

**From:** [PUC PUC.PublicComments \\* PUC](#)  
**To:** [PUC CONSUMER PUC \\* PUC](#); [JENKINS Danielle \\* PUC](#)  
**Cc:** [MENZA Candice \\* PUC](#); [TOEWS Kimberly \\* PUC](#); [KNOLL Ellie \\* PUC](#); [WALKER Cheryl \\* PUC](#); [DAVIS Diane \\* PUC](#)  
**Subject:** RE: Comment in UM 1908/2206  
**Date:** Friday, October 27, 2023 12:11:45 PM

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From: Priscilla Weaver <[priscilla@saltmarshranch.com](mailto:priscilla@saltmarshranch.com)>  
Sent: Friday, October 20, 2023 1:43 PM  
To: PUC CONSUMER PUC \* PUC <[puc.consumer@puc.oregon.gov](mailto:puc.consumer@puc.oregon.gov)>  
Cc: Jennifer Hill-Hart <[jennifer@oregoncub.org](mailto:jennifer@oregoncub.org)>; Susan Shaffer <[flyingpigbranch206@gmail.com](mailto:flyingpigbranch206@gmail.com)>  
Subject: Comment in UM 1908/2206

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

From: Priscilla Weaver <[priscilla@saltmarshranch.com](mailto:priscilla@saltmarshranch.com)>  
Sent: Friday, October 27, 2023 8:58 AM  
To: PUC CONSUMER PUC \* PUC <[puc.consumer@puc.oregon.gov](mailto:puc.consumer@puc.oregon.gov)>; MENZA Candice \* PUC <[Candice.MENZA@puc.oregon.gov](mailto:Candice.MENZA@puc.oregon.gov)>; PUC PUC.PublicComments \* PUC <[puc.publiccomments@puc.oregon.gov](mailto:puc.publiccomments@puc.oregon.gov)>  
Subject: Comment in UM 1908/2206

Good morning,

This comment apparently went to your spam boxes rather than being posted on the eDocket. Please go ahead and post it. There is a followup that should have been posted as well. I will resend it now.

Thanks. Priscilla

> On Oct 20, 2023, at 1:42 PM, Priscilla Weaver <[priscilla@saltmarshranch.com](mailto:priscilla@saltmarshranch.com)> wrote:  
>  
> Commissioners:  
>  
> It is my understanding from fragmentary reports passing among CenturyLink customers in my area that for at least the last 5-6 days, and perhaps stretching back to September, people are once again experiencing dropped calls and otherwise not having the ability to make/receive and complete calls.  
>  
> One customer, Chris Beekman, 541-899-3992, tried to describe the problem to me today but the call dropped and now I cannot reach him to confirm the details. He told me he had called for several trouble tickets in the last week and that the CenturyLink repair tech told him (Chris) that the problem is widespread and ongoing and as yet is unresolved.  
>  
> I apologize for not having all the details, but this issue is exactly what our Orders are intended to prevent — lengthy outages caused by CenturyLink’s failure to keep its equipment in reliable operating condition. And, of course, CenturyLink is the only source of the information about when this problem began and how many customers are still without reliable service.  
>  
> On behalf of my community and consistent with the Orders, I respectfully request that the Commission require

CenturyLink to immediately provide all the details necessary for the Commission to confirm the scope of this outage and then immediately levy the full amount of fines called for by the Orders. This one most assuredly is not an act of God.

>

> As you know, we are at a critical decision point in the Price Plan proceedings. My community and I are looking at you to step up and enforce your Orders now as the only way our phones will be repaired without further delay and our lives will no longer be in jeopardy because of CenturyLink's ongoing negligence.

>

> Thank you.

>

> Priscilla Weaver

> 6268 Little Applegate Road

> Jacksonville OR 97530

**From:** [PUC PUC.PublicComments \\* PUC](#)  
**To:** [BARTHOLOMEW Joseph \\* PUC](#); [JENKINS Danielle \\* PUC](#)  
**Cc:** [MENZA Candice \\* PUC](#); [TOEWS Kimberly \\* PUC](#); [KNOLL Ellie \\* PUC](#); [WALKER Cheryl \\* PUC](#); [DAVIS Diane \\* PUC](#)  
**Subject:** FW: Update to comment in UM 1908/2206  
**Date:** Friday, October 27, 2023 12:21:14 PM

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**From:** Priscilla Weaver <[priscilla@saltmarshranch.com](mailto:priscilla@saltmarshranch.com)>  
**Sent:** Friday, October 27, 2023 8:59 AM  
**To:** PUC PUC.PublicComments \* PUC <[puc.publiccomments@puc.oregon.gov](mailto:puc.publiccomments@puc.oregon.gov)>; PUC CONSUMER PUC \* PUC <[puc.consumer@puc.oregon.gov](mailto:puc.consumer@puc.oregon.gov)>; MENZA Candice \* PUC <[Candice.MENZA@puc.oregon.gov](mailto:Candice.MENZA@puc.oregon.gov)>  
**Subject:** Update to comment in UM 1908/2206

This comment apparently went into your spam box as well?

Thanks for getting it posted today.

Priscilla Weaver

Begin forwarded message:

**From:** Priscilla Weaver <[priscilla@saltmarshranch.com](mailto:priscilla@saltmarshranch.com)>  
**Subject:** Update to comment in UM 1908/2206  
**Date:** October 21, 2023 at 12:59:13 PM PDT  
**To:** PUC CONSUMER PUC \* PUC <[puc.consumer@puc.oregon.gov](mailto:puc.consumer@puc.oregon.gov)>

Please file this additional information about the multi-customer outage for which I filed a comment yesterday, October 20, 2023.

"Matt" is a CenturyLink technician.

The "Star Ranger" station is a Forest Service/BLM location on Upper Applegate Road between Ruch and McKee Bridge, approximately 10-20 miles from Jacksonville.

Now that it can be confirmed that the outage affects many customers and is happening because of CenturyLink's unreliable and unsafe equipment and is in at least its 11th day, the violation of Orders 22-340, 2-422, and 23-109 would seem ripe for Commission action.

Thank you.

Priscilla Weaver

Begin forwarded message:

**From:** "Crystal Clear Satellite, llc" <[crystalclearsat@yahoo.com](mailto:crystalclearsat@yahoo.com)>  
**Subject:** **October outages**  
**Date:** October 20, 2023 at 3:21:21 PM PDT  
**To:** [priscilla@saltmarshranch.com](mailto:priscilla@saltmarshranch.com), [crystalclearsat@yahoo.com](mailto:crystalclearsat@yahoo.com)

Here ya go!

No dial tone:

10/10 & 10/15/23

Ticket# 043699 10/16/23

Credit for 1 month no service issued 10/16/23

Ticket# 398538015 10/17/23

No dialtone again:

10/20/23 1:15

Ticket# 73614293 10/25/23

Matt called to confirm a system wide outage today. They are scheduled to replace cards at the Star Ranger remote station on Monday.

Chris

541-899-3999