

**From:** [PUC PUC.PublicComments \\* PUC](#)  
**To:** [BARTHOLOMEW Joseph \\* PUC](#); [HARRISON Danielle \\* PUC](#); [PUC CONSUMER PUC \\* 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, February 1, 2023 2:58:31 PM

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AHD: Comments only - Portland customer.

CS processor: plz create a call slip

Deanna

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

From: jrwygant@everyactioncustom.com <jrwygant@everyactioncustom.com>  
Sent: Tuesday, January 31, 2023 4:59 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 CenturyLink landline phone customer. While I have not had any particular problems with my landline, I have noticed that CenturyLink does not deal promptly (or maybe ever) with numerous fallen lines which presumably are from landlines no longer in service. Because of fallen branches and trees in my Eastmoreland neighborhood there have been a lot of telephone connection lines pulled loose from the houses they once served. They are left hanging down to the sidewalk, inviting confusion between a dead phone line and a live electrical line.

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

Sincerely,  
James Wygant  
7505 SE Reed College Pl Portland, OR 97202-8362 jrwygant@gmail.com