

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 9:26:13 AM

Comments for you.

Deanna

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

From: andyg32@everyactioncustom.com <andyg32@everyactioncustom.com>
Sent: Tuesday, January 24, 2023 7:52 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 am a landline phone customer and have been having issues with CenturyLink that I would like to report for your investigation.

I am subscribed to internet service through the Centurylink landline, and I get marginal service. I get download speeds over 1 Mbps on a good day. Higher rates are not an option. However, a simple investigation of the Centurylink website shows that in my neighborhood (south Corvallis), the maximum speed is 1.5Mbps. On the other side of town (north Corvallis), the maximum speed is 10x as high, 15 Mbps. The quoted price is the same!

It seems outrageous that a company can charge the same price for levels of service that differ by an order of magnitude.

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

Sincerely,
Andrew Gray
955 SE Park Ave Corvallis, OR 97333-2135 andyg32@zoho.com