

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: Public Comments on UM 1908
Date: Thursday, February 2, 2023 11:42:53 AM

AHD: comment for filing - Wilsonville customer.

CS Processor: plz create a call slip for the investigator to check if any outstanding issues.

Deanna

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

From: dianelon@everyactioncustom.com <dianelon@everyactioncustom.com>
Sent: Wednesday, February 1, 2023 7:06 PM
To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Subject: Public Comments on UM 1908

Dear Oregon Public Utility Commission,

As a telephone customer of Lumen/CenturyLink, I have not been receiving adequate service. I am submitting my comments for docket UM 1908.

When my husband passed away, I called to have my monthly statement's name changed from his to mine. After many attempts to complete this very mundane service, it was discovered that they had been charging me for 2 lines when we have never had more than one. I requested a refund but they, instead, credited my account on my monthly statements. Several times I have been disconnected from my internet and the corrections to these problems were long and exhausting. I am an 85 year old widow who uses a wheelchair and am quite ignorant when it comes to this technology.

Thank you for your investigation into this issue with CenturyLink in my area and for considering my comments.

Sincerely,
Eugenia Diane Imel
32525 SW Arbor Lake Dr Wilsonville, OR 97070-6443
dianelon@centurylink.net