

From: [MENZA Candice * PUC](#)
To: [PUC PUC.FilingCenter * PUC](#)
Cc: [PUC CONSUMER PUC * PUC](#)
Subject: FW: Reasons for complaints about Centurylink Service
Date: Thursday, November 17, 2022 2:05:25 PM

From: CenturyLink Customer <rushon@q.com>
Sent: Thursday, November 17, 2022 12:31:33 PM
To: KNOLL Ellie * PUC <Ellie.KNOLL@puc.oregon.gov>
Subject: Reasons for complaints about Centurylink Service

Hello, I am writing in reference to the complaints about the service of Centurylink Communications. I was a technician for 25 years until November of 2021 when Centurylink terminated me for not meeting their production numbers that they have arbitrarily set in their Links to Success performance measuring system that is supposed to measure how the technician does in their daily duties of installing and repairing telephone and internet service. The system is designed to get rid of employees who are getting older in age and slowing down due to the physical demand on their bodies forcing many to quit and retire early thus leaving the company with a lack of knowledgeable staff that are able to provide good service to their customers. The technicians have brought the concerns to management many times but all we hear back is that they do not care about the customer base that still have copper landlines. In many areas that green boxes that house all of the copper cable splices and connections are run over and damaged leaving the wire exposed to the elements and the company is not repairing them. Now hearing from my fellow coworkers that Centurylink is encouraging customers to go to the competition if the cost of repairing their service is too great by the company's newly formed budget standards. I, along with many of my coworkers were working 6 days a week 10 hour mandatory overtime days since Covid hit back in March of 2020 to keep up with the demand of service and in August of 2020 they announced that they were raising the Links to Success monthly number that we had to meet from 4.0 to 4.39 with no additional training or tools to help us meet that number so then technicians started to take shortcuts and making decisions on what jobs they would work in order to meet the number and the more difficult problem jobs got sent to other departments to work on or closed out without being fixed because the techs knew that they could not fix the problem in a timely manner therefore not get credit for doing the job. Techs only get credit for a completed job so the ones that need to go to cable maintenance for further repair would go back in the load and not fixed or diagnosed until a later date. Because of the increasing pressure to meet performance numbers and the system not giving credit for all of the obstacles that a technician encounters during the workday that are out of the technicians control, many good techs left the company after the company offered a voluntary severance plan package in an effort to get technicians off the payroll. There were many of the offerings throughout the year and many folks left because the alternative would be termination for not making their performance numbers. In June of 2021, 23 technicians took the VSPP buyout in the Auburn Washington garage and there were 3 people left to handle the whole Auburn, Renton, Kent, Enumclaw, Crystal Mountain area which is a very large area combining rural, suburban, city and Industrial areas. Centurylink would not hire anybody new, so they started to make the technicians from Tacoma travel to those areas to fill in and gave us no credit for the hour and half drive time

each way through traffic to provide service to all of those customers. We were not given credit for the drive time which meant that at least two jobs had we remained in our local area that we could have done had we not been sent up north to fill in for the lack of employees. A fellow technician who was really a very smart competent person transferred to the Bend, Oregon garage and after 6 months of working hard struggled to meet the Links to Success number quit because he said that he could not give good service and meet the unreasonable number performance number that the company requires. Lumen/Centurylink is dissecting the company piece by piece and taking the money out of it for executive and shareholder payouts. They are not putting any money into the existing copper plant, and they are letting the equipment fall apart. The fleet trucks have well over 100,000 plus miles on them and are falling into disrepair, so the techs have to scramble sometimes to find a spare vehicle to drive. They have gutted the inside support staff and have made the techs all go to a click to chat format or talk to a bot in an automated app to conduct their support work which many times does not resolve the problems and if you do need to chat with support staff the hold wait times can be 30 minutes or more just to get some information. So basically Lumen/Centurylink is a shell of its former self, and they are trying to hire new techs with a pay range of 13 to 23 dollars an hour which is 13 dollars an hour less than what current techs are making so they cannot find anyone that wants to do the work for that low amount of money for all of the knowledge and tasks that they have to know and do and put up with the ridiculous performance standards. All of this is why the customers are not receiving good service anymore and Lumen/Centurylink does not care. I worked so hard these last few years to keep up with the demand through all of the covid scares and never took a day off sick and this was the thanks that I got after 25 years of faithful service to my customers was your fired for not meeting the number, that's it, nothing else. I feel so bad for everyone that I serviced all those years that I cannot help them with their phone and internet needs anymore but hey I guess it's time to go do something else. Good luck with your fight with them. I hope you can prevail for the great customers out there.

Sincerely,
Troy Rush