

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [WOLF Charla * 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 3:08:39 PM

AHD: comments only - Ashland customer.

Charla: For your case. I corrected the last name and street name for you.

Deanna

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

From: lllrahm22@everyactioncustom.com <llrahm22@everyactioncustom.com>
Sent: Wednesday, February 1, 2023 12:33 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 decades-long landline phone customer and have been having issues with CenturyLink that I would like to report for your investigation. My land line number is 541-482-5143. My Century Link account number is 331973508. I issued a complaint with the Public Utility Commission on 1/23/23.

Since mid-October 2022, I (and nearby neighbors) have been experiencing dropped calls. I have reported to this to Century Link numerous times, and have had several "repair tickets" issued by them. To date, as recently as yesterday afternoon, I had 2 dropped calls. When I tried to report this via their 1-800-244-1111 number, (as has happened many times before), I get part way through the automated voice repair and am dropped, the system saying "an error has occurred" then drops my attempted repair order request call.

Today that happened to me again twice. I then went to the billing department and spoke with a human who connected me to a human repair technician, who was able to get me a repair ticket.

The automated online reporting, the 800 number reporting and the text reporting avenues are all time-consuming and extremely frustrating. Options given do not address our problem(s). The staff is extremely helpful and are also under the corporate system constraints, and it must be a nightmare to be an employee when staff is cut and the corporate systems are so inefficient, and frankly abusive, to customers as well as employees, including the in-the-field technicians.

I am aware that maintenance of Century Link's infrastructure has been greatly neglected in the last few (and perhaps longer) years. An example is the batteries that are there to re-boot the digital system when the power goes out are old and not working, so often when we lose power, the power is returned but it takes DAYS to restore phone service.

FYI since my call to the PUC the balance owed on the Century Link account is now a CREDIT of \$69. My balance had been over \$300 since I had not paid my bill in several months.

What we all really want is more user-friendly reporting ability and working telephone service. I can not begin to tell you what a frustrating, grinding, time-consuming process this has been with no resolution to date.

Please feel free to contact me.
My cell phone number is 541-625-8772.

My email address is : lbrahim22@gmail.com

I greatly (we greatly) appreciate your attention to this matter, Sincerely, Laura Rahm

[Describe your issues with your landline phone service, including any issues with Lumen/CenturyLink's customer service in fixing your issues. Quality of service, delays in customer service responses, etc.]

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

Sincerely,

LAURA RAHM

1265 Tyler Creek Rd Ashland, OR 97520-9489 lbrahim22@gmail.com