

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [HARRISON Danielle * 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: Wednesday, January 25, 2023 9:24:26 AM

Comments for you.

Deanna

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

From: mediapro1@everyactioncustom.com <mediapro1@everyactioncustom.com>

Sent: Tuesday, January 24, 2023 3:31 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.

I was a landline phone customer and had such difficult issues with CenturyLink that we switched our service over to Comcast. I would like to report for your investigation.

During a 3 day power outage two years ago our landline also stopped working even though there should have been a signal to our phone line. When I contacted CenturyLink they told me they couldn't even get out to look at the problem for two to three weeks. Interestingly, the next day when our power came back on, our phone started working as well. So we tried to cancel the service call but there was no way to cancel it. Finally my wife tried another department at CenturyLink (other than Customer Service) and found someone who could cancel the service call.

More recently our phone stopped working again this past September and again I couldn't get a service call scheduled for three to four weeks out. The customer service rep that I talked with gave me misinformation about what was causing the problem. At this point we were totally fed up and started the process to switch our landline to Comcast. About a week before the scheduled CenturyLink service call someone showed up at our house without warning when I wasn't home, but fortunately caught him on the front porch before he left. The issue turned out to be with the phone line inside the house so we needed to pay \$90 for the tech to come to the door and another \$100 for him to find the problem, which took about ten minutes. A week later we switched to Comcast.

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

Sincerely,

Barbara Bernstein

1214 SE Flavel St Portland, OR 97202-5932 mediapro1@comcast.net