

From: [BARTHOLOMEW Joseph * PUC](#)
To: [PUC PUC.PublicComments * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: RE: CenturyLink service and rate issues in Jacksonville/Applegate - UM 2206
Date: Wednesday, October 5, 2022 11:59:47 AM
Attachments: [image001.png](#)

See response below, thanks.

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From: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Sent: Wednesday, October 5, 2022 11:16 AM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Cc: MENZA Candice * PUC <Candice.MENZA@puc.oregon.gov>; TOEWS Kimberly * PUC <Kimberly.TOEWS@puc.oregon.gov>; WALKER Cheryl * PUC <Cheryl.WALKER@puc.oregon.gov>; DAVIS Diane * PUC <Diane.DAVIS@puc.oregon.gov>
Subject: FW: CenturyLink service and rate issues in Jacksonville/Applegate - UM 2206

Comments for you.

Deanna

From: Marty Paule <mpaule1686@gmail.com>
Sent: Wednesday, September 28, 2022 7:06 PM
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>
Subject: CenturyLink service and rate issues in Jacksonville/Applegate

I read [a news story](#) today regarding a new customer trouble reporting line Century Link is now operating to report service issues in my area. I note the story also mentions that CL's current rate plan has been extended for up to nine months. Does this mean CL has applied for a rate increase? **No rates are being increased. This means that CTL cannot raise rates while the investigation is ongoing.**

If so, I object strenuously to any increase in CL's service rates. I currently pay about \$70 monthly for a single residential line while the US average for landlines hovers around \$40 monthly. In my view, the 70% premium we

pay over that average represents predatory pricing for those of us in the 97530 area code who have no viable options such as cellular service or VOIP. The PUC approves rates based on the price plan. Although it is higher than the national average, we have to look at the market average (Oregon in this case) and all customers pay the same rate for land line regardless of where they live in Oregon.

When you factor in CL's troubled service history and its unwillingness to provide fiber optic or cellular options in our area, it is apparent that CL is exploiting a subscriber base with no alternatives. Regardless of the outcome of the service quality issues related in the above news story, I would urge the PUC to review and potentially order new, lower rates that more closely align with national landline costs. CTL has a job order in the works to upgrade the area to Fiber utilizing RDOF funding (Rural Digital Opportunity Fund). CTL does not have their own cellular network and does not offer cellular options in any market in the US.

In the interim, I applaud the PUC's order requiring CL to offer customers a better trouble-reporting option.

Sincerely,

Marty Paule
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