

**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, February 1, 2023 12:17:48 PM

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Comments only - Portland customer. No outstanding issues mentioned.

Deanna

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

From: [sndybeecheveryactioncustom.com](mailto:sndybeecheveryactioncustom.com) <[sndybeecheveryactioncustom.com](mailto:sndybeecheveryactioncustom.com)>  
Sent: Tuesday, January 31, 2023 5:01 PM  
To: PUC PUC.PublicComments \* PUC <[PUC.PUBLICCOMMENTS@puc.oregon.gov](mailto: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.

My phone works okay mostly. What I can't stand is the customer service. They will tell you they are giving you a deal but they won't put it in writing, even when I've asked for at least an email confirmation.

It used to be that they would have loyalty deals so I called to see if they had any. The last time I called (awhile ago, I don't call anymore unless I have to) the rep. said they didn't have any loyalty deals at the time but he could lower my bill. So I said okay. I asked for a written confirmation but it never showed up.

A few months later, when I was having trouble with my line, I learned that my bill had been lowered by taking away my package which included inside insurance. I wanted that back but the package was no longer available to enroll in. I ended up paying more for the total bill. I couldn't prove what had happened because of the lack of confirmation.

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

Sincerely,  
Sandy Polishuk  
1610 NE Tillamook St Apt 3 Portland, OR 97212-4464 [sndybeecheveryactioncustom.com](mailto:sndybeecheveryactioncustom.com)