

From: [BARTHOLOMEW Joseph * PUC](#)
To: [PUC PUC.FilingCenter * PUC](#); [PUC CONSUMER PUC * PUC](#)
Cc: [HELLMAN Marc * PUC](#); [Smith Natascha B](#)
Subject: Add to UM 2206
Date: Friday, September 30, 2022 12:13:12 PM
Attachments: [image001.png](#)

Good morning team,

Please add the email below to dockets UM 2206, thanks.

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



From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Friday, September 30, 2022 12:07 PM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Subject: So much for the new line

Joseph:

Please add this to the record in Um 2206/Um 1908. To say it is deeply disappointing and disturbing is an understatement.

Thank you.
Priscilla

Begin forwarded message:

From: Stacey Lehnen
Date: September 30, 2022 at 10:49:06 AM PDT
To: Priscilla Weaver <priscilla@saltmarshranch.com>
Subject: CL Repair Tickets

Hi Priscilla,

Yesterday I called the "dedicated" line to report a no dial tone for 5 minutes after a quick electrical blip off/on yesterday morning at 8:34am. When I called the rep, Devina, had no clue about our area's landline situation or zip code. I had to explain the whole thing. I was also told that the repair ticket # I called in last week for dropped calls and a "low voltage" code returned was "completed" and closed without any communication from CL. The same thing happened from yesterday's ticket#. It's been "completed" and closed without any contact from CL - no call, text or email in either situation.

It feels like nothing has changed. They are not addressing current issues and are closing out ticket #'s with no contact or resolution to the customer. I spent 2 hours on the phone with CL yesterday. Infuriating!