

**From:** [PUC PUC.PublicComments \\* PUC](#)  
**To:** [BARTHOLOMEW Joseph \\* PUC](#); [NOTTINGHAM Melissa \\* PUC](#)  
**Cc:** [MENZA Candice \\* PUC](#); [TOEWS Kimberly \\* PUC](#); [WALKER Cheryl \\* PUC](#); [DAVIS Diane \\* PUC](#); [NOTTINGHAM Melissa \\* PUC](#)  
**Subject:** FW: Sanctions on Centurylink in Rogue Valley -UM 2206  
**Date:** Wednesday, September 28, 2022 11:55:03 AM

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Public comment received.

Deanna

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

From: CenturyLink Customer <rushon@q.com>  
Sent: Tuesday, September 27, 2022 8:29 PM  
To: PUC PUC.PublicComments \* PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>  
Subject: Sanctions on Centurylink in Rogue Valley

Hello, just adding some more information to the complaint against Centurylink. Centurylink is systematically firing or forcing its longtime employees out of the company and is trying to fill the positions with contractors who are few and far between and ill equipped to do the job leaving customers without service for weeks on end. I was terminated after 25 years and had been working 6 days a week 10 hours a day since Covid started. They mandated the 10 hours a day to try to keep up with the workload and then in August of 2020 they raised the requirement of completing jobs for every tech to reach a minimum score calculated with metrics program called Links to Success. The techs do not know how the score is calculated and are informed whether they passed or failed at the end of the month by the manager. After 3 months of not making the score, you are put on a 3-month probation where if you do not make the score during one of these months, you are let go regardless of whether you are great employee otherwise. They do not factor in drive time, traffic, obstacles like bad cable, out of service electronics, customers not being home and a host of many other factors that take away points from attaining the overall score. Because of this pressure to try and make this score every month a lot of techs have quit or been fired unfairly, and the union has stated that they have no recourse to fight this system so Centurylink is providing substandard service and jeopardizing customers safety by not keeping competent technicians employed and letting vital 911 systems and other internet and phone systems fail. One of our top techs transferred from the Seattle area to the Salem area and just quit this last year because he could not make his numbers and he said they were not going to replace him. They are not maintaining the copper plant and they are just letting it deteriorate and they are diverting the money to executive bonuses. We have seen it firsthand. They have received federal money to upgrade the plant, but it has never manifested out in the field. We are still trying to keep the systems alive by using facilities that were put in back in the 60's, 70's, and 80's and it was never meant to last this long.

Any Questions, please feel free to reach out, Troy Rush  
253-208-0026