

From: [Priscilla Weaver](#)
Subject: Help needed with phone issue
Date: Monday, October 24, 2022 5:55:32 AM

GOod morning neighbors,

I think all of you have a CenturyLink (also known as “Lumen”) land line telephones. If that’s correct, please take a few minutes to share what you have experienced with the Public Utility Commission.

Here’s why it matters. As you already know, the PUC issued a strong order in September requiring CenturyLink to give customers a direct line to report outages and requiring CL to repair outages within 48 hours or face stiff fines. There is a good description of the order on the PUC home page. <https://www.oregon.gov/puc> under “Lumen Customers in 97530 Zip Code.”

CenturyLink/Lumen has appealed the order and is trying to have it overturned. The PUC wants other customer voices heard besides mine!

Just go to the PUC home page and click on the “Comment on a Docket” tab under “Utility Customers.” Put “Docket UM 1908” in the subject line of your note to the PUC and be sure to include your 97530 address.

If you have experienced outages (no dial tone, could not receive calls, dropped calls, etc.) over the last year or so, tell the PUC about your personal experience with not having phone service. If you don’t remember exact dates (who does?), just do the best you can with what you remember about trying to make calls (e.g. no phones over Labor Day weekend 2021, no phones last Christmas Day).

If you have had trouble getting through to the general CL 800 number for outages or their online “chat” reporting, or been told no one else is having trouble, or you set up a repair ticket and no technician showed up, tell the PUC about that.

The judge hearing the appeal has set a tight schedule for the appeal (a good sign!) so please share your input as soon as possible, preferably today! Questions? Call me, or if you prefer, call Susan Shaffer. She is helping to coordinate this effort.

Thanks.

Priscilla
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