

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: Monday, March 13, 2023 2:54:39 PM

Joe - for your information.

AHD - Comments for docketing.

Dani - you know what to do.

Deanna

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

From: [REDACTED]
Sent: Friday, March 3, 2023 10:16 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 landline phone customer and have been having issues with CenturyLink that I would like to report for your investigation.

The voice quality of the landline has been subpar, to say at least. It sounds as if someone is talking through a tin can, and at times is so faint that it's hard for me, or the other person, to hear each other. We also get static on the line.

This landline is our lifeline. Our neighborhood does not receive good cell service and we have frequent power outages and at times are stranded in our area for days due to icy roads or downed trees on the roads. This is why we pay the high cost of maintaining this service. We would love to have it be reliable and of quality.

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

Sincerely,

L [REDACTED]
[REDACTED] Portland, [REDACTED]