time to cancel your appointment.

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please click here.

**Next steps:**

We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

**Appointment Details**

Saturday 06/12  
between 08:15 AM and 04:15 PM.

You'll be notified when a technician is on the way.

Your repair ticket number is 0110765.

**We're Here to Help**

**Have access to the Internet?**  
These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
  - Phone service issues, such as no dial tone or static on the line
  - High Speed Internet, wireless networking, and modem questions
- PRISM™ TV subscribers, visit the Guidance Center's PRISM™ section for assistance with any of your CenturyLink products.

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Re: Century link

1 message

Richard Hassanein <richardhassanein@gmail.com>  
To: Susan Shaffer <[REDACTED]>

Mon, Mar 15, 2021 at 12:07 PM

Thanks, I will go to Ruch and call CL. They are the worst service provider I have ever had.

----- Original message -----

From: Susan Shaffer <[REDACTED]>  
Date: 3/15/21 11:51 AM (GMT-08:00)  
To:  
Subject: Re: Century link

11-5:30 = G. Shaffer

Please report an area-wide outage, yet again, to 800-244-1111. I will tell everyone else to do the same. We're out too, so that means there are probably are 100+ just in this area alone. They will tell you that 1) they can't take reports of area-wide outages (big lie), 2) that no one else has reported an outage (big lie), and 3) they will then ask you all the regular, stupid questions and condescendingly assume it is only IN your house. God forbid they accept it is their CRAPPY wires and outdated infrastructure that continually fails due to lack of maintenance.

Thanks.

On Mon, Mar 15, 2021 at 10:59 AM Patricia Goldman <pkgoldman51@gmail.com> wrote:  
Phone out again!!!!!!  
Patti Goldman

- ✓ Goldman
- ✓ Hassanein
- ✓ Shaffer
- ✓ Miller
- ✓ Pawman
- ✓ Horner
- ✓ Weaver



**FW: Communication from CenturyLink**

1 message

Richard Hassanein &lt;rch13@earthlink.net&gt;

Mon, Mar 15, 2021 at 12:48 PM

To: Susan Shaffer &lt;[REDACTED]&gt;

FYI

----- Original message -----

From: centurylinkbuzz@notifications.centurylink.com

Date: 3/15/21 12:41 PM (GMT-08:00)

To: rch13@earthlink.net

Subject: Communication from CenturyLink

**Dear Customer,****Notification ID:**  
38864115

Thank you for choosing CenturyLink, it was a pleasure speaking with you today!

We apologize for the trouble you have been experiencing with your CenturyLink service. As we discussed, we have scheduled a technician to resolve your issue. If you would like to check the status, reschedule or cancel your repair ticket, please go to our [Where's my tech](#) page and enter your phone number or your ticket number and state.

You can also access this information by logging into your [My CenturyLink](#) account or by downloading our [My CenturyLink app](#). The CenturyLink account and My CenturyLink app can be used to check the status of your ticket, chat with us, pay your bill, receive technical support and many other features.

Please also take advantage of these other helpful links:

- [CenturyLink.com/support](#) - Quick and easy self-help troubleshooting and tips
- [Online Chat Support](#) - Chat for billing, new services and repair
- [Service Troubleshooter](#) - Run line tests and self-dispatch if needed

Thank you for being a valued CenturyLink customer. We appreciate your business!

Sincerely,

Your CenturyLink Repair Team

Message From  
CenturyLink

This email was sent by StarVeo on behalf of the CenturyLink Notification System  
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CenturyLink values your business and respects your privacy. For more information about how we use information we collect online, please read our [online Privacy Policy](#).





Susan Shaffer [REDACTED]

**Re: Are your CL phones out again? Ours are as well as some on this lower section of LA Rd.**

1 message

redg16@aol.com <redg16@aol.com>

Mon, Mar 15, 2021 at 12:04 PM

Reply-To: redg16@aol.com

To: [REDACTED] <[REDACTED]>, priscilla@saltmarshranch.com" <priscilla@saltmarshranch.com>, "mefehrman@gmail.com" <mefehrman@gmail.com>, "erinwildingcenter@gmail.com" <erinwildingcenter@gmail.com>

Yes, many of us have no phone service.

And here we go again - having to get to a cell reception location, calling it in one at a time, and then they refuse to believe it's an area-wide problem.

They schedule "service tickets" and say so sorry.

Maybe time for more of us to contact the PUC.

Kathy

-----Original Message-----

From: Susan Shaffer [REDACTED]

To: Priscilla Weaver <priscilla@saltmarshranch.com>; Kathy Horner <redg16@aol.com>; Megan Fehrman <mefehrman@gmail.com>; Erin Volheim <erinwildingcenter@gmail.com>

Sent: Mon, Mar 15, 2021 11:56 am

Subject: Are your CL phones out again? Ours are as well as some on this lower section of LA Rd.

I've told everyone who can to call it in as an area-wide outage.



Susan Shaffer <flyingpiggranch206@gmail.com>

**Re: Do you know how long your phones have been out?**

1 message

Patricia Goldman <pkgoldman51@gmail.com>

Mon, Mar 15, 2021 at 12:21 PM

To: Susan Shaffer [REDACTED]

The power briefly went out and came back on, that's when the phone went out

On Mon, Mar 15, 2021 at 12:17 PM Susan Shaffer <[REDACTED]> wrote:

--  
*Patti Goldman*

**Re: Century link**

1 message

Mon, Mar 15, 2021 at 2:51 PM

Susan Shaffer <[REDACTED]>  
To: Sue miller <semiller328@gmail.com>

Well, looks like you had way better luck than I did. I could never get 1) a live person, 2) reaching them by Chat--it simply didn't work, and 3) or even reporting it online--kept saying there was a problem and to keep trying (AAAHHHGGHHG!!). I finally got a ticket for an appt tomorrow 1:30-7:15pm via my WiFi cell to their automated system. Have I mentioned yet just how much I HATE CL!!! They are to worst, and have only gotten worse in the last 6-8 yrs. They have told me to my "face" that they are not going to put any funds toward infrastructure and that I'd better learn to deal with it." Yes, I was told that by a live supervisor.

Their tech people opened up the phone box that is across the road from our driveway, left the box unattached and on its side, with wires exposed. That was back in mid-Jan. Yeah.

On Mon, Mar 15, 2021 at 2:02 PM Sue miller <semiller328@gmail.com> wrote:  
Frustrating time trying to hold a conversation with my poor cell reception. That aside, the short story is I reported that phones on LAR were out. CL rep said they would send a tech out to first check the junction box which serves about a 100 households and then if that doesn't work they would check our house box. BUT a tech wouldn't be out until 1:30pm - 7:15 tomorrow. I explained that LAR households are very rural and reliant on landlines so couldn't they get someone out today. CL rep said that it was possible the local field office has a tech checking on it but the rep couldn't tell from his computer monitor. Hmmm.

[customer email addresses blocked to protect their privacy]

On Mon, Mar 15, 2021 at 11:51 AM Susan Shaffer <[REDACTED]> wrote:  
Please report an area-wide outage, yet again, to 800-244-1111. I will tell everyone else to do the same. We're out too, so that means there are probably are 100+ just in this area alone. They will tell you that 1) they can't take reports of area-wide outages (big lie), 2) that no one else has reported an outage (big lie), and 3) they will then ask you all the regular, stupid questions and condescendingly assume it is only IN your house. God forbid they accept it is their CRAPPY wires and outdated infrastructure that continually fails due to lack of maintenance.

Thanks.

On Mon, Mar 15, 2021 at 10:59 AM Patricia Goldman <pkgoldman51@gmail.com> wrote:  
Phone out again!!!!!!--  
Patti Goldman

**Re: FW: Communication from CenturyLink**

1 message

Richard Hassanein &lt;rch13@earthlink.net&gt;

Mon, Mar 15, 2021 at 3:52 PM

To: Susan Shaffer [REDACTED]

I just got an email from CL canceling my appointment today. They said it was because of a widespread outage. FYI

----- Original message -----

From: Susan Shaffer [REDACTED]  
Date: 3/15/21 1:08 PM (GMT-08:00)  
To: Richard Hassanein <rch13@earthlink.net>  
Subject: Re: FW: Communication from CenturyLink

Thanks, Rich, I just called in and got an appointment for tomorrow, 1:30-7:15pm. Am also online, their online reporting system is down, so can't report it there, and their chat system is not working at all. They make it almost impossible for people to report outage s.

On Mon, Mar 15, 2021, 12:48 PM Richard Hassanein <rch13@earthlink.net> wrote:

FYI

----- Original message -----

From: centurylinkbuzz@notifications.centurylink.com  
Date: 3/15/21 12:41 PM (GMT-08:00)  
To: rch13@earthlink.net  
Subject: Communication from CenturyLink

**Dear Customer,****Notification ID:**  
38864115

Thank you for choosing CenturyLink, it was a pleasure speaking with you today!

We apologize for the trouble you have been experiencing with your CenturyLink service. As we discussed, we have scheduled a technician to resolve your issue. If you would like to check the status, reschedule or cancel your repair ticket, please go to our [Where's my tech](#) page and enter your phone number or your ticket number and state.

You can also access this information by logging into your My CenturyLink account or by downloading our My CenturyLink app. The CenturyLink account and My CenturyLink app can be used to check the status of your ticket, chat with us, pay your bill, receive technical support and many other features.

Please also take advantage of these other helpful links:

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- [Online Chat Support](#) - Chat for billing, new services and repair
- [Service Troubleshooter](#) - Run line tests and self-dispatch if needed

Thank you for being a valued CenturyLink customer. We appreciate your business!

Sincerely,

Your CenturyLink Repair Team

Message From  
CenturyLink

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CenturyLink values your business and respects your privacy. For more information about how we use information we collect online, please read our online [Privacy Policy](#).





Susan Shaffer [REDACTED]

## Re: land line update

1 message

Priscilla Weaver <priscilla@saltmarshranch.com>

Thu, Mar 18, 2021 at 4:51 PM

To: Susan Shaffer [REDACTED]

Cc: Kathy Horner <redg16@aol.com>, Megan Fehrman <mefehrman@gmail.com>, Erin Volhelm <erinwildingcenter@gmail.com>

Susan, I sent pictures of the two boxes I've seen to the advocacy person and suggested leaving them open to the elements for weeks at a time might — DUH - be contributing to the problem.

On Mar 18, 2021, at 3:28 PM, Susan Shaffer [REDACTED] wrote:

Thank you for keeping us posted. I appreciate your efforts, Priscilla.

FYI, as you may have noticed, that green phone box across the road from our driveway is still down on its side on the shoulder. CL messed with it right after the first outage in late Jan and has never returned. Could be part of the problem.

Susan

On Thu, Mar 18, 2021, 3:00 PM Priscilla Weaver <priscilla@saltmarshranch.com> wrote:

Kathy, Susan, Megan and Erin,

I have been told by the "Customer Advocacy" department of CL that "there is a known issue with three terminals that provide service to your neighborhood. Our technicians have been making temporary repairs to the terminals as needed, but the supervisor confirmed they do have an active plan with our engineers that will offer a long-term fix for this problem. He didn't have a detailed timeline to offer, but did confirm the issue should be completely resolved in the next few weeks." I have repeated to this CL department our request for a direct contact we can use for the next outage rather than having to endure the nonsense of their call center and the ensuing delay until individual repair tickets trigger some arbitrary magic number and a referral to their outage department.

I received a call either yesterday or Tuesday, a full day after the latest outage was fixed, from some other department of CL. I believe in response to my complaint to the PUC, asking in a giggly male voice whether he could confirm to the PUC that I was or wasn't getting a dial tone. It was a bizarre call and I do not expect anything useful to come of it.

If I receive any helpful additional information about all this nonsense I will let you know

Thanks.

Priscilla

- Help Center
- Contact Us

## Exposed Wire Status

\$(welcomeInfoDean.bewDesc)

If you have questions or concerns, please contact us.

CL outage 3.15.21

7 hr

- CenturyLink
- Residential
- Shop
- Internet Bundles TV Home Phone
- Home Phone Special Offers
- My CenturyLink
- My CenturyLink Quick Bill Pay Enroll
- Support
- Support Center Contact Us
- Small Business
- My CenturyLink
- Service Assistance
- Residential: Repair & Installation
- Troubleshoot Your Service
- Check for Outage
- Manage Repair & Installation Tickets
- Where's My Technician
- Manage Your Modem
- Manage Voice Mail Settings
- My CenturyLink
- Support
- Quick Bill Pay
- Contact Us
- Residential
- Small Business

- Sign Out
- Residential
- Quick Bill Pay
- Business
- Small Business Enterprise

## Service Appointment Manager

### Where's My Technician

Below is the information we found for your account.

[Back to form](#)

### Future Status

Sorry - we're having trouble finding an available appointment.  
Please chat with us for assistance.

|                                         | Order # | Telephone #                                                                                 | Due Date   |
|-----------------------------------------|---------|---------------------------------------------------------------------------------------------|------------|
| Details                                 | 0394012 | 5418995963                                                                                  | 03/16/2021 |
|                                         |         | <input type="button" value="Reschedule"/> <input type="button" value="Cancel Appointment"/> | — ??       |
| Job Description: Not Available          |         |                                                                                             |            |
| Request Type: Not Available             |         |                                                                                             |            |
| Earliest Start Time: 03/16/2021 1:30 PM |         |                                                                                             |            |
| Latest Start Time: 03/16/2021 7:15 PM   |         |                                                                                             |            |
| Job Completion By: 03/16/2021 7:15 PM   |         |                                                                                             |            |

### Closed/Canceled Tickets

|         | Order #    | Telephone # | Closed/Canceled Date |
|---------|------------|-------------|----------------------|
| Details | 5418995963 | 5418995963  | 03/07/2021 5:59 PM   |

\*Time estimates may change as there is the potential to run ahead or behind in schedule.

## Find My Technician





- Help Center
- Contact Us

## Service Troubleshooter

### Exposed Wire Status

\$(welcomeInfoBean.bswDesc)

If you have questions or concerns, please contact us.

CenturyLink  
Residential  
Shop  
Internet Bundles TV Home Phone  
Home Phone Special Offers  
My CenturyLink  
My CenturyLink Quick Bill Pay Enroll  
Support  
Support Center Contact Us  
Small Business  
My CenturyLink  
Service Assistance  
Residential: Repair & Installation  
Troubleshoot Your Service  
Check for Outage  
Manage Repair & Installation Tickets  
Where's My Technician  
Manage Your Modem  
Manage Voice Mail Settings  
My CenturyLink  
Support  
Quick Bill Pay  
Contact Us  
Residential  
Small Business

Sign In  
Residential  
Quick Bill Pay  
Business  
Small Business Enterprise

**Sorry! We are having technical difficulty submitting your request.**

The problem isn't specific to you. It's all on our side.

If this is the first time you're seeing this message, then it may have been a momentary issue. You should try submitting your request again.

If you've already tried this, then you can either try again in 30 minutes or chat with an agent.

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C# PS238

3/16 <sup>Wed</sup> Tue 1:30 - 7:15 pm

10:00 am 3/15

12:00 pm ✓ Can't report online or via Chat

1:00 pm ✓ reported via wifi call - got appt Tue 3/16 1:30-7:



- Help Center
- Contact Us

## Service Troubleshooter

Account Number: 5418995963981

Line ID: (541) 899-5953 [Change](#)

# Exposed Wire Status

\$(welcomeInfoBean.bswDesc)

If you have questions or concerns, please contact us.

*This ticket never went thru.*

Almost done! Just need to give this a double check before submitting.

**Problem:** No dial tone on any phones  
**Appointment:** Monday, March 15 between 1:30 PM and 7:15 PM  
**Your Name:** Susan Shaffer  
**Call-back Number:** (NPA) NXX-DIRN  
**Email Address:** [REDACTED]

### Something to keep in mind...

Your phone line is not covered by our maintenance plan. If our technician is dispatched and no trouble is found in our facilities, a charge will apply. Additionally, you must be available to allow access to the wiring and equipment inside your premises. If you deny access or are not available to allow access, a charge of up to \$95.00 will apply. Inside Wire Protection would NOT cover the cost of this trouble isolation.

Any additional repair costs will be discussed with you before fixing the problem.

By the way, you're not required to use CenturyLink to either isolate or repair inside wiring issues. You can hire someone, like an electrician, to do the work.

Cancel

- CenturyLink
- Residential
- Shop
- Internet Bundles TV Home Phone
- Home Phone Special Offers
- My CenturyLink
- My CenturyLink Quick Bill Pay Enroll
- Support
- Support Center Contact Us
- Small Business
- My CenturyLink
- Service Assistance
- Residential: Repair & Installation
- Troubleshoot Your Service
- Check for Outage
- Manage Repair & Installation Tickets
- Where's My Technician
- Manage Your Modem
- Manage Voice Mail Settings
- My CenturyLink
- Support
- Quick Bill Pay
- Contact Us
- Residential
- Small Business
- 
- Sign In
- Residential
- Quick Bill Pay
- Business
- Small Business Enterprise

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Residential  
 Small Business  
 Contact Us  
 Español

- Help Center
- Contact Us

## Exposed Wire Status

\$(welcomeInfoBean.bawDesc)

If you have questions or concerns, please contact us:

CenturyLink  
 Residential  
**Shop**  
 Internet Bundles TV Home Phone  
 Home Phone Special Offers  
**My CenturyLink**  
 My CenturyLink Quick Bill Pay Enroll  
**Support**  
 Support Center Contact Us  
 Small Business  
 My CenturyLink  
 Service Assistance  
 Residential: Repair & Installation  
 Troubleshoot Your Service  
 Check for Outage  
 Manage Repair & Installation Tickets  
 Where's My Technician  
 Manage Your Modem  
 Manage Voice Mail Settings  
 My CenturyLink  
 Support  
 Quick Bill Pay  
 Contact Us  
 Residential  
 Small Business

Search

- Sign Out
- Residential
- Quick Bill Pay
- Business
- Small Business Enterprise

## Service Appointment Manager

### Where's My Technician

Below is the information we found for your account.

[Back to form](#)

### Future Status

Sorry - we're having trouble finding an available appointment.  
 Please chat with us for assistance.

|                                          | Order # | Telephone # | Due Date   |
|------------------------------------------|---------|-------------|------------|
| Details                                  | 0367228 | 5418995963  | 03/08/2021 |
| The appointment has been cancelled.      |         |             |            |
| Job Description: Data is Not Available   |         |             |            |
| Request Type: Maintenance                |         |             |            |
| Earliest Start Time: 03/08/2021 12:45 PM |         |             |            |
| Latest Start Time: 03/08/2021 7:15 PM    |         |             |            |
| Job Completion By: 03/08/2021 12:00 PM   |         |             |            |

\*Time estimates may change as there is the potential to run ahead or behind in schedule.

## Find My Technician

Ticket

Estimated arrival time:



- Help Center
- Contact Us

## Exposed Wire Status

\$(welcomeInfo@ean.bsw.Desc)

If you have questions or concerns, please contact us.

CenturyLink  
Residential  
**Shop**  
Internet Bundles TV Home Phone  
Home Phone Special Offers  
**My CenturyLink**  
My CenturyLink Quick Bill Pay Enroll  
**Support**  
Support Center Contact Us  
Small Business  
My CenturyLink  
Service Assistance  
Residential: Repair & Installation  
Troubleshoot Your Service  
Check for Outage  
Manage Repair & Installation Tickets  
Where's My Technician  
Manage Your Modem  
Manage Voice Mail Settings  
My CenturyLink  
Support  
Quick Bill Pay  
Contact Us  
Residential  
Small Business

- Sign Out  
Residential  
Quick Bill Pay  
Business  
Small Business Enterprise

## Service Appointment Manager

### Where's My Technician

Below is the information we found for your account.

[Back to form](#)

### Current Status

Sorry - we're having trouble finding an available appointment.  
Please [chat with us](#) for assistance.

|                                                                            | Order # | Telephone # | Due Date   |
|----------------------------------------------------------------------------|---------|-------------|------------|
| Details                                                                    | 0367228 | 5418995963  | 03/06/2021 |
| The appointment has been cancelled.                                        |         |             |            |
| Job Description: Data is Not Available                                     |         |             |            |
| Request Type: Maintenance                                                  |         |             |            |
| Estimated Starting Time: 03/08/2021 6:17 PM                                |         |             |            |
| Estimated Completion Time: 03/08/2021 7:15 PM                              |         |             |            |
| Technician Status: We are currently working to schedule your work request. |         |             |            |

\*Time estimates may change as there is the potential to run ahead or behind in schedule.

## Find My Technician

Ticket  
Estimated arrival time:







Susan Shaffer <flyingpigranch206@gmail.com>

**another phone outage**

1 message

6:50AM - 6:00PM = 11.5 hrs

Priscilla Weaver <priscilla@saltmarshranch.com>

Sat, Mar 6, 2021 at 10:09 AM

If your CenturyLink land line is out, please let me know.

If you have a cell phone you can use where you are now, please call in your outage at 800-244-1111. Once again I could not get the rep at the call center to report a widespread outage to their outage department, nor would the rep give me a number of ANYONE associated with CenturyLink in Oregon. We need to each call in if we can and hope to accumulate enough reports to trigger repair before the 4th of July.

(don't call the "repair" number 573-1311. even after listening to an interminable marketing message and an interminable C-19 message, you will be told to call 244-1111, which BTW is the "new service" number in our phone books).

Thanks for your help. Once we are back on line, I will send you another note to remind you to cancel whatever repair tickets you have to set up.

Priscilla  
(on cell 541-890-3890)

Weaver



Susan Shaffer

**reaching CenturyLink**

1 message

Priscilla Weaver <priscilla@saltmarshranch.com>

Sat, Mar 6, 2021 at 10:33 AM

If one of you mentioned a CL representative for whom you have a phone number, could you let me know? Getting through to these people is impossible! We are now at about 4 hours (since 6.50am) without phones and no indication we can get their attention. Thanks. Priscilla (on cell 541-890-3890)



Susan Shaffer <flyingpigranch206@gmail.com>

## further on phone issue

1 message

Priscilla Weaver <priscilla@saltmarshranch.com>

Sat, Mar 6, 2021 at 12:01 PM

To: Lyn Hennion <baroness@bunoom.org>, Karen & Dave Swingley <moskarider@yahoo.com>, Nina Kiskadden <nkiskadden@gmail.com>, Joel Stephenson <jfsconstruction@hotmail.com>, Kathy Horner <redg16@aol.com>, Kim Stanick <KimStanick@yahoo.com>, Marion Hadden <mhhs4035@gmail.com>, Erin Volheim <erinwildingcenter@gmail.com>, Susan Shaffer <[REDACTED]>, Jim Horner <Jim.Horner@medford.k12.or.us>, Clint Driver <clintdriver@mac.com>, Alex Bellien <awb.me@charter.net>, Stacey London <slondon27@yahoo.com>

Five hours and counting.

I decided to take it up a step. You may recall in late January/early February when we had a long outage, I found the "Customer Success and Advocacy" section of CenturyLink corporate, they opened up a file, and after a while the person assigned to me cheerfully reported that he had spoken with "the operations supervisor in [our] area."

The unnamed super helpfully opined to the Customer Success guy that "outages with the type of circuits that feed your area aren't always predictable." Bet you didn't know that.

The super also told the Customer Success guy that the outages "are caused by various factors like weather or connections that have gone bad." Bet you didn't know that, either.

And that's all anyone from CL had to say about it, except they gave me a \$27.00 credit. Not a word about a better way to report outages.

And so this morning I wrote back to the Customer Success guy to formally request the name and contact info for the Ops Super in our area. I am not holding my breath.

While I was at it, I filed a formal complaint online with the Oregon PUC, asking them to require CL to provide us with a direct contact for reporting outages. If you'd like to see a copy, let me know.

At least the new asparagus bed I finished yesterday about 15 minutes before the rain started got a nice gentle soaking overnight!

Priscilla  
541-890-3890

## Your upcoming repair appointment is confirmed

1 message

CenturyLink &lt;centurylink@contactengine.com&gt;

Sat, Mar 6, 2021 at 12:02 PM

To: [REDACTED]



### Repair Appointment Confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click [CONFIRM](#) to confirm your appointment.  
Click [RESCHEDULE](#) if you will not be available.  
Click [RESOLVED](#) at any time to cancel your appointment.

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please [click here](#).

#### Next steps:

We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

### Appointment Details

today  
between 12:45 PM and 07:15 PM.

You'll be notified when a technician is on the way.

Your repair ticket number is 0367228.

### We're Here to Help

#### Have access to the internet?

These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
  - Phone service issues, such as no dial tone or static on the line
  - High Speed Internet, wireless networking, and modem questions
- PRISM™ TV subscribers, visit the Guidance Center's PRISM™ section for assistance with any of your CenturyLink products.

You have received this courtesy email because you are a CenturyLink customer. If you prefer not to receive notifications about your order, you can [chat online with us to unsubscribe](#).

This message was sent from an automated e-mail server. Please do not reply to this message. Any messages sent to this address will not be answered.

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Susan Shaffer [REDACTED]

**Re: further on phone issue**

1 message

Susan Shaffer <[REDACTED]>  
To: Priscilla Weaver <priscilla@saltmarshranch.com>

Sat, Mar 6, 2021 at 12:11 PM

I'm curious how many on your email list above have called in.

Also, you may have noticed all the CL trucks out last week. Well a CL truck stopped at the little green housing down on the road across from our driveway, fiddled with the wires, then left ALL over on its side in our pullout area. Smartly, several days later he returned and at least covered up the exposed wires with orange plastic. Not sure how that factors in to you guys upriver, or if yours stems from the boxes at Buncom.

Perhaps either Lyn or Martha has seen someone there?

On Sat, Mar 6, 2021 at 12:01 PM Priscilla Weaver <priscilla@saltmarshranch.com> wrote:  
Five hours and counting.

I decided to take it up a step. You may recall in late January/early February when we had a long outage, I found the "Customer Success and Advocacy" section of CenturyLink corporate, they opened up a file, and after a while the person assigned to me cheerfully reported that he had spoken with "the operations supervisor in [our] area."

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At least the new asparagus bed I finished yesterday about 15 minutes before the rain started got a nice gentle soaking overnight!

Priscilla  
541-890-3890





Susan Shaffer

**YES. another CenturyLink area-wide phone outage (surprise, surprise)**

1 message

Susan Shaffer

Sat, Mar 6, 2021 at 1:17 PM

[customer email addresses blocked to protect their privacy]

I am sure many of you are experiencing yet another AREA-WIDE phone outage with CenturyLink. According to folks up LA Rd., the landlines have been out since about 6:50 am.

If you have a cell phone you can use where you are now, **please call in your outage at 800-244-1111**. Don't call the "repair" number 573-1311, as even after listening to an interminable marketing message and an interminable C-19 message, you will be told to call 244-1111, which BTW is the "new service" number in our phone books.

Once again, I could not get the rep at the call center to report a widespread outage to their outage department. We need to each call "to schedule a repair." I did, out of sheer frustration, knowing full well the trouble is NOT just ours.

Of course, when I explained that I'm calling in an area-wide outage and that both of my lines are out, and that I know it's not just my house, and definitely not the wires inside my house because neighbors up and down LA Rd. have called in the outage as well. Then they state, going off the only script they have in front of them, "No, No one else in your area has reported the outage," which we KNOW not to be the case. Rather, they insist on asking the very clever questions: "Have you unplugged and plugged your phone line?" Or this one: "Is your phone off the hook?" Only the best and brightest work for CL!

If one of you mentioned a CL representative for whom you have a phone number, could you let me know? Getting through to these people is impossible! We are now at about 5+ hours (since 6:50 am) without phones.

Another formal complaint has been filed online with the Oregon PUC, asking them to require CL to provide us with a direct contact for reporting outages.

Thanks for your help. **And don't forget to cancel whatever repair tickets you have to set up once your phones are back up.**

Susan

Miller  
Bowman  
Goldman



Susan Shaffer [REDACTED]

**Our service and some others' is now ON**

1 message

Susan Shaffer [REDACTED]

Sat, Mar 6, 2021 at 6:01 PM

[customer email addresses blocked to protect their privacy]

Also, none of us have to call and cancel our repair tickets once service is restored.

Almost 12 hours of no service. I plan to contact CL and request another CR for this non-service. Suggest everyone do the same.

Susan

**Fwd: Telephones out on Sterling Creek Rd from Buncom up a mile or so**

1 message

Sandy S &lt;sassyoneor@gmail.com&gt;

Sat, Mar 6, 2021 at 6:50 PM

To: Priscilla Weaver

All,

Apparently, phones have been out on Sterling Creek Rd and Little Applegate Rd in the Buncom area. (My apologies - we do not use our phone very much.)

I have no information as to how far this radiates out.

Our Fire District Operations Chief Wolfard had not heard of this outage, but will now try to find out more info for us. Read below.

More info as I receive it!

Sandy

----- Forwarded Message -----

**Subject:** Re: Telephones out on Sterling Creek Rd from Buncom up a mile or so**Date:** Sun, 7 Mar 2021 02:00:05 +0000**From:** cwolfard@applegatefd.com <cwolfard@applegatefd.com>**To:** Sandy S <sassyoneor@gmail.com>, Mike Kuntz <mkuntz@applegatefd.com>, Mike McLaughlin-AVFD#9 <mikem@applegatefd.com>, TaiLese Roeloffs <tairoeloffs@gmail.com>**CC:** Mike Parker-CG <kismet200013@gmail.com>

According to a Facebook post, century link was made aware of the outages on sterling creek and little applegate rd about 6 hours ago.

Chris

Get Outlook for iOS

**From:** cwolfard@applegatefd.com <cwolfard@applegatefd.com>**Sent:** Saturday, March 6, 2021 5:55:34 PM**To:** Sandy S <sassyoneor@gmail.com>; Mike Kuntz <mkuntz@applegatefd.com>; Mike McLaughlin-AVFD#9 <mikem@applegatefd.com>; TaiLese

Roeloffs &lt;tairoeloffs@gmail.com&gt;

**Cc:** Mike Parker-CG <kismet200013@gmail.com>**Subject:** Re: Telephones out on Sterling Creek Rd from Buncom up a mile or so

First I've heard of the outage.

Chris

Get Outlook for iOS

**From:** Sandy S <sassyoneor@gmail.com>**Sent:** Saturday, March 6, 2021 5:53:47 PM**To:** Mike Kuntz <mkuntz@applegatefd.com>; Mike McLaughlin-AVFD#9 <mikem@applegatefd.com>; Chris Wolfard <cwolfard@applegatefd.com>;

TaiLese Roeloffs &lt;tairoeloffs@gmail.com&gt;

**Cc:** Mike Parker-CG <kismet200013@gmail.com>**Subject:** Telephones out on Sterling Creek Rd from Buncom up a mile or so

I just found out that our telephones have been out since at least 1:45 this afternoon (I hadn't checked emails for several hours...)

Reported to me from: 10299 SCRd (Dahl: single elderly female alone); 10273 SCRd (Shaffer, Sandy & Don, seniors in 70s); 10267 SCRd (Krack, Carl & Barbara, seniors 70+).

I'm going to send out an email to local folks, hoping to find out more info on how far this outage has spread...

Would appreciate a return email from someone to let me know that you are aware of this, and, hopefully that you (someone from the #9FD) have reported this for us, and what info you might learn. I can act as the communication lead via email to let my neighbors know what the deal is...

Thanks!

Sandy



Susan Shaffer [REDACTED]

## cancelling your CenturyLink repair tickets

1 message

Priscilla Weaver <priscilla@saltmarshranch.com>

Sun, Mar 7, 2021 at 6:07 PM

Well folks, I was lied to yesterday. I asked the CL rep whether we would have to individually cancel our repair tickets or whether they would be automatically cancelled and the rep told me that once the outage was fixed, all the tickets would be cancelled.

At least two of us got robo calls today "confirming" our service calls for tomorrow or Tuesday. When I reached CL, I was told (1) the repair ticket had not been cancelled, and (2) my account does not show the outage itself!

So ... if you get a robo call from CL confirming your service call for tomorrow or Tuesday, you will need to cancel it.

The amendment to the complaint I filed with the PUC will be drafted in the morning!

Good night. I hope you enjoyed the sunny early spring day outside today.

Priscilla



**Your upcoming repair appointment is confirmed**

1 message

Sat, Mar 6, 2021 at 12:02 PM

CenturyLink &lt;centurylink@contactengine.com&gt;

To: [REDACTED]



### Repair Appointment Confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click **CONFIRM** to confirm your appointment.  
Click **RESCHEDULE** if you will not be available.  
Click **RESOLVED** at any time to cancel your appointment.

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please [click here](#).

**Next steps:**

We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

### Appointment Details

today  
between 12:45 PM and 07:15 PM.

You'll be notified when a technician is on the way.

Your repair ticket number is 0367228.

### We're Here to Help

**Have access to the internet?**  
These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
  - Phone service issues, such as no dial tone or static on the line
  - High Speed Internet, wireless networking, and modem questions
- PRISM™ TV subscribers, visit the Guidance Center's PRISM™ section for assistance with any of your CenturyLink products.

You have received this courtesy email because you are a CenturyLink customer. If you prefer not to receive notifications about your order, you can chat online with us to unsubscribe.

This message was sent from an unmonitored e-mail server. Please do not reply to this message. Any messages sent to this address will not be answered.

CenturyLink values your business and respects your privacy. For more information about how we use information we collect online, read the CenturyLink online Privacy Policy.



Susan Shaffer

## phone update

1 message

Priscilla Weaver <priscilla@saltmarshranch.com>

Wed, Jan 27, 2021 at 2:15 PM

Long-suffering friends on LAR,

The good news: Kathy Horner is in Ruch and just saw a CenturyLink truck headed up the road.

The bad news: it really is impossible to get past the CL rats' nest. I just sent a very crabby email letter to the person who says online that CL is committed to customer service. The title of this person is "Vice President of Customer Success & Advocacy." (I couldn't have made that up if I tried). In response, I got a form email telling me they are "currently experiencing very high volumes" (I wonder why?) and someone will contact me "within 2 business days."

I focused in my letter on our need for a way to quickly report a group outage without the nonsense of each family having to drive to Ruch to report. I didn't even have room in the tiny allotment of space for my complaint to point out how unacceptable a February FIFTH schedule for repair is when land line is the only way to reach 911 ... unless the internet happens to be robust when you have your heart attack and you can afford the extra internet charges for VOIP.

Will keep you posted, and thanks to all who replied with their survey responses. Keep them coming!

Priscilla

On Jan 27, 2021, at 12:57 PM, Priscilla Weaver <priscilla@saltmarshranch.com> wrote:

Good afternoon neighbors on Little Applegate Road,

Many of us, and I suspect all of us, do not have land line (899-XXXX) phone service today. Several of us have tried reporting the outage at 800-573-1311 and have received widely and ridiculously inconsistent messages from Centurylink. If you have not reported your phone out, and you have sufficient voice-over-internet to use your cell phone, please report the outage, as some of us were told ours was the only outage report! This morning I was told a technician would be out today. Others have been told it will not be until February 5!

And as long as I have your attention, if you haven't filled out the survey below, please do so now. It is more important than ever!

Thanks.

Priscilla  
5541-899-1672 (not!)



Susan Shaffer [redacted]

**Re: landline?**

1 message

Susan Shaffer [redacted]

Wed, Jan 27, 2021 at 2:22 PM

To: Noel <noelruiz@gmail.com>

Bcc: Susan Shaffer [redacted]

Yes, ours are still out, as are those of most everyone up and down our road. I reported it to CenturyLink, but don't hold out much hope for any quick fix.

Priscilla is going to file another complaint with the PUC, like we've had to do before. This is precisely why we are working with Julie Barry, principal at Ruch School and other reps and politicians to get crucial infrastructure out here.

I'll send something around when I know more.

On Wed, Jan 27, 2021, 1:52 PM Noel <noelruiz@gmail.com> wrote:

Hey Susan, is your landline working today? Ours has been out, at least since we first tried to use it this morning. I'm wondering if it is the neighborhood or just us.

Noel Ruiz

Patricia Goldman

Hassaneins

Scuderi

Anderson

De Terre

Lucas-Morris

} ✓ on Jameson family?

Miller (back on 1/28 @ 9:32am)

Galvez

Chapman

Weavers

Horners

Wilkes





Susan Shaffer [REDACTED]

**Re: ALERT: phone outage repair tickets**

1 message

Tue, Feb 2, 2021 at 5:49 PM

Susan Shaffer [REDACTED]

To: Priscilla Weaver <priscilla@saltmarshranch.com>

Bcc: Susan Shaffer [REDACTED]

Hi, when I called CL to report the AREA WIDE outage (Weds, 1/27/21 @ 12:11 pm, according to their log on their website, but it had been out for about three hrs by then), I was given the 1st of your two excuses, and only given the option of having a repair person come out (for \$80, of course), and given the date out one week (Weds, 2/3/21).

My service (and the Wilkes' next door), can back on the next morning, roughly 27hrs later (Thurs, 1/28/21 @ 11:17 am, again according to their log on their website).

The reason I know this is because when I did go on their website (to try that first to cancel before having to call them), I found a section (might have been under the HELP or CONTACT US section, not quite sure), there was a screen that said (I just emailed you two screenshots):

**Exposed Wire Status**

**Current Status:**

You have no open or upcoming appointments...

then giving me the info I outlined above.

I printed it out, just in case someone showed up. I did not call and probably won't, based on my evidence from their own website. Perhaps someone else had similar experience?

Let me know, I'll be around tomorrow, signing off for tonight.

Susan

On Tue, Feb 2, 2021 at 1:50 PM Priscilla Weaver <priscilla@saltmarshranch.com> wrote:

Reports are coming in that if you called CenturyLink about the outage last week and you were given or set up a repair ticket/appointment, you need to call CL and cancel it. Apparently, and even though they fixed the cable, they do NOT automatically cancel your repair ticket nor can you cancel it online. YOU need to call and endure the wait. Grr.

I am trying to put together a timeline of every person who called in the outage and when, and what each of us was told, then planning to send it to CL's "Customer Success and Advocacy" Center and if necessary, to the Oregon PUC. We need a way to convey at the outset that we are experiencing a GROUP outage. Any input you'd care to share with me that I can include in the timeline would be appreciated.

At a minimum, we were given wildly different excuses and outright lies ("no one else has reported an outage," "I can't write it up as widespread at this point," and so forth).

Thanks. Good luck cancelling your repair tickets.

Priscilla  
541-899-1672



