

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](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: Public Comments on UM 1908
Date: Wednesday, February 1, 2023 3:04:00 PM

AHD: comments only - Portland customer.

CS Processor: plz create a call slip for the service issues.

Deanna

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

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

Sent: Wednesday, February 1, 2023 12:22 AM

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 have Centurylink as my internet and landline provider. I have experienced the following: multiple losses of both for hours or days at a time. I have had three service calls from techs to fix issues the fault of Centurylink. On one occasion the tech did not arrive on the day promised. A phone answerer admitted that their scheduling system didn't always actually assign a tech to a promised date.

The reliability of my phone service is so poor that I no longer use it.

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

Sincerely,

James Mooney

1811 SE 32nd Pl Portland, OR 97214-5018 jmooneyhr@hotmail.com