

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

UM 1908, UM 2206

In the Matter of

LUMEN TECHNOLOGIES,

Proposed Commission Action Pursuant to ORS
756.515 to Suspend and Investigate Price Plan
(UM 1908), and

QWEST CORPORATION,

Investigation Regarding the Provision of Service
in Jacksonville, Oregon and Surrounding Areas
(UM 2206).

Price Plan Investigation.

OREGON CITIZENS' UTILITY
BOARD'S MOTION TO ADMIT PRE-
FILED TESTIMONY AND EXHIBITS

I. INTRODUCTION

Pursuant to OAR 860-001-0420 and the Administrative Law Judge's (ALJ) November 17, 2023, Ruling, the Oregon Citizens' Utility Board ("CUB") moves for admission of CUB's Pre-Filed Errata Testimony and Exhibits in Opposition to Stipulation of John Garrett (CUB/100-105, Garrett) into the record of the above-captioned docket. This motion is supported by the attached declaration of CUB witness John Garrett who attests to the truthfulness of his testimony. For the reasons addressed herein, CUB respectfully requests that the Commission grant its Motion to Admit and allow CUB exhibits 100-105 into the evidentiary record.

CUB also requests the ALJ admit the following additional exhibits into the record in the above-captioned case. CUB has informed the other parties subject to the Protective Order in this docket, the Stipulating Parties, of our intent to ask that the exhibits below be moved into the record. As of the time of this filing, Lumen has indicated it is not willing to stipulate to the

admission of these data responses but will wait to review this motion to determine if the Company has any objections. CUB has not heard from counsel for Staff but based upon her out-of-office email, Ms. Smith is out of the office until next week, so we do not expect her response prior to this filing. CUB respectfully requests that the ALJ allow admission of the following exhibits into the record since the majority are responses to data requests, which any party may offer into evidence under OAR 860-001-0540(4). Additionally, the public comments CUB seeks to move into the record in this proceeding are typically admitted along with Staff testimony pursuant to the Internal Operating Guidelines, and CUB seeks to move only those public comments that have not been pre-filed into the administrative record.

CUB notes that a few of the data responses we would like to move for admission include excel documents that would require separating them into hundreds of documents which we expect would be burdensome for other parties to access and less accessible rather than if they were provided as excel documents. As such, we have reached out to ALJ Spruce for advice on how best to share these documents, offering that we could upload them as workpapers are filed in PUC dockets. This request pertains to CUB/220 and CUB/223, specifically. We have not heard back yet and may seek to supplement the motion to admit when we hear back about the correct procedure.

CUB moves for the admission of the following non-confidential exhibits into the record:

Exhibit	Description
CUB/100	Errata Testimony of John Garrett in Opposition to Stipulation
CUB/101	Witness Qualification Statement of John Garrett
CUB/102	Lumen Data Response to OPUC DR 43
CUB/104	Universal Service Administration Company's <i>Rural Digital</i>

	<i>Opportunity Fund</i> webpage (https://www.usac.org/high-cost/funds/rural-digital-opportunity-fund/)
CUB/105	CUB Corrected Testimony replacing CUB/100, Garrett/7, line 7 to Garrett/10, line 17.
CUB/200	CenturyLink Response to CUB DR 2-8
CUB/201	CenturyLink Response to CUB DR 9-12
CUB/203	CenturyLink Responses to CUB DR 13-19
CUB/212	CenturyLink Responses to OPUC Staff DRs 15-18 (10/27/22)
CUB/213	CenturyLink Responses to OPUC Staff DR No. 19-22 (11/13/2023)
CUB/221	OPUC Staff Response to CUB Revised DR 10 and Attachment 10-A
CUB/222	OPUC Staff Response to CUB Revised DR 12
CUB/225	OPUC Staff Response to CUB DR 26
CUB/226	Public Comments from UM 1908 & UM 2206 Dockets since November 1, 2022, to November 21, 2023

CUB moves for the admission of the following CONFIDENTIAL exhibits into the record:

Exhibit	Description
CUB/103	CenturyLink Response to CUB Confidential DR 3.f
CUB/202	CenturyLink Response to CUB Confidential attachment DR 12
CUB/204	CenturyLink Response to CUB Confidential DR 15b
CUB/205	CenturyLink Response to CUB Confidential DR 20
CUB/206	CenturyLink Responses to CUB Confidential DRs 21-28
CUB/207	CenturyLink Response to CUB Confidential DR Attachment 22
CUB/208	CenturyLink Response to CUB Confidential DR 27
CUB/209	CenturyLink Response to CUB Confidential DR 29
CUB/210	CenturyLink Responses to CUB Confidential DRs 30-31

CUB/211	CenturyLink Confidential Response to CUB DR 30
CUB/214	CenturyLink Response to OPUC Staff 26C Order 23-109 Confidential Dedicated Line Reporting 09-28-22 to 11-09-23
CUB/215	CenturyLink Response to OPUC Staff Confidential DR 23-35
CUB/216	CenturyLink Response to OPUC Staff Confidential Attachment DR 23
CUB/217	CenturyLink Response to OPUC Staff Confidential 37-42
CUB/218	CenturyLink Response to OPUC Staff Confidential Response File DR 37
CUB/219	CenturyLink Response to OPUC Staff Confidential Response File DR 40-41
CUB/220	OPUC Staff Response to CUB Revised Confidential DR 5 and Attachments 5A-5S
CUB/223	OPUC Staff Response to CUB Confidential DR 22 and attachment 22-A
CUB/224	OPUC Staff Response to CUB Confidential DR 23

II. STANDARD OF REVIEW

Relevant evidence is “evidence tending to make the existence of any fact as issue in the proceeding more or less probable than it would be without the evidence.”¹ Relevant evidence is admissible “if it is a type commonly relied upon by reasonably prudent persons in the conduct of their serious affairs.”² Commission rules state that relevant evidence may be excluded if the probative value is substantially outweighed by the danger of unfair prejudice, confusion of the issues, or undue delay.³ Under OAR 860-001-0540(4), “[a] party may offer into evidence data requests and the answers to data requests.”

¹ OAR 860-001-0450(1)(a).

² OAR 860-001-0450(1)(b).

³ *In re PacifiCorp, dba Pacific Power, Request for a General Rate Revision*, OPUC Docket No. UE 374, ALJ Lackey Ruling at 2 (Dec. 16, 2020) citing OAR 860-001-0450.

III. ARGUMENT

CUB argues below that our exhibits offered are directly relevant to live issues in this proceeding and will aid the Commission in rendering a decision via a more robust evidentiary record, consistent with its preference.⁴

For the purpose of providing more transparency about public comments and their appropriate use in contested cases, the Oregon Public Utility Commission's (PUC or Commission) Internal Operating Guidelines states that PUC Staff (Staff) may move public comments into the evidentiary record as exhibits, including as "compiled and presented in bulk."⁵ Earlier in this docket, Staff successfully moved that public comments be entered into the record.⁶ Because Staff did not move those materials into the record related to the matter at hand, CUB moves CUB/226 into admission to ensure they will be included in the administrative record in this proceeding as the Commission intended.

CUB also seeks to move Stipulating Parties' data responses into the record seeking to add relevant responses not previously included in the record. pursuant to Commission rule OAR 860-001-0540(4) and has included party objections to the question or answer where made by the answering party. CUB provides our preliminary summary arguments in support of the admission of these data responses below.

CUB/200 (DRs 2-6), CUB/201(DRs 10-12), CUB CONF/208-209, CUB/211, CUB CONF/215 (DR 34), CUB CONF/217 (DR 42), CUB/225, CUB CONF/220 are relevant and admissible directly related to the Stipulated solution of installing fiber, supported in part by a

⁴ See, e.g., *in re Public Utility Commission of Oregon Investigation to Determine the Resource Value of Solar*, OPUC Docket No. UM 1716, Order No. 16-404 (Oct. 19, 2016) ("[W]e do not believe it to be in the public interest to make findings unless the record is sufficiently robust to inform sound decisions and to provide meaningful guidance and direction.").

⁵ UM 2055, *In the Matter of the Public Utility Commission of Oregon, Amending Internal Operating Guidelines*, Order No. 20-386 at 19 (Oct. 27, 2020).

⁶ See UM 1908, UM 2206 –ALJ Ruling (January 4, 2023).

Rural Opportunity Development Fund award to the Company, to improve ongoing service quality issues in the Jacksonville, Little Applegate, and Southern Oregon areas covered by Order No. 22-340, as modified by Order No. 22-422, and as affirmed by Order No. 23-190 (the Jacksonville Orders). Because installing fiber is a solution that the Stipulating Parties assert will render them substantially in compliance with the Jacksonville Orders, this is a live issue in this proceeding. As such, these responses are related to the Staff's investigation in UM 2206 later consolidated into UM 1908 for consideration in the Commission's statewide investigation of whether Lumen's Price Plan is in the public interest.⁷ These responses are related to the scope and feasibility of this proposed solution and are therefore relevant to a live issue in this proceeding.

CUB/200 (DRs 7-8, Revised DRs 9), CUB/203 (DRs 13-14, 19), CUB/212, CUB/213-214, CUB CONF/215 (DRs 31-33, 35), CUB CONF/217 (DRs 40-41), CUB CONF/218-219 are relevant and admissible in that they are directly related to Lumen's compliance with the Jacksonville Orders. They are also relevant as to CUB's stated concerns over the efficacy of the Stipulation offered and reflective of the service quality issues experienced by customers, the subject of the Jacksonville service quality investigation and the Price Plan Investigation.

CUB/203 (DRs 15-18), CUB CONF/204, CUB CONF/207, CUB CONF/215 (DRs 23-31), CUB CONF/220, CUB/222, CUB/221, CUB CONF/216, CUB CONF/217 (DRs 37-39) CUB CONF/223, CUB CONF/224, CUB/226 are relevant and admissible in that they are directly related regarding service quality issues within Lumen's service territory in Oregon,

⁷ CUB notes that per Staff's recommendation, the Price Plan investigation was not limited to the Jacksonville, Little Applegate, and Southern Oregon areas. *See* UM 1908 – Order No. 22-340 at 4 (“At the Special Public Meeting, Staff reported on the status of Lumen's service in Jacksonville and the other rural areas experiencing service quality issues.”), 5 (“It has been clear to Staff that the service quality issues experienced by Lumen customers are present in multiple wire center locations of Lumen's service territory and are not easily-or permanently-resolved.”)

including customer comments and complaints, as well as the Commission's records of Lumen's compliance with the Commission's safety rules. This information is directly related to the Commission's statewide investigation of whether Lumen's existing Price Plan is in the public interest.⁸ They are also relevant as to CUB's stated concerns over the efficacy of the Stipulation offered.

IV. CONCLUSION

CUB respectfully requests the Commission grant our Motion to Admit Exhibits and CUBs Pre-filed Testimony addressed herein. The data responses addressed in this Motion were all sponsored by either Lumen or Staff and given that OAR 860-001-0540(4) enables a party to submit data response to the administrative record, the Stipulating Parties have been aware that they may be admitted to the record at some point in this proceeding. Further, since the public comments CUB seeks to admit are commonly placed on the administrative record in a proceeding under the Commission's IOGs, CUB feels this request is appropriate. To the extent the Stipulating Parties wish to present arguments against the issues raised in either the data responses or public comments that are the subject of this Motion, they will have ample opportunity to do so in briefing.

Importantly, the Commission always retains discretion to determine how much weight to give different pieces of evidence.⁹ Granting CUB's Motion would enable the Commission to consider the probative value of the exhibits addressed herein and would help the Commission make a decision that is in the public interest. The Commission should grant CUB's Motion to ensure a robust evidentiary record upon which to decide the live issues in this proceeding.

⁸ *Id.*

⁹ *In re Application of US West Communications, Inc. for an Increase in Revenues*, OPUC Order No 19-171 at 17 (May 19, 1997) ("The Commission's role is to weigh the evidence presented on each issue in the case and determine where the preponderance lies.").

Dated this 22nd day of November 2023.

Respectfully submitted,

/s/Jennifer Hill-Hart

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**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON
UM 1908, UM 2206**

In the Matter of)
)
LUMEN TECHNOLOGIES,)
)
Proposed Commission Action Pursuant to ORS) **DECLARATION OF JOHN GARRETT**
756.515 to Suspend and Investigate Price Plan)
(UM 1908), and)
)
QWEST CORPORATION,)
)
Investigation Regarding the Provision of)
Service in Jacksonville, Oregon and)
Surrounding Areas (UM 2206).)
)
Price Plan Investigation.)

I, John Garrett, declare under penalty of perjury under the laws of the State of Oregon:

1. My name is John Garrett. I am a Utility Analyst of the Oregon Citizens' Utility Board of Oregon (CUB). I am appearing in this proceeding as a witness for CUB. My business address is 610 SW Broadway, Suite 400, Portland, Oregon, 97205.
2. I sponsored CUB's Errata Testimony in Opposition to Stipulation of John Garrett (CUB/100-105, Garrett).
3. My Testimony and Exhibits previously filed are true and accurate. My testimony would be the same today as that reflected in my pre-filed testimony.

I hereby declare that the above statements are true to the best of my knowledge and belief and that I understand my testimony will be used as evidence before the Public Utility Commission of Oregon and is subject to penalty for perjury.

Signed this 22nd of November, 2023.

/s/ John Garrett

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August 28, 2023

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Re: – UM 1908/UM 2206 **CUB Data Requests 2–8**

Enclosed please find the Oregon Citizens' Utility Board's (CUB) Data Requests 2–8 to Lumen in the above-referenced docket. **Lumen has fourteen days, or until 09/11/23, to respond to these data requests.**

If any of the information, documents, or other items requested is claimed to be privileged, state with specificity the following:

- (a) The reason or reasons for your objection and/or the nature of any privilege asserted;
- (b) The date of the document;
- (c) The nature of the document (i.e. whether letter, power point presentation, memorandum, etc.);
- (d) The name, address, and title of each person who prepared the document; and
- (e) The name and address of each person having knowledge of the factual basis, if any, upon which the privilege or other objection is asserted.

Please note CUB's data requests are continuous in nature and require the Company to update any previous data requests as new information becomes available during the pendency of the case. In the event any of the responses to the requests below include spreadsheets, please format the spreadsheets in the electronic form with cell formulae intact. Please do not hesitate to contact CUB with any questions.

2. According to Lumen's response to Staff DR 43 in Docket No. 1908, Lumen was awarded RDOF funding of \$41,423,188 over 10 years to provide broadband access to 8,982 locations in Oregon.
 - a. Please provide a narrative explanation of the Company's process for selecting census blocks and locations within them to bid for RDOF funding to serve customers with broadband service.

RESPONSE:

CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This proceeding does not concern the deployment of broadband technologies in Oregon, and the Commission lacks jurisdiction to direct such investment. Without waiving its objections, CenturyLink responds as follows.

CenturyLink did not select individual census blocks and locations within them to bid for RDOF funding. Rather CenturyLink participated in RDOF auction 904 by bidding on census block groups identified by the FCC for the auction. Its selection of census block groups was based on cost modeling and the assessment of whether construction to certain block groups was financially viable.

- b. Please provide a narrative explanation of the Company's process for estimating the dollar value of the Company's bids.

RESPONSE:

CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This proceeding does not concern the deployment of broadband technologies in Oregon, and the Commission lacks jurisdiction to direct such investment. Without waiving its objections, CenturyLink responds as follows.

The FCC set an initial dollar amount reserve amount for each of the census block groups for which auction participants could bid. CenturyLink developed a model to estimate the costs to build to census block groups. Those cost estimates formed the basis for how far into the reverse auction CenturyLink participated. CenturyLink did not bid on an individual census block basis. The dollar amounts of CenturyLink's successful bids can be identified using the following resource:

[RDOF Auction 904 Update App \(Winners, Authorized, Defaults\) - Updated 11/10/2022 \(arcgis.com\)](https://www.fcc.gov/auction/904)

- c. In the attached excel sheet labelled OR_RDOFs_Lumen,¹ please fill out the column labelled "Lumen_Bid_ \$" with the dollar amount Lumen bid for each OR census block that it won.

¹ The excel file labelled "[Census Blocks, Associated Census Block Groups, and Reserve Prices](https://www.fcc.gov/auction/904)" was downloaded from <https://www.fcc.gov/auction/904>.

RESPONSE: See CenturyLink’s objections and response to CUB DR 2.b.

3. For the Company’s RDOF bid (OR-029-0030023) to serve the Oregon census block containing Jacksonville:
 - a. Please provide the Company’s application materials, including any supplemental and supporting materials and information.

RESPONSE:

CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This proceeding does not concern the deployment of broadband technologies in Oregon, and the Commission lacks jurisdiction to direct such investment. Without waiving its objections, CenturyLink responds as follows.

See CenturyLink’s Response to Staff Data Request 43.

- b. Please provide any information provided by the FCC about the service needs for this RDOF bid, including any information that the Company used to determine the cost of delivering broadband service to customers and its winning bid of \$648,876.

RESPONSE:

CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This proceeding does not concern the deployment of broadband technologies in Oregon, and the Commission lacks jurisdiction to direct such investment. Without waiving its objections, CenturyLink responds as follows.

Please refer to the following resource:

[Auction 904: Rural Digital Opportunity Fund | Federal Communications Commission \(fcc.gov\)](#)

- c. Please provide a narrative explanation of how the Company determined its \$648,876.00 bid. Please provide documentation (including workpapers) detailing the Company's estimation of the cost to extend broadband service to all the customers included in RDOF bid OR-029-0030023. Workpapers should include all relevant cost inputs, including but not limited to the fiber-line-length required, and the expected costs of materials and labor to build or install all necessary broadband infrastructure.

RESPONSE:

CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This proceeding does not concern the deployment of broadband technologies in Oregon, and the Commission lacks jurisdiction to direct such investment. Without waiving its objections, CenturyLink responds as follows.

In 2020, CenturyLink developed an internal model that utilized licensed datasets of location and terrain fabrics. Data from the model was analyzed to estimate costs to extend broadband services in a gigabit low latency tier to the FCC identified census block groups. The licenses for the datasets acquired for the RDOF auction analysis have expired and the model is no longer available. CenturyLink could not locate any workpapers regarding RDOF bid OR-029-0030023.

- d. Please provide a narrative explanation of the Company's current estimate to serve the customers included the RDOF bid OR-029-0030023. Please provide documentation (including workpapers) detailing the Company's estimation of the costs. Workpapers should include all relevant cost inputs, including but not limited to the fiber-line-length required, and the expected costs of materials and labor to build or install all necessary broadband infrastructure.

RESPONSE:

CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This proceeding does not concern the deployment of broadband technologies in Oregon, and the Commission lacks jurisdiction to direct such investment. Without waiving its objections, CenturyLink responds as follows.

Please see Confidential Attachment to Response to CUB DR 2-8.

- e. Please provide a narrative explanation of the difference between the estimates provided in 2c and 2d, if they are different.

RESPONSE:

CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This proceeding does not concern the deployment of broadband technologies in Oregon, and the Commission lacks jurisdiction to direct such investment. Without waiving its objections, CenturyLink responds as follows.

CenturyLink is not able to respond to this request with specificity given the information requested in 2c is no longer available. However, CenturyLink is aware of several factors that led to significant increase in the cost of construction. Those include significantly increased labor

costs and significant price inflation and supply chain scarcity for construction materials, including fiber and electronics. CenturyLink also believes that its bid did not (for reasons CenturyLink is unaware of) contemplate the need for lengthy middle mile transport to reach the census block group area. It appears to CenturyLink that the FCC, in setting the initial reserve amount, likewise failed to contemplate the need for additional middle mile transport.

- f. In Lumen's Response to Staff's DR 43(a), Project Funding documents, the Company represented it had "access to funds for all project costs that exceed the amount of Rural Digital Opportunity Fund support to be received." (See 43a documents: CTL RDOF Project Funding and Lumen RDOF Project Funding Supplement). Please explain what, if any, additional funds the Company committed in its RDOF applications to fund its winning RDOF projects, the source of that funding, including any changes since the application was filed.

RESPONSE:

CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This proceeding does not concern the deployment of broadband technologies in Oregon, and the Commission lacks jurisdiction to direct such investment. Without waiving its objections, CenturyLink responds as follows.

CenturyLink was aware that the amount of the RDOF subsidies would not in all instances cover the entire project costs for broadband deployment in areas won. As set forth in CenturyLink's response to Staff DR 43(a), funding sources would be from the Company's annual construction program budget. Regarding changes since the application filing, and with specificity to the Jacksonville RDOF project, the current project cost estimate is approximately [confidential] to serve approximately [confidential] living units in the RDOF area, which equates to [confidential] per living unit. After factoring out the [confidential] of RDOF subsidy to be received over 10 years, CenturyLink will fund the remaining [confidential], which equates to roughly [confidential] per living unit, with a payback period of approximately [confidential] years assuming that all [confidential] customers take service from CenturyLink and maintain it over the entire period. At present, half or less of the [confidential] residents are CenturyLink customers, meaning that (a) they have found reasonable substitutes for CenturyLink service, and (b) it is likely unrealistic to assume that all would take CenturyLink service.

4. Per the Company's response to PUC Staff's DR 43, the Company won RDOF bids to provide broadband access to locations in numerous census blocks in Oregon. Which of those census blocks have the same or similar service quality issues as the Jacksonville/Little Applegate service territory at issue in the UM 2206 complaint due to aging or outdated infrastructure?

RESPONSE:

CenturyLink objects to this data request on the basis that it is vague, ambiguous, overly broad, unduly burdensome and requires a special study. Without waiving its objections, CenturyLink responds as follows.

CenturyLink does not track service quality metrics or performance on a census block or census block group basis, and has not conducted a study to compare and contrast service quality in the manner contemplated by this data request.

- a. Please identify the census blocks in the attached excel sheet labelled OR_RDOFs_Lumen using the column “Similar_Issues” and explain the status of the Company’s plan to address the service quality issues with broadband using the RDOF funding or otherwise.

RESPONSE: See CenturyLink’s objections and response to CUB DR 4.

5. To the best of Lumen’s knowledge, have other companies won RDOF bids in the areas affected by service quality issues described in UM 2206?

RESPONSE:

CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This proceeding does not concern the deployment of broadband technologies in Oregon, and the Commission lacks jurisdiction to direct such investment. Without waiving its objections, CenturyLink responds as follows.

Yes.

- a. If so, please provide documentation of the other winning bids and the locations they expect to serve.

RESPONSE:

CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This proceeding does not concern the deployment of broadband technologies in Oregon, and the Commission lacks jurisdiction to direct such investment. Without waiving its objections, CenturyLink responds as follows.

See the following resource:

[RDOF Auction 904 Update App \(Winners, Authorized, Defaults\) - Updated 11/10/2022 \(arcgis.com\)](https://arcgis.com)

- b. Are all Oregon Lumen customers impacted by the service quality issues described in UM 2206 slated to receive broadband access from RDOF funding

(whether from Lumen or another company)?

RESPONSE:

No.

- c. If not, how many customers are not slated to receive broadband service from RDOF funding?

RESPONSE:

CenturyLink objects to this data request on the basis that it requires a special study and is vague and ambiguous as to its use of “customer” and “slated to receive broadband service.” Without waiving its objections, CenturyLink responds as follows.

As an initial matter, please note that not all customers in the Jacksonville RDOF census block will necessarily take service from CenturyLink, and thus CenturyLink cannot accurately predict how many will or will not be “slated to receive broadband service from RDOF funding.”

Some current CenturyLink customers within the geography covered by UM 2206 reside inside the RDOF areas of winning bidders other than CenturyLink. Likewise, there are living units in the area not currently served by CenturyLink, as those customers have found suitable alternatives. CenturyLink has not performed a study to determine the number of customers (whether currently CenturyLink customers or otherwise) that are or could be served from the two remote terminals at issue in UM 2206, but are not slated to have broadband services made available via CenturyLink’s RDOF construction in the area.

CenturyLink is compiling an analysis of which of its customers in the area will be potentially served by the RDOF build, and anticipates providing that information in response to CUB DR 12.

- d. To the best of the Company’s knowledge, is Lumen aware if other broadband providers have received funding, through RDOF or otherwise, which would allow them to serve Lumen customers not covered by the Company’s RDOF award in the Jacksonville service territory with broadband access?

RESPONSE:

Yes, Charter (Spectrum) won RDOF bids in the Jacksonville wire center, including living units that are served (or could be served) by the CenturyLink remote terminal located at 2900 Little Applegate Road. See [RDOF Auction 904 Update App \(Winners, Authorized, Defaults\) - Updated 11/10/2022 \(arcgis.com\)](#)

6. In Lumen Comments filed by Tre Hendricks on December 10, 2021, in PUC Docket No UM 2206, Lumen stated, “Lumen has enhanced the reliability of the existing network in the Little Applegate and anticipates the ability to bring a plan to the Commission with a comprehensive solution in the very near future.” Please provide a narrative explanation with a status update of this plan, including identifying how many customers will be served by RDOF, and what is the Company’s plan to ensure reliable service to customers who are not included in the RDOF?

RESPONSE:

The plan referred to in comments filed in December 2021 by Mr. Hendricks referred to a combination of RDOF project activity and other maintenance and repair activities. The RDOF project work has recently been approved and maintenance and repair work has taken place. This work includes battery and cable section replacement, as well as preventative maintenance of transport spans.

- a. Please provide a narrative explanation of the Company’s plan, upon receiving the OR-029-0030023 RDOF, for addressing service reliability and safety for the customers affected by the aging infrastructure in UM 2206 that were not included in the OR-029-0030023 RDOF.

RESPONSE:

Placement of fiber facilities for provisioning of broadband services under the OR-029-0030023 RDOF award will include fiber optic cable plant. A small amount of fiber cable will be utilized to provide transport between the Jacksonville, Oregon central office and the remote terminals covered under UM 2206. Replacement of greater than 13 miles of aging T1 transport infrastructure with modern fiber transport facilities will substantially enhance reliability to all customers served by the two remote terminals, including those not receiving fiber to the home via the RDOF build.

- b. Please provide a narrative explanation of the Company’s current plan for serving these customers.

RESPONSE: See response to data request 6 a.

7. In Order No. 22-340, as modified by Order No. 22-422, affirmed by Order No. 23-109, the Commission directed Lumen to track and report the following information on all tickets generated through the customer support line established in the order, at a minimum:
- the address, name, and contact information for the customer for whom the ticket has been generated;
 - a description of the service issue;
 - logs of customer contact regarding the service issue;
 - actions taken to resolve the service issue;
 - information on the results;

The Commission stated that “dates and times for all of the foregoing information must be logged.”²

Lumen was ordered to provide a confidential and nonconfidential version of a report of the above tracked information to the Commission every two weeks. While Staff requested this information in its DRs 19-20 to Lumen, to date, the Company has not provided complete information in these reports as directed by the Commission, including customer name and contact information, logs of customer contact regarding the service issue, and not logging the dates and times for each of the issues to be tracked.

- a. Please provide a narrative explanation as to why the Company did not provide this information in spreadsheets submitted for compliance.
- b. Please provide an updated spreadsheet(s) going back to Lumen’s first report and include the above required elements that have been omitted from the ticket reports submitted. If Lumen is unable to do this, please provide a narrative explanation as to why not. Please provide a status update on any outstanding tickets.
- c. Regarding the monthly support line ticket logs, what reporting criteria did Lumen use to identify customer tickets that should be in the monthly report? Please provide any supporting information and documentation for this decision.

RESPONSE:

See CenturyLink’s response to CUB DR 9 once that is provided.

8. Regarding Lumen’s response to Staff’s DR 22’s request for outage reports/alarms generated from RT 2600/2900, please provide a narrative explanation of the information provided in the Company’s bi-monthly Remote Terminal alarm reports. Please explain the information provided by these reports, as well as a narrative description of the geographic location of the remote terminals, the issue causing the outage/alarm, and the steps taken to resolve that issue.

RESPONSE:

The two remote terminals for which alarms are reported each two-week period are located at 2600 Upper Applegate Road and 2900 Little Applegate Road, both south of Jacksonville, Oregon.

Column A headed NE_NAME references the common language location identifier for the remote terminal. All alarms for the remote terminals have been generated from jcvlor56DC0, which is the common language location identifier (CLLI Code) for CenturyLink’s central office located at 200 W California, Jacksonville, Oregon.

Column B headed TT_NUMBER represents the Network Monitoring and Analysis (“NMA”) alarm ticket.

² Order No. 22-340 at 1.

Column C headed ALERT ID references the Realtime Fault Management (“RFM”) Alert ID. Occasionally there is no entry in this column because an alarm in NMA would not route to RFM through the NMA Adaptor. References to “Did not route to RFM and Ops” describes that, when the reporting started, we were monitoring alarms in NMA and moved to RFM for alarm monitoring that added an NMA Adaptor between NMA and RFM for routing. Issues were encountered early on where alarms would not route properly but IT has worked to resolve that issue.

Column D headed Ops references the Main Case ticket in Ops Console (operations management software utilized by the company) that was created to dispatch a tech to the site reporting the alarm. Occasionally there is no entry in this column because no Ops Console ticket was created due to Ops Console automation.

Column E headed WORKLIST describes the NMA Worklist the alarm reported on prior to us moving to RFM.

Column F headed DESCRIPTION means the NMA alarm Entity Type for the alarm profile.

Column G FAC_TYPE is intended to identify the type of facility experiencing issues that led to the alarming (e.g., T1, T3, OCn, W00xx). All cells are blank in this column because our alarms report does not track the carrier type.

Column H headed ENTITY_ID describes the alarm profile data showing the CLLI reporting the alarm and defined data on the specific alarm. The 14 different entries in this column represent the following:

jevloru1403alarm ordr
jevloru1403alarm dfil
jevloru1403power batplt low volt
jevloru1403envirohi lo temp
jevloru1402alarm pr001_ac_fail
jevloru1402_alarm/pr001_ac_fail
jevloru1403_rcu/u403 5 07
jevloru1403_rcu/u403 4 18
jevloru1403_rcu/u403 4 16
jevloru1403_rcu/u403 3 11
jevloru1403_rcu/u403 4 13
jevloru1403_rcu/u403 4 20
jevloru1403alarm pr001_ac_fail
jevloru1403rcu u403 4 22

Column I headed CREATE_DATE_TIME_BIN describes when the alarm reported in NMA and reported through the NMA Adaptor to RFM.

Column J headed RSLV_DATE_TIME_BIN represents when the alarm ticket in NMA/RFM was resolved and closed.

Column K headed TT_PRIORITY represents the priority placed on the alarm when assigned in NMA.

Column L headed **INITIALS** represents the technician that acknowledged the alarm.

Column M headed **NMA_HOST** represents the NMA Host the alarm was received in. There are four NMA Hosts for the 16 state Lumen network, with alarms for OR reporting in UWEA2.

Column N headed **WFA_TR_NUMBER** refers to the previous dispatch tool used by the Network Operations Center (NOC).

Column P headed **LAST_COND_TYPE** refers to the alarm reporting for the specific Entity ID(column H). The 7 different entries in this column represent the following:

scan_pt alm min
scan_pt alm maj
batplt_low_volt_mj
hi_lo temp_mj
configuration alar
ce_or lcc alarm
configuration alarm

Steps taken to resolve the issues associated with each of the 22 alarms reported to date include the following: field operations personnel engage to ascertain details on the alarm conditions and take necessary steps, if any required, to resolve the issue. Some issues create alarms, but resolve on their own without technician intervention.

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September 6, 2023

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Re: – UM 1908/UM 2206 **CUB Data Requests 9-12**

Enclosed please find the Oregon Citizens' Utility Board's (CUB) Data Requests 9-12 to Lumen in the above-referenced docket. **Lumen has fourteen days, or until 09/18/23, to respond to these data requests.**

If any of the information, documents, or other items requested is claimed to be privileged, state with specificity the following:

- (a) The reason or reasons for your objection and/or the nature of any privilege asserted;
- (b) The date of the document;
- (c) The nature of the document (i.e. whether letter, power point presentation, memorandum, etc.);
- (d) The name, address, and title of each person who prepared the document; and
- (e) The name and address of each person having knowledge of the factual basis, if any, upon which the privilege or other objection is asserted.

Please note CUB's data requests are continuous in nature and require the Company to update any previous data requests as new information becomes available during the pendency of the case. In the event any of the responses to the requests below include spreadsheets, please format the spreadsheets in the electronic form with cell formulae intact. Please do not hesitate to contact CUB with any questions.

9. Amendment to CUB DR 7:

In Order No. 22-340, as modified by Order No. 22-422, and affirmed by Order No. 23-109, the Commission directed Lumen to track and report the following information on all tickets generated through the customer support line established in the order. It appears as if some of this information is missing from the reporting or could use more explanation, including:

- a description of the service issue;
- logs of customer contact regarding the service issue;
- actions taken to resolve the service issue;
- information on the results (for example, what does “tech noted good to box” mean? What was the result of “danielle from puc checking if repair line working”?)

The Commission stated that “dates and times for all of the foregoing information must be logged.”¹

From conversations with some customers and comments that have been coming in, it appears that some of this information is missing or incomplete.

Some customers have indicated they had multiple contacts with customer service or the technicians. The spreadsheet only indicates the time of call, ticket generation, and a date of service issue resolved. We should have the date and time logs for all contacts with the customers, including calls from the customer and updates from Lumen, and visits to the home. Also, some of the actions taken to resolve the issue appears to be incomplete as well as information on the results.

For example:

- Line 4, 1205 WAGON TRAIL DR JACKSONVILLE, OR 97530: the internet was lost and the resolution was that the call disconnected. That isn't a resolution of the issue and if that person was using landline service, shows the call isn't reliable.
 - Line 15, 3998 LITTLE APPLGATE RD JACKSONVILLE, OR 97530: long distance not working, the resolution was: customer service not open-agent gave information. Did the issue get resolved?
 - Line 20, 10924 STERLING CREEK RD JACKSONVILLE, OR 97530: gave information repair by 7pm was the result listed. Was the issue resolved?
 - Line 58, 558 LOMAS RD JACKSONVILLE, OR 97530: The service problem is listed as: “agent had to check schedule and would call back,” and the steps to resolve the issue is: n/a. That issue was indicated as resolved as the same day the problem was called in. Was this issue resolved?
 - What does “tech noted good to box” mean? What was the result of “danielle from puc checking if repair line working”?
- The missing information is not limited to the examples listed above.

- a. Regarding the monthly support line ticket logs, what reporting criteria did Lumen use to identify customer tickets that should be in the monthly report? Please provide any supporting information and documentation for this decision.

RESPONSE:

¹ Order No. 22-340 at 1.

CenturyLink includes each call to the dedicated customer repair line in the monthly report.

- b. Please provide information on when the Company was not able to address all tickets and make repairs in a manner that results in a consistent and functional dial tone and ability to reliably make and receive calls, or provide the customer with a functionally equivalent substitute service, as defined by Lumen's current tariffs, at no additional customer cost, within 48 hours of creation of the ticket until service issues in the area are remedied, pursuant to the Commission's order on p 9 of Order 22-422.

RESPONSE:

CenturyLink objects this data request on the basis that it is vague, ambiguous, overly broad, unduly burdensome and requires a special study. Without waiving its objections, CenturyLink responds as follows.

To the best of CenturyLink's knowledge, except for one incident involving an apparent traffic accident or act of vandalism to a key network component that occurred on or around September 3, 2023, which resulted in a sporadic and protracted event, since September 28, 2022, all tickets opened in the Jacksonville area have been cleared within the prescribed 48 hour time frame. If CUB believes there are incidents that have not been cleared within 48 hours, CenturyLink would be happy to investigate further.

- c. Also identify where repairs were not feasible because of a customer-premise issue preventing such dial tone and the ability to receive and make calls, Lumen must provide documentation of such issue to the customer and the Commission's Consumer Services Division, pursuant to the Commission's order on p 9 of Order 22-422.

RESPONSE:

CenturyLink objects to this data request on the basis that it is vague and ambiguous. Without waiving its objections, CenturyLink responds as follows.

See CenturyLink's response to CUB data request 9b.

- d. Please provide an updated spreadsheet(s) going back to Lumen's first report and include missing or incomplete information, including, but not limited to, the date and time logs for all contacts with the customers, including calls from the customer and updates from Lumen, and visits to the home. If Lumen is unable to do this, please provide a narrative explanation as to why not. Please provide a status update on any outstanding tickets.

RESPONSE:

CenturyLink objects to this data request on the basis that its overly broad, unduly burdensome and requires a special study. Without waiving its objections, CenturyLink responds as follows.

The CenturyLink bi-weekly reports include all information available to the company. The information supplied in the report is obtained via two manual processes. First, a report is run to pull all call logs and tickets associated with the calls to the dedicated line. Second, the report produced is supplied to a screening consultant who researches the customer inquiry, identifies outcomes and populates the cells of the spreadsheet with available information.

- e. Please provide a narrative explanation as to why the Company did not provide this information in spreadsheets submitted for compliance for each instance where the information was omitted.

RESPONSE:

See CenturyLink's response to CUB data request 9d.

10. According to the rules and contractual obligations of the FCC's RDOF program, what are an RDOF recipient's obligations regarding the provision of voice data to customers?

RESPONSE:

CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This proceeding does not concern the deployment of broadband technologies in Oregon, and the Commission lacks jurisdiction to direct such investment. CenturyLink further objects on the basis that this request seeks neither data nor documents, but instead calls for legal conclusions. Without waiving its objections, CenturyLink responds as follows.

Under the RDOF program, service providers are required to provide voice service to all customers in areas where RDOF awards were won beginning the first day of the month after the provider has been fully authorized by the FCC. Voice service must meet the 100ms latency standard, i.e., 95% or more of all peak period measurements of network round trip latency are at or below 100 milliseconds, or demonstrate a Mean Operating Score of four or higher. See [RDOF Report and Order](#), p. 18, para. 32; 47 CFR [Section 54.805](#)(b)(4).

- a. Please provide documentation of the FCC's rules.

RESPONSE:

CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This proceeding does not concern the deployment of broadband technologies in Oregon, and the Commission lacks jurisdiction to direct such investment. CenturyLink further objects on the basis that this request seeks neither data nor documents, but instead calls for legal conclusions. Without waiving its objections, CenturyLink responds as follows.

See [RDOF Report and Order](#), p. 18, para. 32; 47 CFR Section 54.800 et seq.

- b. Does the FCC provide any specific guidance regarding how RDOF obligations interact with state obligations that are already in place? If so, please provide documentation of the FCC's guidance.

RESPONSE:

CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This proceeding does not concern the deployment of broadband technologies in Oregon, and the Commission lacks jurisdiction to direct such investment. CenturyLink further objects on the basis that this request seeks neither data nor documents, but instead calls for legal conclusions. Without waiving its objections, CenturyLink responds as follows.

CenturyLink is not aware of any specific guidance "regarding how RDOF obligations interact with state obligations."

c. Does the FCC provide specific guidance regarding when the RDOF recipient's service obligations take effect? For instance, do the service obligations take effect once the service is established, which could be at any time during the 10-year timeframe of the RDOF funding?

RESPONSE:

CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This proceeding does not concern the deployment of broadband technologies in Oregon, and the Commission lacks jurisdiction to direct such investment. CenturyLink further objects on the basis that this request seeks neither data nor documents, but instead calls for legal conclusions. Without waiving its objections, CenturyLink responds as follows.

Under the RDOF program, service providers are required to provide voice service to all customers in areas where RDOF awards were won beginning the first day of the month after the provider has been fully authorized by the FCC.

d. Please provide any FCC documentation detailing the service quality standards for voice data, including uptime and reliability standards, and the penalties to service providers for non-compliance.

RESPONSE:

CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This proceeding does not concern the deployment of broadband technologies in Oregon, and the Commission lacks jurisdiction to direct such investment. CenturyLink further objects on the basis that this request seeks neither data nor documents, but instead calls for legal conclusions. CenturyLink further objects on the basis that this request is vague and ambiguous in the use of the term "voice data." Without waiving its objections, CenturyLink responds as follows.

CenturyLink is not aware of any voice service quality standards apart from latency specifications discussed above.

11. According to this FCC press release, <https://docs.fcc.gov/public/attachments/DOC-393039A1.pdf>, the FCC has initiated a process for penalizing RDOF recipients that default on their RDOF bids.
- a. According to the press release, “[t]he FCC provided clear guidance in its rules and notices on the monetary forfeitures associated with defaults in Auction 904.” Please provide a narrative explanation of the FCC’s rules regarding RDOF bid defaults.
 - i. Please include documentation of the FCC’s rules and any other information the FCC has provided on RDOF bid defaults.

RESPONSE:

CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This proceeding does not concern the deployment of broadband technologies in Oregon, and the Commission lacks jurisdiction to direct such investment. CenturyLink further objects on the basis that this request seeks neither data nor documents, but instead calls for legal conclusions. Without waiving its objections, CenturyLink responds as follows.

The FCC lays out the penalties for noncompliance in the Auction 904 Procedures Public Notice <https://docs.fcc.gov/public/attachments/FCC-20-77A1.pdf> starting at para. 321. These provisions are codified at 47 CFR Section 54.806.

- b. According to the press release, “a Notice of Apparent Liability for Forfeiture, or NAL, advises parties that they apparently violat[ed] the Commission’s rules and proposes a monetary penalty for violations. The Commission may not impose a greater monetary penalty in this case than the amount proposed in the NAL.” Please provide any information or documentation regarding NALs that the FCC provided to Lumen.

CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This proceeding does not concern the deployment of broadband technologies in Oregon, and the Commission lacks jurisdiction to direct such investment. CenturyLink further objects on the basis that this request seeks neither data nor documents, but instead calls for legal conclusions. Without waiving its objections, CenturyLink responds as follows.

The FCC has not provided Lumen with any specific information re: NALs beyond what it has provided generally to the public. See <https://docs.fcc.gov/public/attachments/FCC-22-59A1.pdf> adopted in July 2022 that proposes penalties against 73 RDOF providers that defaulted on their bids.

12. Please provide a list of all Lumen land line customers in RT 2600 and RT 2900 (Jacksonville center) by street address and name, showing which of these customers will receive their Lumen land line service via fiber optic cable to homes when Lumen completes its RDOF contract for its service territory at issue in the UM 2206 investigation and Order 22-340, as modified by Order No. 22-422, and affirmed by Order No. 23-109. For each customer who will not receive land line service via fiber optic cable installed by Lumen, provide in narrative form how that customer will continue to receive their Lumen land line service (e.g., by the existing underground copper wire system, an updated underground wire system, by fiber installed by another utility company...).

RESPONSE:

CenturyLink objects to this data request on the basis that it is overly broad, unduly burdensome and requires a special study. Without waiving its objections, CenturyLink responds as follows:

See Confidential Attachment CUB 12, which identifies current CenturyLink customers (as opposed to all living units in the area) served by RTs 2600 or 2900 and which customer addresses are covered by the RDOF build.

Customers listed in Confidential Attachment CUB 12 who are not within the RDOF build area will continue to receive service via their existing copper distribution facilities and drops, although the transport facility between the central office and the remote terminal will be replaced with a fiber connection that will enhance reliability and reduce service interruptions.

Respectfully submitted,

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CUB Exhibit 202 is confidential and will be provided to parties that have executed Protective Order No. 22-352



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September 29, 2023

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Re: – UM 1908/UM 2206 **CUB Data Requests 13-19**

Enclosed please find the Oregon Citizens' Utility Board's (CUB) Data Requests 13-19 to Lumen in the above-referenced docket. **Lumen has fourteen days, or until 10/13/23, to respond to these data requests.**

If any of the information, documents, or other items requested is claimed to be privileged, state with specificity the following:

- (a) The reason or reasons for your objection and/or the nature of any privilege asserted;
- (b) The date of the document;
- (c) The nature of the document (i.e. whether letter, power point presentation, memorandum, etc.);
- (d) The name, address, and title of each person who prepared the document; and
- (e) The name and address of each person having knowledge of the factual basis, if any, upon which the privilege or other objection is asserted.

Please note CUB's data requests are continuous in nature and require the Company to update any previous data requests as new information becomes available during the pendency of the case. In the event any of the responses to the requests below include spreadsheets, please format the spreadsheets in the electronic form with cell formulae intact. Please do not hesitate to contact CUB with any questions.

13. Please provide a spreadsheet of the zip codes and corresponding cities for Lumen's Oregon telecommunication service territories and identify which service territories have aging infrastructure like those customers in the 97530 service territory covered by Order No. 22-304, as modified by Order No. 22-422, and as affirmed by Order No. 23-109. For each zip code, identify:

- a. The equipment/infrastructure part type and identifying number or name, including but not limited to the specific remote terminal, wire center, telephone poles, batteries, and copper wires;
- b. the date each was installed;
- c. dates and types of repairs or modifications since installation;
- d. whether or not that piece of equipment/infrastructure is currently industry standard;
- e. identify what other equipment/infrastructure item is current industry standard for each; and
- f. the current market costs of all equipment/infrastructure listed.

RESPONSE:

CenturyLink objects to this data request on the basis that it is overly broad, unduly burdensome, vague and ambiguous and requires a special study. CenturyLink does not track or catalog its "infrastructure" in the manner contemplated by this data request. If possible at all, it would take special studies and thousands of hours to manually identify, evaluate and categorize its equipment in the manner requested.

14. In chronological order of reporting, please provide a log of each customer trouble ticket report to Lumen for the last 12 months regarding outages or intermittent service related to each of the following:

- a. remote terminal and/or wire center issues;
- b. issues related to copper wire that is the same or similar to the aging wire system serving the 97530 service territory; and
- c. customers experiencing multiple outages within a 14-day period.

Please include the ticket number, date of reporting issue, dated logs of contacts with each customer, zip code, remote terminal number, and how each trouble ticket issue was resolved or current status of trouble issue.

RESPONSE:

CenturyLink objects to this data request on the basis that it is overly broad, unduly burdensome, vague and ambiguous and requires a special study. There are on average 1,350 trouble tickets created per month in Oregon, and this request would require thousands of tickets to be manually reviewed and researched. The analysis requested has not been performed and would be extremely burdensome and resource intensive.

15. On September 26, 2023, the PUC uploaded a comment emailed by Larry & Susan Fildes of Prineville. They state that starting on June 26, 2023, their telephone service was out for 19 days this summer due to CenturyLink's request that the power company disconnect the power source to the Fildes' and their neighbors' phones. And that a propane generator was set up as a temporary solution to this problem until a permanent solution is in place.

- a. Please provide a summary explanation discussing the steps and reasoning that occurred to cause this power source to be removed, when the company discovered that these Prineville customers were without power to their phones, and the Company's efforts to resolve the issue, including a discussion of what temporary solutions are available for these customers and why the company chose the solution it did, the plan moving forward giving the issues the Fildes' have been having the last 3 months, and the plan to resolve the problem permanently and expected completion date.
- b. Please provide the customer name, address, and phone number of the other customers impacted by this temporary solution. If any have filed a trouble ticket related to service quality issues since June 2023, please also provide the corresponding ticket number; date of reporting issue; dated logs of contacts with the customer; and how each trouble ticket issue was resolved or the current status of trouble issue.

RESPONSE:

- a. CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. This request references an outage in a serving area not covered within UM 2206 and the information bears no connection to matters in the Jacksonville, Oregon area. Without waiving its objections, CenturyLink responds as follows. The company's real estate department engaged in a project to shut down electrical services no longer in use. The electric service in the Prineville area mistakenly presented as unused because it was a non-typical instance of direct feed commercial power that did not traverse an electrical meter. Upon request to the rural electric cooperative to shut down that electric service, the cooperative removed the power pole as it was understood this electric service would no longer be required. Had an electric meter been present, it is unlikely that the power pole would have been removed. Initially, a diesel generator serving the customer's location was utilized and then replaced with a propane generator with a large propane tank that will run for almost a month without refilling. Restoring the commercial electric power with the electric cooperative is going to take time as the pole that was removed was within Bureau of Land Management ("BLM") land. Lumen's Washington D.C. office is working with the Staff of Senator Wyden's office to expedite permitting with BLM for pole replacement which is necessary to permanently restore commercial electric service. Until that time the propane generator is the interim solution. Additionally, CenturyLink will be deploying satellite phones to customers in this area desiring to use that alternative as a back up until the commercial power is restored.

- b. CenturyLink objects to this data request on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence and would require a special study. Without waiving its objections, CenturyLink responds as follows.

See confidential excel file: "Confidential Response to CUB Data Request 15b.xlsx"

16. Please provide a summary of the service quality issues experienced by customer Peter Lee as explained in his comments filed in UM 1908, and the Company's response. Please provide any supporting documentation.

RESPONSE:

CenturyLink objects to this data request on the basis that it is overly broad and unduly burdensome. Without waiving its objections, CenturyLink responds as follows. Service quality issues which may have been experienced by Mr. Lee could have been related to card failures in a serving remote terminal, out of balance T1 spans between the Jacksonville, Oregon central office and the remote terminal, and network damage due to the destruction of telecommunications cabinets along a state highway. On numerous occasions CenturyLink technicians have dispatched to Mr. Lee's service address and after performing extensive testing have found no trouble from the Jacksonville, Oregon central office to the network interface device at Mr. Lee's service location.

17. Please provide a summary of the service quality issues experienced by customer Gay Bradshaw as explained in her comments filed in UM 1908, and the Company's response. Please provide any supporting documentation.

RESPONSE:

CenturyLink objects to this data request on the basis that it is overly broad and unduly burdensome. Without waiving its objections, CenturyLink responds as follows. Service quality issues reported via the dedicated repair line for the Bradshaw service location include no dial tone, dropped calls, and a hum sound on the line. These service quality issues for the Bradshaw service location could have been related to card failures in a serving remote terminal, out of balance T1 spans between the Jacksonville, Oregon central office and the remote terminal, and network damage due to the destruction of telecommunications cabinets along a state highway.

18. Please provide a list of docket numbers where Lumen requested permission from the Commission or the FCC to end or gain permission to reduce regulatory costs from telecommunication-related programs or otherwise (ex, the Company's request in docket number UM 2293). Please also provide a spreadsheet with the cost savings projected in the request and actual cost savings to date from the removal of these programs/requirements in Oregon.

RESPONSE:

CenturyLink objects to this data request on the basis that it is overly broad, unduly burdensome, vague, ambiguous and is not reasonably calculated to the discovery of admissible evidence. This request is not limited to Oregon, and there is no nexus between proceedings in which Lumen has sought a reduction in "regulatory costs" and the subject matter of the price plan or Jacksonville service quality proceedings.

19. Please provide the following information on all the equipment, including remote terminals, batteries, and wire centers, for the equipment necessary to provide services to the Company's 97530 service territory:
- a. age of equipment;
 - b. functionality and reliability of equipment;
 - c. repairs suggested and/or needed; and
 - d. plans for any repairs, including timeline.

RESPONSE:

CenturyLink objects to this data request on the basis that it is overly broad, unduly burdensome, vague and ambiguous and requires a special study. CenturyLink does not track or catalog its equipment, remote terminals, batteries or "wire centers" in the manner requested by the data request.

CUB Exhibit 204 is confidential and will be provided to parties that have executed Protective Order No. 22-352

CUB Exhibit 205 is confidential and will be provided to parties that have executed Protective Order No. 22-352



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October 18, 2023

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Re: – UM 1908/UM 2206 **CUB Data Requests 21–26**

Enclosed please find the Oregon Citizens' Utility Board's (CUB) Data Requests 21–26 to Lumen in the above-referenced docket. **Lumen has fourteen days from the date the Company files its general rate case to respond to these data requests.**

If any of the information, documents, or other items requested is claimed to be privileged, state with specificity the following:

- (a) The reason or reasons for your objection and/or the nature of any privilege asserted;
- (b) The date of the document;
- (c) The nature of the document (i.e. whether letter, power point presentation, memorandum, etc);
- (d) The name, address, and title of each person who prepared the document; and
- (e) The name and address of each person having knowledge of the factual basis, if any, upon which the privilege or other objection is asserted.

Please note CUB's data requests are continuous in nature and require the Company to update any previous data requests as new information becomes available during the pendency of the case. In the event any of the responses to the requests below include spreadsheets, please format the spreadsheets in the electronic form with cell formulae intact. Please do not hesitate to contact CUB with any questions.

21. Please provide a spreadsheet with identifying information (ie, docket or case number and title of proceeding) for any proceedings involving Lumen or its telecommunications affiliates related to service quality issues in the United States, including but not limited to investigations, price plan/rate increases, investigations into delivery of services, complaints. For each identify:

- a. Docket or case number;**
- b. title of proceeding;**
- c. status of proceeding;**
- d. where to access proceeding materials; and**
- e. and status of docket, including any resolution.**

RESPONSE:

CenturyLink objects to this data request on the basis that it is overly broad, unduly burdensome, requires a special study, is not reasonably calculated to lead to the discovery of admissible evidence and seeks information in the public domain.

22. PUC administrative rule OAR 860-230-0055 requires Lumen’s telecommunication companies to measure--and sometimes require reports to the Commission, including monthly reports-- on service quality requirements. Please provide reports by wire center, delineated by each Lumen telecommunications provider providing telecommunications services in Oregon pursuant to the service quality rule requirements:

- a. pursuant to OAR 860-230-0055(4), from October 2022 to present;
- b. pursuant to OAR 860-230-0055(5), the required the trouble report reporting requirements, from November 2021 to present;
- c. pursuant to OAR 860-230-0055(6), the required repair clearing time reporting requirements for trouble reports from November 2021 to present;
- d. pursuant to OAR 860-230-0055(7), the blocked call reporting requirements, including any exception reports, from October 2022 to present;
- e. pursuant to OAR 860-230-0055(8), customer service call reporting requirements and any exception reports filed, from November 2021 to present;
- f. pursuant to OAR 860-230-0055(9), service interruptions and reports of service interruptions, including interim reports and date service was restored and any other information shared with the Commission for compliance with this rule;
- g. pursuant to OAR 860-230-0055(10), monthly customer access line service levels Commission from November 2021 to present;
- h. pursuant to OAR 860-230-0055(11), measurements at or to the wire centers from November 2021 to present; and
- i. pursuant to OAR 860-230-0055(12), interconnection operation problems reported to the Commission, from November 2021 to present.

Please provide the above reports as submitted to the Commission. If not submitted to the Commission, please provide reports in a spreadsheet format, and include any relevant supporting documentation required by the rule, like exception reports.

RESPONSE:

CenturyLink objects to this data request on the basis that it is overly broad, unduly burdensome, requires a special study, is not reasonably calculated to lead to the discovery of admissible evidence and seeks information in the public domain. Without waiving its objections, CenturyLink responds as follows. Attached as **Confidential Attachment CUB 22** are the requested reports (as provided to Staff) related to OAR 860-230-0055(4)-(6). These reports are not compiled by wire center, and it would be extremely burdensome (if possible at all) for CenturyLink to conduct a special study to re-run each of these reports by wire center. CenturyLink does not submit the remaining requested reports to the Commission, with the exception of service interruption reports (OAR 860-230-0055(9)), and those are voluminous (for each incident there would be an initial notice, interim notice(s) and a final notice), and CUB can presumably obtain those from the Commission.

23. If any of the reports discussed in question 23 above were not filed with the Commission, please provide a descriptive explanation as to why they were not, for each month not filed, with supporting documentation.

RESPONSE:

To the company's knowledge, CenturyLink has not failed to submit any required service quality reports.

24. Please provide a narrative explanation, what, if anything, would prevent the company from being able to file with the Commission in a public docket, monthly reporting of the service quality measure requirements of OAR 860-230-0055, by each subsection.

RESPONSE:

CenturyLink objects to this data request on the basis that it is vague and ambiguous, and on the basis that it is not reasonably calculated to lead to the discovery of admissible evidence. Without waiving its objections, CenturyLink responds as follows. CUB's question is unclear. If CUB is asking whether CenturyLink could, if required, file the specified reports it regularly provides Commission Staff, it of course could do so, if ordered. If CUB is asking whether CenturyLink could on a monthly basis provide reports (many of which are not required to be filed and are not compiled) on a wire center basis, CenturyLink believes that would be unduly burdensome. As set forth in the Stipulation in this case, CenturyLink will be providing expanded reporting if the Stipulation is approved and the Price Plan takes effect.

25. Please identify how many customers, by remote terminal, covered by Order 22-340, modified by Order 22-420, and as affirmed by Order No. 23-104 may or will not receive fiber as an option under the Rural Development Opportunity Fund (RDOF) Bid ID: OR-029-0030023. Please provide a narrative explanation as to why these customers will or may not have the option of receiving fiber voice services from a Lumen company.

RESPONSE:

CenturyLink objects to this data request on the basis that it requires a special study, and is not reasonably calculated to lead to the discovery of admissible evidence. Without waiving its objections, CenturyLink responds as follows. There are a total of 278 addressable living units that could be served by Remote Terminals ("RT") 2600 Upper Applegate Road ("RT 2600") and 2900 Little Applegate Road ("RT 2900"). Of those 278, only 79 are currently CenturyLink customers, suggesting that the remaining 199 are meeting their telephony needs from other providers. Of CenturyLink's 79 customers served by the two RTs, 10 are within the RDOF area, while 69 are not. As explained in the Reply Testimony of Peter Gose (filed Nov. 7, 2023) in this docket, all 79 customers (including the 69 outside the RDOF area) will benefit from the RDOF build. It is possible that CenturyLink will be able to obtain American Rescue Plan Act of 2021 ("ARPA") funding to construct fiber to, among other locations, the customer locations served by the two RTs that sit outside the RDOF area. CenturyLink is exploring that option.

26. How many pieces of equipment does Lumen expect to be replaced, repaired, or added by the above RDOF build project, including remote terminals and wire centers? Please identify specific identifying information for each piece of equipment (ex, RT 2300).

RESPONSE:

CenturyLink objects to this data request on the basis that is overly broad and unduly burdensome. Without waiving its objections, CenturyLink responds as follows. CenturyLink's third-party engineering firm is presently on-site reviewing the Jacksonville RDOF project. The notes and analysis from that engineering study, and further internal implementation review, will inform as to replacements, repairs and augmentations. At this juncture, CenturyLink is unable to supply equipment counts as requested.

27. In a spreadsheet, please identify by name, address, phone, and remote terminal, who if anyone, in the Jacksonville service territory covered by Order 22-340, modified by Order 22-420, and as affirmed by Order No. 23-104, may or will not receive fiber as an option under the Rural Development Opportunity Fund (RDOF) Bid ID: OR-029-0030023, and identify which remote terminal serves their residence. Please provide a narrative explanation as to why these customers will or may not have the option of receiving fiber voice services from a Lumen company.

RESPONSE:

CenturyLink objects to this data request on the basis that it is overly broad, unduly burdensome and requires a special study. Without waiving its objections, CenturyLink responds as follows. See CenturyLink's response to CUB data request 25.

This request is not limited to CenturyLink customers, and thus CenturyLink cannot provide the demographical information requested for non-customers. Some of the residents served by the two RTs sit within the RDOF area won by Charter Communications, and may receive service from Charter.

Attached as [Confidential Attachment CUB 27](#) is a list of CenturyLink customers served by the two RTs who sit within or without the CenturyLink RDOF area.

Customers whose service address falls within the FCC designated RDOF census blocks will initially have the option of fiber installation to the home, which will include the option of voice services over fiber. Customers external to the FCC designated RDOF census blocks will not receive fiber to the home under the Jacksonville RDOF project as those locations were not designated for RDOF funding. CenturyLink is exploring opportunities to apply for ARPA grant funding in Oregon to connect an additional 850-1,050 living units in rural areas south of Jacksonville, Oregon.

28. Please provide an alternate table for each of the four tables presented in Section(4)(e)(ii)'s Optional Component 1, Optional Component 2, and Section(4)(e)(iii)'s Component 1 and Component 2, that instead of showing the price increase, for each square indicate the Company's estimated revenue amount from the price increase statewide. Please provide supporting documentation and please provide workpapers showing calculations in a spreadsheet format.

RESPONSE:

CenturyLink objects to this data request on the basis that it is overly broad, unduly burdensome, vague and ambiguous and requires a special study.

As of June 30, 2023, CenturyLink has approximately 71,000 residential customers in the state of Oregon. This includes customers on Price for Life packages whose rates would not be increased based on the Price Plan. CenturyLink cannot accurately today project the total amount of additional revenue that will derive from the Price Plan, if approved. That would require too many assumptions, including principally its performance under three different Price Plan components, as well as knowledge of the number of customers (excluding Price for Life customers) it will have in future months and years. However, CUB can make its own (approximated) calculation by multiplying 71,000 times 12 months times the various price increase possibilities under the Price Plan components. Please note that this will be significantly overstated given that there are many customers under Price for Life plans in Oregon.

CUB Exhibit 207 is confidential and will be provided to parties that have executed Protective Order No. 22-352

CUB Exhibit 208 is confidential and will be provided to parties that have executed Protective Order No. 22-352

CUB Exhibit 209 is confidential and will be provided to parties that have executed Protective Order No. 22-352



Oregon Citizens' Utility Board

610 SW Broadway, Suite 400
Portland, OR 97205

(503) 227-1984
www.oregoncub.org

November 8, 2023

Peter Gose
Regulatory Affairs Director
14530 NW 63rd Street
Parkville, Missouri 64152-8703
Tel: 816.759.2895
Peter.Gose@Lumen.com

Re: – UM 1908/UM 2206 **CUB Data Requests 30-31**

Enclosed please find the Oregon Citizens' Utility Board's (CUB) Data Requests 30-31 to Lumen in the above-referenced docket. **CUB respectfully requests the Company provide a response to this request no later than Monday, November 13, 2023. If the Company is unable to do so, please indicate when it can expect to be able to provide this information.**

If any of the information, documents, or other items requested is claimed to be privileged, state with specificity the following:

- (a) The reason or reasons for your objection and/or the nature of any privilege asserted;
- (b) The date of the document;
- (c) The nature of the document (i.e. whether letter, power point presentation, memorandum, etc);
- (d) The name, address, and title of each person who prepared the document; and
- (e) The name and address of each person having knowledge of the factual basis, if any, upon which the privilege or other objection is asserted.

Please note CUB's data requests are continuous in nature and require the Company to update any previous data requests as new information becomes available during the pendency of the case. In the event any of the responses to the requests below include spreadsheets, please format the spreadsheets in the electronic form with cell formulae intact. Please do not hesitate to contact CUB with any questions.

30. In CenturyLink’s Reply Testimony, the company states that there are “approximately 100 subscribers covered under the Jacksonville Orders” and that “approximately 82 are served by the Remote Terminals...which are the locations addressed in the Jacksonville Orders” and “10 sit within the census blocks” and “72 sit outside of the RDOF build area.”¹ CUB has not found the source data for this statement in the record. Please respond to the following questions related to this claim.

- A. Please provide Company data to support this statement and any supporting documentation.**
- B. How many residential customers does Lumen service in the 97530? Please provide supporting documentation.**
- C. How many residential customers does Lumen serve in “Jacksonville, Applegate, and surrounding areas in southern Oregon”²? Please provide any supporting documentation.**
- D. Are Lumen’s residential customers in “Jacksonville, Applegate, and surrounding areas in southern Oregon in those service territories included in the Company’s bimonthly reports to the Commission, as required under the Orders? If not, please provide that additional trouble ticket information in the same format as the bimonthly reports for the last 12 months, and explain in narrative form why those trouble tickets have not been included in the reports.**

RESPONSE:

- A. See CenturyLink’s response to CUB Data Request 25 wherein CenturyLink indicated that there were 79 current CenturyLink customers served from Remote Terminals at 2600 Upper Applegate Road and 2900 Little Applegate Road (“2600 and 2900 RTs”).
- B. CenturyLink serves only [Begin Confidential] [End Confidential] in the 97530 zip code. The number of households is derived from 2020 Census data.
- C. As noted in testimony CenturyLink believes that there are approximately 100 customers served by the 2600 and 2900 RTs, and the remote terminal at 7105 Upper Applegate Road. In that area, the preponderance of CenturyLink subscribers are residential customers.
- D. Yes

¹ UM 1908 – Reply Testimony of CenturyLink, CenturyLink/200, Gose/5-6.

² See UM 1908 – [Order No. 22-340](#) at 1 (“In addition to the requirements outlined in Staffs adopted recommendation, we require Lumen Technologies (Lumen) to deploy a toll-free, 24/7 dedicated customer support line no later than Wednesday, September 28, 2022, to support customers in Jacksonville, Applegate, and surrounding areas in southern Oregon.”).

31. In CenturyLink's Reply Testimony, the Company states "of those 84 trouble tickets, at least 45 have been directly attributable to malfunctions with the copper T-1 facility."³ What were the remaining trouble tickets attributable? Please indicate how many are attributable to each problem source.

RESPONSE:

The remaining 39 calls to the dedicated repair line were attributable to:

6 issues at the Jacksonville central office

5 tickets cancelled by customer

4 outside plant wire issues

3 remote terminal issues

3 instances where a ticket process was opened but no dispatch ticket was created

2 instances of customer premise equipment issues

1 instance of long-distance dialing impairment

15 instances where no trouble was found all the way to the network interface at the customer premise.

Sincerely,

Jennifer Hill-Hart
Oregon Citizens' Utility Board
610 SW Broadway, Ste. 400
Portland, OR 97205
jennifer@oregoncub.org

³ CenturyLink/200, Gose/7.

CUB Exhibit 211 is confidential and will be provided to parties that have executed Protective Order No. 22-352

October 27, 2022

Via Huddle E-Filing

Oregon Public Utility Commission
P.O. Box 1088
Salem, OR 97308-1088
puc.filingcenter@state.or.us



RE: UM 1908 – QWEST CORPORATION, UNITED TELEPHONE COMPANY OF THE NORTHWEST, CENTURYTEL OF OREGON, and CENTURYTEL OF EASTERN OREGON, Joint Petition for Approval of Price Plan Pursuant to ORS 759.255 and Partial Exemption Pursuant to ORS 759.052.

Attached for filing are responses to Staff information requests to CenturyLink/Lumen, numbered 15 through 18, in the above captioned docket. CenturyLink/Lumen notes that responses to information requests numbered 1 through 14, were provided in 2018 when docket UM 1908 was last active for comprehensive Price Plan review.

If you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Peter Gose".

Peter Gose
Regulatory Affairs Director

Attachments

14530 NW 63rd Street
Parkville, Missouri 64152-8703
Tel: 816.759.2895
Peter.Gose@Lumen.com

GENERAL OBJECTIONS TO INFORMATION REQUESTS 15-18.

Lumen objects to information requests 15-18 on the ground that Order No. 22-340 (the “Order”), to which they relate, was suspended on September 27, 2022 under ORS 756.515(6) when Lumen filed its request for hearing under ORS 756.515(5), and remains suspended. Information requests 15-18 pertain to requirements that were imposed by the Order; however, those requirements never applied to Lumen because the Order was suspended before those requirements came into effect. This objection is incorporated into each of the responses to information requests 15-18.

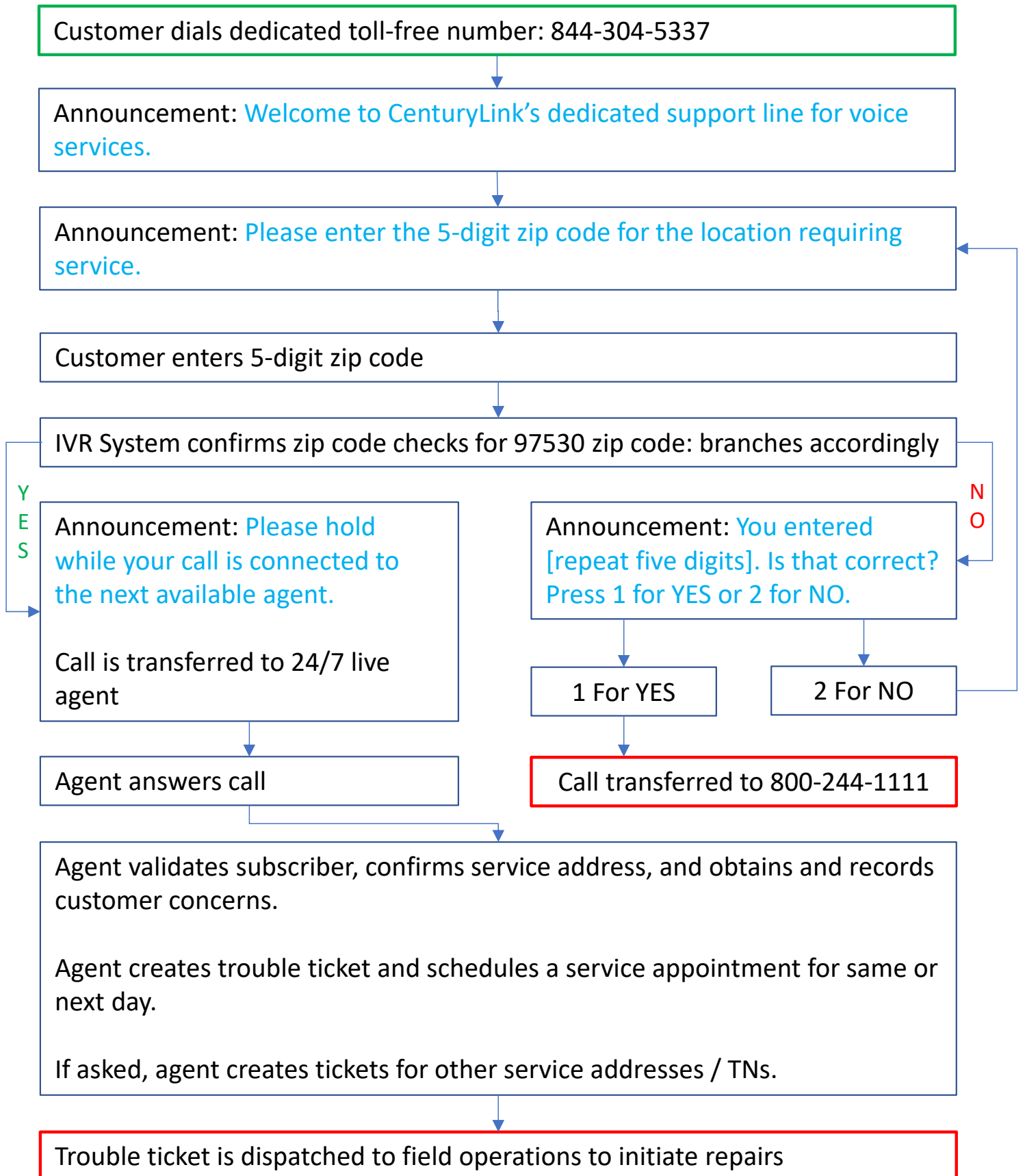
15. Please describe the system the Company has implemented the Commission direction in Order 22-340, for Lumen to deploy a toll-free, 24/7 dedicated customer support line no later than September 28, 2022, to support customers in Jacksonville, Applegate, and surrounding areas in southern Oregon.” Provide a flow chart that shows the steps that a customer experiences when calling the dedicated toll free number from first contact with the Company to the dedicated support personnel.

RESPONSE: Subject to and notwithstanding its General Objections, Lumen responds to this request as follows. As set forth in the flow chart attachment, the abbreviated IVR path for the dedicated toll-free customer support line confirms by zip code the impacted location, then through an automated call distribution system connects the caller to the next available agent. If the caller is not from the impacted location, a call will route to the general IVR experience.

Response provided by Patrick O’grady
Flow chart provided by Peter Gose

Dedicated Repair Line Call Flow

Established Per OPUC Order 22-340



16. When a customer from the Jacksonville, Applegate and surrounding areas calls the dedicated toll-free number, does that result in the customer being connected to Company general customer support facilities that any other Lumen customer might reach located in Oregon, or are calls routed to specific customer call personnel? Please explain.

RESPONSE: Subject to and notwithstanding its General Objections, Lumen responds to this request as follows. Calls to the dedicated toll-free customer support line are answered by repair agents that provide technical support to customers across all 16 states. These agents do not exclusively handle any one state. All agents are skilled and capable of working with Oregon customers.

Response provided by Patrick O'grady

17. Please describe the training that Lumen has prepared, including any script, that the customer support personnel handling any trouble/service calls from these identified geographic areas.

RESPONSE: Subject to and notwithstanding its General Objections, Lumen responds to this request as follows. All repair agents complete a variety of training and have an extensive online handbook to support them. The repair troubleshooting and ticketing process for the Oregon customers in the Jacksonville area is identical to processes applied by repair agents. Information on creating multiple repair tickets was addressed in weekly meeting content and huddles, and also made available in knowledge wiki articles. Accelerated dispatch times available are automatically provided through the ticketing system.

Response provided by Patrick O'grady

18. What requirements did Lumen understand were placed on the company given the direction included in Order 22-340, that Lumen deploy a toll-free, 24/7 dedicated customer support line no later than September 28, 2022, to support customers in Jacksonville, Applegate, and surrounding areas in southern Oregon.

RESPONSE: Lumen objects to this request on the ground that it seeks information regarding a legal interpretation, which is not a proper subject of discovery. Subject to and notwithstanding this objection and its General Objections, Lumen responds to this request as follows. Lumen understood the requirements to be as follows:

- a. Establishment of a separate and distinct toll-free number with an abbreviated IVR structure that expedited the callers to a repair center agent.
- b. Staffing of the dedicated support line 24/7, including holidays, throughout the pendency of Staff's investigation.
- c. Establishment of the dedicated customer support line no later than September 28, 2022, for customers in and around Jacksonville, Oregon.
- d. Establishment of the ability for callers to report service issues for multiple addresses and to create multiple repair tickets.

Response provided by Peter Gose

November 13, 2023

Via Huddle E-Filing

Oregon Public Utility Commission
P.O. Box 1088
Salem, OR 97308-1088
puc.filingcenter@state.or.us



RE: UM 1908 – QWEST CORPORATION, UNITED TELEPHONE COMPANY OF THE NORTHWEST, CENTURYTEL OF OREGON, and CENTURYTEL OF EASTERN OREGON, Joint Petition for Approval of Price Plan Pursuant to ORS 759.255 and Partial Exemption Pursuant to ORS 759.052.

Attached for filing are the supplemental responses to Staff information requests to CenturyLink/Lumen, numbered 19 through 22, in the above captioned docket. This filing contains responses to information requests 19 through 22, to be filed every two weeks until December 31, 2022, or until otherwise directed. As noted in the responses, the files for the call logs for the dedicated line are now filed in Docket UM 1908 are required by Order of the Commission.

If you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Peter Gose".

Peter Gose
Regulatory Affairs Director

Attachments

14530 NW 63rd Street
Parkville, Missouri 64152-8703
Tel: 816.759.2895
Peter.Gose@Lumen.com

GENERAL OBJECTIONS TO INFORMATION REQUESTS 19-22.

Lumen objects to information requests 19-22 on the ground that Order No. 22-340 (the “Order”), to which they relate, was suspended on September 27, 2022, under ORS 756.515(6) when Lumen filed its request for hearing under ORS 756.515(5), and remains suspended. Information requests 19-22 pertain to requirements that were imposed by the Order; however, those requirements never applied to Lumen because the Order was suspended before those requirements came into effect. This objection is incorporated into each of the responses to information requests 19-22.

19. All tickets generated through the customer support line including but not limited to the address, name, and contact information for the customer for whom the ticket has been generated

RESPONSE: Subject to and notwithstanding its General Objections, Lumen responds to this request as follows.

Please see bi-weekly filing in UM 1908 covering the period of September 28, 2022 to November 09, 2023.

Response prepared by Tyler Beck

20. A description of the service issue, logs of customer contact regarding the service issue, actions taken to resolve the service issue, and information on the results.

RESPONSE: Subject to and notwithstanding its General Objections, Lumen responds to this request as follows.

Please see bi-weekly filing in UM 1908 covering the period of September 28, 2022 to November 09, 2023.

Response prepared by Tyler Beck

21. A description of how tickets are routed and prioritized.

RESPONSE: Subject to and notwithstanding its General Objections, Lumen responds to this request as follows. Depending on the time during the day that tickets are generated through incoming calls to the dedicated repair line, a ticket will receive a current day or next business day due date. Dispatch operations generate an open ticket report at 6 AM and 6 PM each day. The open ticket report is reviewed by field operations management and any open voice grade service tickets not already assigned to a technician are loaded to the next available technician to be worked.

Response provided by Christopher LaGrange

22. Outage reports/alarms generated from RT 2600/2900.

CUB/213
3

Please see confidential attachment “UM 1908 - CONF Attach to Staff IR 22 - Remote Terminal Alarms - 11-13-23.xlsx” that has been filed in the UM 1908 confidential folder on the Huddle platform. Information assembled for this filing is expanded as a spelling issue with the JCVLORU1403 CLLI in the reporting automation caused alerts to not ticket as intended. The automation has been corrected and reinrichment on the alerts is being done now and the NOC is verifying the alarms for the JCVLORU1403 CLLI.

Response provided by Jonathan Pautz

CUB Exhibit 214 is confidential and will be provided to parties that have executed Protective Order No. 22-352

CUB Exhibit 215 is confidential and will be provided to parties that have executed Protective Order No. 22-352

CUB Exhibit 216 is confidential and will be provided to parties that have executed Protective Order No. 22-352

CUB Exhibit 217 is confidential and will be provided to parties that have executed Protective Order No. 22-352

CUB Exhibit 218 is confidential and will be provided to parties that have executed Protective Order No. 22-352

CUB Exhibit 219 is confidential and will be provided to parties that have executed Protective Order No. 22-352

CUB Exhibit 220 is confidential and will be provided to parties that have executed Protective Order No. 22-352

UM 1908_UM 2206 – OPUC Response to **REVISED** CUB Data Request
Page 10

Date: November 3, 2023

TO:

JENNIFER HILL-HART
OREGON CITIZENS' UTILITY BOARD
610 SW BROADWAY STE 400
PORTLAND OR 97205
jennifer@oregoncub.org

FROM: Joe Bartholomew
Senior Telecom Analyst
Rates and Regulation

OREGON PUBLIC UTILITY COMMISSION

Docket No. UM 1908 UM 2206 – REVISED CUB's Data Request filed October 20, 2023

REVISED CUB Data Request No 10:

10. Please provide logs in a spreadsheet identifying each month since January 2014 when Lumen's Oregon telecommunications companies were not in compliance with the OAR 860- 024 safety rules. Please create a separate sheet for each year and identify the following:
- a. The Lumen company at issue;
 - b. Month;
 - c. Docket Number, if applicable;
 - d. Wire center(s) at issue;
 - e. Violation;
 - f. Violations identified to pose imminent danger to life or property;
 - g. Violations where correction was necessary alleviate a significant safety risk to any operator's employees or a potential risk to the general public;
 - h. And any instances where a "pattern of non-compliance" was determined by the Commission;
 - i. A status update for each violation; and
 - j. the resolution(s) of the issue causing noncompliance.

OPUC Response REVISED No 10:

10. OPUC objects to this request on the basis that it is overly broad and unduly burdensome and requires new analysis. Subject to, and without waiving its objection, Staff, responds as follows:

Division 24 compliance information is not digitally available and would require manual entry to provide the data requested. See Attachment 10-A for a summary of Lumen's Division 24 safety violations from 2019-present. Please note that while Staff tracks due dates for the safety reports it issues, it does not track the date that each violation was corrected nor the steps a company takes to resolve a safety violation; rather the report is either open or closed, as shown in the attachment, and the months past due the report (and final violation) was resolved. Further, Staff does not differentiate by either Lumen company at issue, nor wire center.

Lumen Report No	Audit Date	Violation Category	Violation Count	Imminent Danger Count	Safety/Public Risk	Status	Resolved?
E19-06R	January 22-23, 2019	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure	1	0	0	Closed	Yes
E19-06R	January 22-23, 2019	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	1	0	0	Closed	Yes
E19-06R	January 22-23, 2019	Pole replacement job with attachments not transferred to the new structure	2	0	0	Closed	Yes
E19-11R	January 24-25, 2019	Inadequate vertical separation between power supply conductors and communication cables where they cross mid-span, when carried on different support structures.	1	1	0	Closed	Yes
E19-11R	January 24-25, 2019	Pole replacement job with attachments not transferred to the new structure	2	0	0	Closed	Yes
E19-14R	Jan 31-Feb 1, 2019	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	3	1	0	Closed	Yes
E19-14R	Jan 31-Feb 1, 2019	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	1	0	0	Closed	Yes
E19-14R	Jan 31-Feb 1, 2019	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	5	0	0	Closed	Yes
E19-14R	Jan 31-Feb 1, 2019	Location of power supply conductors, communication cables or other facilities is obstructing the climbing space.	1	0	0	Closed	Yes
E19-17R	2/8/2019	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	1	0	0	Closed	Yes but 7 months past original due date

E19-17R	2/8/2019	Inadequate vertical separation between power supply conductors and communication cables where they cross mid-span, when carried on different support structures.	1	0	0	Closed	Yes but 7 months past original due date
E19-17R	2/8/2019	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	0	0	Closed	Yes but 7 months past original due date
E19-17R	2/8/2019	Communication cables passing by pole with less than minimum clearance must be attached to the pole.	1	0	0	Closed	Yes but 7 months past original due date
E19-17R	2/8/2019	Pole replacement job with attachments not transferred to the new structure	3	0	0	Closed	Yes but 7 months past original due date
E19-17R	2/8/2019	Location of power supply conductors, communication cables or other facilities is obstructing the climbing space.	3	0	0	Closed	Yes but 7 months past original due date
E19-20R	March 5-8, 2019	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	4	0	0	Closed	Yes but 7 months past original due date
E19-20R	March 5-8, 2019	Inadequate vertical mid-span clearance between power supply conductor and communication cable carried on the same support structure.	1	0	0	Closed	Yes but 7 months past original due date
E19-20R	March 5-8, 2019	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	1	0	Closed	Yes but 7 months past original due date
E19-20R	March 5-8, 2019	Overhead communication cables have inadequate attachment to support structure.	1	0	0	Closed	Yes but 7 months past original due date
E19-20R	March 5-8, 2019	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	1	0	0	Closed	Yes but 7 months past original due date
E19-20R	March 5-8, 2019	Pole replacement job with attachments not transferred to the new structure	1	0	0	Closed	Yes but 7 months past original due date

E19-20R	March 5-8, 2019	Down guy in pedestrian area does not have a substantial and conspicuous marker.	1	0	0	Closed	Yes but 7 months past original due date
E19-20R	March 5-8, 2019	Location of power supply conductors, communication cables or other facilities is obstructing the climbing space.	1	0	0	Closed	Yes but 7 months past original due date
E19-28R	March 14-15, 2019	Inadequate vertical clearance between power luminaires and communication cables attached to same support structure.	1	0	0	Closed	Yes but 5 months past original due date
E19-28R	March 14-15, 2019	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	2	1	0	Closed	Yes but 5 months past original due date
E19-28R	March 14-15, 2019	Deteriorated pole hardware, guy wire rusted and broken.	1	1	0	Closed	Yes but 5 months past original due date
E19-28R	March 14-15, 2019	Pole replacement job with attachments not transferred to the new structure	4	0	0	Closed	Yes but 5 months past original due date
E19-31R	March 26-29, 2019	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	6	0	0	Closed	Yes
E19-31R	March 26-29, 2019	Inadequate vertical mid-span clearance between power supply conductor and communication cable carried on the same support structure.	2	0	0	Closed	Yes
E19-31R	March 26-29, 2019	Location of power supply conductors, communication cables or other facilities is obstructing the climbing space.	1	0	1	Closed	Yes
E19-36R	April 9-11, 2019	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	1	0	0	Closed	Yes
E19-36R	April 9-11, 2019	Inadequate vertical mid-span clearance between power supply conductor and communication cable carried on the same support structure.	1	0	0	Closed	Yes

E19-36R	April 9-11, 2019	Inadequate vertical separation between power supply conductors and communication cables where they cross mid-span, when carried on different support structures.	1	0	0	Closed	Yes
E19-36R	April 9-11, 2019	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	4	1	0	Closed	Yes
E19-40R	April 30-May 2, 2019	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	15	2	0	Closed	Yes but 8 months past original due date
E19-40R	April 30-May 2, 2019	Inadequate vertical mid-span clearance between power supply conductor and communication cable carried on the same support structure.	6	0	0	Closed	Yes but 8 months past original due date
E19-40R	April 30-May 2, 2019	Inadequate vertical separation between power supply conductors and communication cables where they cross mid-span, when carried on different support structures.	2	0	0	Closed	Yes but 8 months past original due date
E19-40R	April 30-May 2, 2019	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	3	2	0	Closed	Yes but 8 months past original due date
E19-40R	April 30-May 2, 2019	Overhead communication cables have inadequate attachment to support structure.	1	0	0	Closed	Yes but 8 months past original due date
E19-40R	April 30-May 2, 2019	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	5	1	0	Closed	Yes but 8 months past original due date
E19-40R	April 30-May 2, 2019	Deteriorated pole hardware, guy wire rusted and broken.	1	0	0	Closed	Yes but 8 months past original due date
E19-40R	April 30-May 2, 2019	Pole replacement job with attachments not transferred to the new structure	8	0	0	Closed	Yes but 8 months past original due date
E19-40R	April 30-May 2, 2019	Down guy in pedestrian area does not have a substantial and conspicuous marker.	1	0	0	Closed	Yes but 8 months past original due date

			2019				
E19-50R	5/15/2019	Pole replacement job with attachments not transferred to the new structure	1	0	0	Closed	Yes but 5 months past original due date
E19-56R	5/30/2019	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	1	0	0	Closed	Yes
E19-59R	7/18/2019	Inadequate emergency installation of communication cable.	1	0	0	Closed	Yes
E19-61R	September 4-12, 2019	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	6	0	0	Closed	Yes but 9 months past original due date
E19-61R	September 4-12, 2019	Inadequate vertical mid-span clearance between power supply conductor and communication cable carried on the same support structure.	2	0	0	Closed	Yes but 9 months past original due date
E19-61R	September 4-12, 2019	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	12	2	0	Closed	Yes but 9 months past original due date
E19-61R	September 4-12, 2019	Communication service drops running above or parallel to supply service drop may have a clearance of not less than 12" at any point in the span.	2	0	0	Closed	Yes but 9 months past original due date
E19-61R	September 4-12, 2019	Fire hydrant has inadequate horizontal clearance from pole, Pad-mounted equipment, pedestals and other aboveground enclosures.	3	0	0	Closed	Yes but 9 months past original due date
E19-61R	September 4-12, 2019	Overhead communication cables have inadequate attachment to support structure.	3	0	0	Closed	Yes but 9 months past original due date
E19-61R	September 4-12, 2019	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	6	0	0	Closed	Yes but 9 months past original due date
E19-61R	September 4-12, 2019	Deteriorated crossarm appears to have inadequate strength.	1	0	0	Closed	Yes but 9 months past original due date
E19-61R	September 4-12, 2019	Deteriorated pole appears to have inadequate NESC required strength	2	1	0	Closed	Yes but 9 months past original due date
E19-61R	September 4-12, 2019	Pole replacement job with attachments not transferred to the new structure	8	0	0	Closed	Yes but 9 months past original due date

E19-61R	September 4-12, 2019	Location of power supply conductors, communication cables or other facilities is obstructing the climbing space.	3	0	3	Closed	Yes but 9 months past original due date
E19-61R	September 4-12, 2019	Vegetation around communication lines must not pose a foreseeable danger to the pole and electric supply operator's facilities.	1	0	0	Closed	Yes but 9 months past original due date
E19-64R	9/4/2019	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	1	0	0	Closed	Yes
E19-64R	9/4/2019	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	0	0	Closed	Yes but 2 months past original due date
E19-67R	September 19-20, 2019	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	6	0	0	Closed	Yes but 2 months past original due date
E19-67R	September 19-20, 2019	Inadequate vertical mid-span clearance between power supply conductor and communication cable carried on the same support structure.	4	0	0	Closed	Yes but 2 months past original due date
E19-67R	September 19-20, 2019	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	8	1	0	Closed	Yes but 2 months past original due date
E19-67R	September 19-20, 2019	Overhead communication cables have inadequate attachment to support structure.	3	0	0	Closed	Yes but 2 months past original due date
E19-67R	September 19-20, 2019	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	1	0	0	Closed	Yes but 2 months past original due date
E19-67R	September 19-20, 2019	Deteriorated pole hardware, guy wire rusted and broken.	1	0	0	Closed	Yes but 2 months past original due date
E19-67R	September 19-20, 2019	Pole replacement job with attachments not transferred to the new structure	6	0	0	Closed	Yes but 2 months past original due date

E19-67R	September 19-20, 2019	Anchor guy in pedestrian area does not have a substantial and conspicuous marker.	1	0	0	Closed	Yes but 2 months past original due date
E19-67R	September 19-20, 2019	Inadequate guy installation.	1	0	0	Closed	Yes but 2 months past original due date
E19-67R	September 19-20, 2019	Location of power supply conductors, communication cables or other facilities is obstructing the climbing space.	1	0	1	Closed	Yes but 2 months past original due date
E19-77R	Oct. 30-Nov. 1, 2019	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	1	0	0	Closed	Yes but 6 months past original due date
E19-77R	Oct. 30-Nov. 1, 2019	Inadequate vertical mid-span clearance between power supply conductor and communication cable carried on the same support structure.	1	0	0	Closed	Yes but 6 months past original due date
E19-77R	Oct. 30-Nov. 1, 2019	Inadequate vertical separation between power supply conductors and communication cables where they cross mid-span, when carried on different support structures.	1	0	0	Closed	Yes but 6 months past original due date
E19-77R	Oct. 30-Nov. 1, 2019	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	19	1	0	Closed	Yes but 6 months past original due date
E19-77R	Oct. 30-Nov. 1, 2019	Communication cables passing by pole with less than minimum clearance must be attached to the pole.	1	0	0	Closed	Yes but 6 months past original due date
E19-77R	Oct. 30-Nov. 1, 2019	Overhead communication cables have inadequate attachment to support structure.	3	0	0	Closed	Yes but 6 months past original due date
E19-77R	Oct. 30-Nov. 1, 2019	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	2	0	0	Closed	Yes but 6 months past original due date
E19-77R	Oct. 30-Nov. 1, 2019	Deteriorated pole hardware, guy wire rusted and broken.	1	0	0	Closed	Yes but 6 months past original due date
E19-77R	Oct. 30-Nov. 1, 2019	Pole replacement job with attachments not transferred to the new structure	3	0	0	Closed	Yes but 6 months past original due date

E19-83R	November 19-20, 2019	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	1	0	0	Closed	Yes but 15 months past original due date
E19-83R	November 19-20, 2019	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	4	0	0	Closed	Yes but 15 months past original due date
E19-83R	November 19-20, 2019	Overhead communication cables have inadequate attachment to support structure.	1	1	0	Closed	Yes but 15 months past original due date
E19-83R	November 19-20, 2019	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	4	3	0	Closed	Yes but 15 months past original due date
E19-83R	November 19-20, 2019	Deteriorated pole appears to have inadequate NESC required strength	1	0	0	Closed	Yes but 15 months past original due date
E19-83R	November 19-20, 2019	Pole replacement job with attachments not transferred to the new structure	1	0	0	Closed	Yes but 15 months past original due date
E19-83R	November 19-20, 2019	Location of power supply conductors, communication cables or other facilities is obstructing the climbing space.	2	0	2	Closed	Yes but 15 months past original due date
E19-83R	November 19-20, 2019	Vegetation around communication lines must not pose a foreseeable danger to the pole and electric supply operator's facilities.	1	0	0	Closed	Yes but 15 months past original due date
E19-87R	December 3-6, 2019	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	0	0	Closed	Yes but 5 months past original due date
E19-87R	December 3-6, 2019	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	3	1	0	Closed	Yes but 5 months past original due date
E19-87R	December 3-6, 2019	Deteriorated pole hardware, guy wire rusted and broken.	1	1	0	Closed	Yes but 5 months past original due date
E19-87R	December 3-6, 2019	Deteriorated pole appears to have inadequate NESC required strength	1	0	0	Closed	Yes but 5 months past original due date
E19-87R	December 3-6, 2019	Old pole not removed after replacement structure was installed.	1	0	0	Closed	Yes but 5 months past original due date

			2019				
E19-87R	December 3-6, 2019	Pole replacement job with attachments not transferred to the new structure	5	0	0	Closed	Yes but 5 months past original due date
E19-87R	December 3-6, 2019	Anchor guy in pedestrian area does not have a substantial and conspicuous marker.	1	0	0	Closed	Yes but 5 months past original due date
E19-96R	December 23-30, 2019	Pole replacement job with attachments not transferred to the new structure	1	0	0	Closed	Yes

Lumen Report No	Audit Date	Violation Category	Violation Count	Imminent Danger Count	Safety/Public Risk	Status	Resolved?
E20-02R	1/8/2020	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	1	0	0	Closed	Yes
E20-02R	1/8/2020	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	0	0	Closed	Yes
E20-02R	1/8/2020	Communication service drops running above or parallel to supply service drop may have a clearance of not less than 12" at any point in the span.	1	0	0	Closed	Yes
E20-02R	1/8/2020	Pole replacement job with attachments not transferred to the new structure	1	0	0	Closed	Yes
E20-12R	February 18-21, 2020	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	2	0	0	Closed	Yes
E20-12R	February 18-21, 2020	Inadequate vertical mid-span clearance between power supply conductor and communication cable carried on the same support structure.	2	0	0	Closed	Yes
E20-12R	February 18-21, 2020	Inadequate vertical mid-span clearance between power supply conductor and communication cable carried on the same support structure.	1	0	0	Closed	Yes
E20-12R	February 18-21, 2020	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	3	0	0	Closed	Yes

E20-12R	February 18- 21, 2020	Inadequate emergency installation of communication cable.	2	2	0	Closed	Yes
E20-16R	February 28- March 6, 2020	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	2	0	0	Closed	Yes but 12 months past original due date
E20-16R	February 28- March 6, 2020	Inadequate vertical separation between power supply conductors and communication cables where they cross mid-span, when carried on different support structures.	6	0	0	Closed	Yes but 12 months past original due date
E20-16R	February 28- March 6, 2020	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	39	5	0	Closed	Yes but 12 months past original due date
E20-16R	February 28- March 6, 2020	Communication service drops running above or parallel to supply service drop may have a clearance of not less than 12" at any point in the span.	4	0	0	Closed	Yes but 12 months past original due date
E20-16R	February 28- March 6, 2020	Communication cables passing by pole with less than minimum clearance must be attached to the pole.	1	0	0	Closed	Yes but 12 months past original due date
E20-16R	February 28- March 6, 2020	Overhead communication cables have inadequate attachment to support structure.	1	0	0	Closed	Yes but 12 months past original due date
E20-16R	February 28- March 6, 2020	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	2	0	0	Closed	Yes but 12 months past original due date
E20-16R	February 28- March 6, 2020	Deteriorated pole appears to have inadequate NESC required strength	1	0	0	Closed	Yes but 12 months past original due date
E20-16R	February 28- March 6, 2020	Old pole not removed after replacement structure was installed.	1	0	0	Closed	Yes but 12 months past original due date

E20-16R	February 28- March 6, 2020	Pole replacement job with attachments not transferred to the new structure	2	0	0	Closed	Yes but 12 months past original due date
E20-16R	February 28- March 6, 2020	Anchor guy in pedestrian area does not have a substantial and conspicuous marker.	1	0	0	Closed	Yes but 12 months past original due date
E20-24R	March 31- April 7, 2020	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	0	0	Closed	Yes
E20-24R	March 31- April 7, 2020	Location of power supply conductors, communication cables or other facilities is obstructing the climbing space.	1	0	1	Closed	Yes
E20-35R	4/10/2020	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	0	0	Closed	Yes
E20-37R	April 21-22, 2020	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	3	0	0	Closed	Yes but 21 months past original due date
E20-37R	April 21-22, 2020	Inadequate vertical mid-span clearance between power supply conductor and communication cable carried on the same support structure.	1	0	0	Closed	Yes but 21 months past original due date
E20-37R	April 21-22, 2020	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	8	4	0	Closed	Yes but 21 months past original due date
E20-37R	April 21-22, 2020	Inadequate temporary or emergency installation of communication cable.	1	1	0	Closed	Yes but 21 months past original due date
E20-37R	April 21-22, 2020	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	4	2	0	Closed	Yes but 21 months past original due date
E20-37R	April 21-22, 2020	Deteriorated pole appears to have inadequate NESC required strength	1	0	0	Closed	Yes but 21 months past original due date

E20-37R	April 21-22, 2020	Pole replacement job with attachments not transferred to the new structure	4	0	0	Closed	Yes but 21 months past original due date
E20-37R	April 21-22, 2020	Anchor guy in pedestrian area does not have a substantial and conspicuous marker.	2	0	0	Closed	Yes but 21 months past original due date
E20-37R	April 21-22, 2020	Location of power supply conductors, communication cables or other facilities is obstructing the climbing space.	5	0	0	Closed	Yes but 21 months past original due date
E20-40R	May 6-15, 2020	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	3	1	0	Open	No, 33 months past due
E20-40R	May 6-15, 2020	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	4	0	0	Open	No, 33 months past due
E20-40R	May 6-15, 2020	Communication cables passing by pole with less than minimum clearance must be attached to the pole.	1	0	0	Open	No, 33 months past due
E20-40R	May 6-15, 2020	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	1	0	0	Open	No, 33 months past due
E20-40R	May 6-15, 2020	Deteriorated pole appears to have inadequate NESC required strength	2	0	0	Open	No, 33 months past due
E20-55R	September 1- 4, 2020	Pole replacement job with attachments not transferred to the new structure	2	0	0	Closed	Yes
E20-55R	September 1- 4, 2020	Overhead communication cables have inadequate attachment to support structure.	1	0	0	Closed	Yes
E20-59R	October 1-2, & 6-7, 2020	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	2	0	0	Open	No, 28 months past due

E20-59R	October 1-2, & 6-7, 2020	Inadequate vertical separation between power supply conductors and communication cables where they cross mid-span, when carried on different support structures.	2	0	0	Open	No, 28 months past due
E20-59R	October 1-2, & 6-7, 2020	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	10	2	0	Open	No, 28 months past due
E20-59R	October 1-2, & 6-7, 2020	Communication cables passing by pole with less than minimum clearance must be attached to the pole.	1	0	0	Open	No, 28 months past due
E20-59R	October 1-2, & 6-7, 2020	Overhead communication cables have inadequate attachment to support structure.	2	0	0	Open	No, 28 months past due
E20-59R	October 1-2, & 6-7, 2020	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	8	4	0	Open	No, 28 months past due
E20-59R	October 1-2, & 6-7, 2020	Old pole not removed after replacement structure was installed.	1	0	0	Open	No, 28 months past due
E20-59R	October 1-2, & 6-7, 2020	Pole replacement job with attachments not transferred to the new structure	6	0	0	Open	No, 28 months past due
E20-59R	October 1-2, & 6-7, 2020	Standoff brackets do not have eight-foot separation between the lowest bracket and ground/other accessible surface or the two lowest brackets.	1	0	0	Open	No, 28 months past due
E20-59R	October 1-2, & 6-7, 2020	Location of power supply conductors, communication cables or other facilities is obstructing the climbing space.	1	0	1	Open	No, 28 months past due
E20-64R	10/14/2020	Inadequate emergency installation of communication cable.	1	1	0	Closed	Yes
E20-66R	October 27-30, 2020	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	3	0	0		No, 27 months past due

E20-66R	October 27-30, 2020	Communication cables passing by pole with less than minimum clearance must be attached to the pole.	1	0	0	Open	No, 27 months past due
E20-66R	October 27-30, 2020	Overhead communication cables have inadequate attachment to support structure.	1	0	0	Open	No, 27 months past due
E20-66R	October 27-30, 2020	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	4	0	0	Open	No, 27 months past due
E20-66R	October 27-30, 2020	Deteriorated pole appears to have inadequate NESC required strength	5	0	0	Open	No, 27 months past due
E20-66R	October 27-30, 2020	Pole replacement job with attachments not transferred to the new structure	17	0	0	Open	No, 27 months past due
E20-66R	October 27-30, 2020	Anchor guy in pedestrian area does not have a substantial and conspicuous marker.	1	0	0	Open	No, 27 months past due
E20-70R	November 3-6, 2020	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	3	0	0	Open	No, 26 months past due
E20-70R	November 3-6, 2020	Overhead communication cables have inadequate attachment to support structure.	1	0	0	Open	No, 26 months past due
E20-70R	November 3-6, 2020	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	3	2	0	Open	No, 26 months past due
E20-70R	November 3-6, 2020	Abandoned old pole not removed.	1	0	0	Open	No, 26 months past due
E20-70R	November 3-6, 2020	Pole replacement job with attachments not transferred to the new structure	2	0	0	Open	No, 26 months past due
E20-76R	October 27-30, 2020	Communication cables passing by metal street light poles with less than minimum clearance.	10	0	0	Open	No, 26 months past due

E20-80R	11/20/2020	Communication cables passing by metal street light poles with less than minimum clearance.	1	0	0	Open	No, 27 months past due
E20-80R	11/20/2020	Deteriorated pole appears to have inadequate NESC required strength	1	0	0	Open	No, 27 months past due
E20-80R	11/20/2020	Pole replacement job with attachments not transferred to the new structure	1	0	0	Open	No, 27 months past due
E20-81R	12/3/2020	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	0	0	Closed	Yes
E20-81R	12/3/2020	Inadequate emergency installation of communication cable.	1	1	0	Closed	Yes
E20-83R	December 8-11, 2020	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	1	1	0	Open	No, 26 months past due
E20-83R	December 8-11, 2020	Inadequate vertical mid-span clearance between power supply conductor and communication cable carried on the same support structure.	1	0	0	Open	No, 26 months past due
E20-83R	December 8-11, 2020	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	5	0	0	Open	No, 26 months past due
E20-83R	December 8-11, 2020	Communication service drops running above or parallel to supply service drop may have a clearance of not less than 12" at any point in the span.	1	0	0	Open	No, 26 months past due
E20-83R	December 8-11, 2020	Overhead communication cables have inadequate attachment to support structure.	2	0	0	Open	No, 26 months past due
E20-83R	December 8-11, 2020	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	2	0	0	Open	No, 26 months past due

E20-90R	December 16-17, 2020	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	1	0	0	Closed	Yes
E20-90R	December 16-17, 2020	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	0	0	Closed	Yes
E20-92R	December 16-17, 2020	Overhead communication cables have inadequate attachment to support structure.	3	0	0	Open	No, 27 months past due
E20-92R	December 16-17, 2020	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	1	1	0	Open	No, 27 months past due
E20-92R	December 16-17, 2020	Deteriorated pole appears to have inadequate NESC required strength	1	0	0	Open	No, 27 months past due
E20-92R	December 16-17, 2020	Abandoned old pole.	1	0	0	Open	No, 27 months past due
E20-92R	December 16-17, 2020	Pole replacement job with attachments not transferred to the new structure	6	0	0	Open	No, 27 months past due

Lumen Report No	Audit Date	Violation Category	Violation Count	Imminent Danger Count	Safety/Public Risk	Status	Resolved?
E21-02R	January 14-15, 2021	clearance between power supply conductor /equipment and communication	1	0	0	Open	No, 26 months past due
E21-02R	January 14-15, 2021	mid-span clearance between power supply conductor and communication	1	0	0	Open	No, 26 months past due
E21-02R	January 14-15, 2021	clearance of wires, cables and equipment above ground, roadways,	1	0	0	Open	No, 26 months past due
E21-02R	January 14-15, 2021	communication cable inadequately secured to pole. Appears to be	2	0	0	Open	No, 26 months past due
E21-02R	January 14-15, 2021	appears to have inadequate NESC	2	0	0	Open	No, 26 months past due
E21-02R	January 14-15, 2021	job with attachments not transferred to the	1	0	0	Open	No, 26 months past due
E21-02R	January 14-15, 2021	communication lines must not pose a foreseeable	1	0	0	Open	No, 26 months past due
E21-14R	March 2-3, 2021	clearance of wires, cables and equipment above ground, roadways,	6	1	0	Open	No, 23 months past due
E21-14R	March 2-3, 2021	communication cable inadequately secured to pole. Appears to be	2	1	0	Open	No, 23 months past due

E21-19R	March 23-26, 2021	clearance of wires, cables and equipment above ground, roadways,	3	1	0	Open	No, 23 months past due
E21-19R	March 23-26, 2021	cables passing by pole with less than minimum clearance must be	1	0	0	Open	No, 23 months past due
E21-19R	March 23-26, 2021	separation between power supply conductors and communication	2	0	0	Open	No, 23 months past due
E21-19R	March 23-26, 2021	communication cable inadequately secured to pole. Appears to be	3	3	0	Open	No, 23 months past due
E21-19R	March 23-26, 2021	hardware, guy wire rusted and broken.	1	1	0	Open	No, 23 months past due
E21-19R	March 23-26, 2021	job with attachments not transferred to the	3	0	0	Open	No, 23 months past due
E21-19R	March 23-26, 2021	pedestrian area does not have a substantial and	1	0	0	Open	No, 23 months past due
E21-23R	3/30/2021	clearance of wires, cables and equipment above ground, roadways,	2	0	0	Closed	Yes, but 2 months past original due date
E21-23R	3/30/2021	communication cables have inadequate	1	0	0	Closed	Yes, but 2 months past original due date
E21-23R	3/30/2021	emergency installation of	1	0	0	Closed	Yes, but 2 months past original due date
E21-29R	April 14-16, 2021	communication cables have inadequate	1	0	0	Closed	Yes, but 2 months past original due date
E21-29R	April 14-16, 2021	job with attachments not transferred to the	1	0	0	Closed	Yes, but 2 months past original due date

E21-29R	April 14-16, 2021	supply conductors, communication cables or other facilities is	1	0	1	Closed	Yes, but 2 months past original due date
E21-31R	May 4-7, 2021	clearance between power supply conductor /equipment and communication	1	0	0	Open	No, 21 months past due
E21-31R	May 4-7, 2021	mid-span clearance between power supply conductor and communication	2	0	0	Open	No, 21 months past due
E21-31R	May 4-7, 2021	separation between power supply conductors and communication	1	0	0	Open	No, 21 months past due
E21-31R	May 4-7, 2021	clearance of wires, cables and equipment above ground, roadways,	3	2	0	Open	No, 21 months past due
E21-31R	May 4-7, 2021	communication cables have inadequate	3	0	0	Open	No, 21 months past due
E21-31R	May 4-7, 2021	temporary or emergency	1	0	0	Open	No, 21 months past due
E21-31R	May 4-7, 2021	communication cable inadequately secured to pole. Appears to be	5	2	0	Open	No, 21 months past due
E21-31R	May 4-7, 2021	hardware, guy wire rusted and broken.	1	0	0	Open	No, 21 months past due
E21-31R	May 4-7, 2021	job with attachments not transferred to the	1	0	0	Open	No, 21 months past due

E21-31R	May 4-7, 2021	pedestrian area does not have a substantial and	1	0	0	Open	No, 21 months past due
E21-35R	May 4-5, 2021	communication cable inadequately secured to pole. Appears to be	1	1	0	Closed	Yes
E21-37R	May 5-7, 2021	clearance between power supply conductor /equipment and communication	2	0	0	Closed	Yes, but 6 months past original due date
E21-37R	May 5-7, 2021	communication cable inadequately secured to pole. Appears to be	1	1	0	Closed	Yes, but 6 months past original due date
E21-37R	May 5-7, 2021	job with attachments not transferred to the	1	1	0	Closed	Yes, but 6 months past original due date
E21-41R	May 24-27, 2021	clearance between power supply conductor /equipment and communication	3	1	0	Open	No, 21 months past due
E21-41R	May 24-27, 2021	clearance of wires, cables and equipment above ground, roadways,	1	1	0	Open	No, 21 months past due
E21-41R	May 24-27, 2021	temporary or emergency	1	1	0	Open	No, 21 months past due
E21-41R	May 24-27, 2021	communication cable inadequately secured to pole. Appears to be	5	2	0	Open	No, 21 months past due
E21-41R	May 24-27, 2021	job with attachments not transferred to the	1	0	0	Open	No, 21 months past due

E21-44R	6/2/2021	clearance of wires, cables and equipment above ground, roadways,	5	0	0	Open	No, 21 months past due
E21-44R	6/2/2021	communication cables have inadequate	1	0	0	Open	No, 21 months past due
E21-44R	6/2/2021	communication cable inadequately secured to pole. Appears to be	1	0	0	Open	No, 21 months past due
E21-44R	6/2/2021	job with attachments not transferred to the temporary or	1	0	0	Open	No, 21 months past due
E21-47R	6/8/2021	emergency	1	0	0	Closed	Yes, but 11 months past original due date
E21-48R	6/1/2021	communication cable inadequately secured to pole. Appears to be	1	0	0	Closed	Yes
E21-50R	6/25/2021	emergency installation of	1	0	0	Closed	Yes
E21-51R	6/24/2021	clearance of wires, cables and equipment above ground, roadways, appears to have	1	0	0	Closed	Yes, but 4 months past original due date
E21-51R	6/24/2021	inadequate NESC	1	0	0	Closed	Yes, but 4 months past original due date
E21-52R	6/30/2021	clearance of wires, cables and equipment above ground, roadways, emergency	1	1	0	Open	No, 24 months past due
E21-52R	6/30/2021	installation of	1	0	0	Open	No, 24 months past due
E21-56R	8/13/2021	clearance of wires, cables and equipment above ground, roadways,	1	0	0	Closed	Yes

E21-60R	September 1-2, 2021	clearance between power supply conductor /equipment and communication	2	0	0	Open	No, 18 months past due
E21-60R	September 1-2, 2021	communication cables have inadequate	1	0	0	Open	No, 18 months past due
E21-60R	September 1-2, 2021	communication cable inadequately secured to pole. Appears to be	2	1	0	Open	No, 18 months past due
E21-60R	September 1-2, 2021	job with attachments not transferred to the	1	0	0	Open	No, 18 months past due
E21-74R	October 19-21, 2021	clearance between power supply conductor /equipment and communication	3	0	0	Open	No, 17 months past due
E21-74R	October 19-21, 2021	clearance between power luminaires and communication	1	0	0	Open	No, 17 months past due
E21-74R	October 19-21, 2021	clearance of wires, cables and equipment above ground, roadways,	3	0	0	Open	No, 17 months past due
E21-74R	October 19-21, 2021	cables passing by pole with less than minimum clearance must be	1	0	0	Open	No, 17 months past due
E21-74R	October 19-21, 2021	communication cables have inadequate	1	0	0	Open	No, 17 months past due
E21-74R	October 19-21, 2021	temporary or emergency	1	1	0	Open	No, 17 months past due

E21-74R	October 19-21, 2021	communication cable inadequately secured to pole. Appears to be	21	12	0	Open	No, 17 months past due
E21-74R	October 19-21, 2021	hardware, guy wire rusted and broken.	1	0	0	Open	No, 17 months past due
E21-74R	October 19-21, 2021	inadequate vertical clearance above	1	0	0	Open	No, 17 months past due
E21-84R	December 14 –15, 2021	clearance of wires, cables and equipment above ground, roadways,	3	0	0	Open	No, 15 months past due
E21-84R	December 14 –15, 2021	communication cables have inadequate	2	0	0	Open	No, 15 months past due
E21-84R	December 14 –15, 2021	job with attachments not transferred to the	4	0	0	Open	No, 15 months past due
E21-84R	December 14 –15, 2021	inadequate vertical clearance above	1	0	0	Open	No, 15 months past due
E21-84R	December 14 –15, 2021	deteriorated or rejected poles with power facilities attached, including foreign owned poles, must be maintained or	2	0	0	Open	No, 15 months past due

Lumen Report No	Audit Date	Violation Category	Violation Count	Imminent Danger Count	Safety/ Public Risk	Status	Resolved?
E22-02R	1/13/2022	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	2	0	0	Open	No, 14 months past due
E22-02R	1/13/2022	Inadequate vertical mid-span clearance between power supply conductor and communication cable carried on the same support structure.	2	0	0	Open	No, 14 months past due
E22-02R	1/13/2022	Overhead communication cables have inadequate attachment to support structure.	4	0	0	Open	No, 14 months past due
E22-02R	1/13/2022	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	2	0	0	Open	No, 14 months past due
E22-02R	1/13/2022	Pole replacement job with attachments not transferred to the new structure	1	0	0	Open	No, 14 months past due
E22-04R	January 14th, 2022	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	0	0	Closed	Yes but 13 months past original due date
E22-04R	January 14th, 2022	Identified deteriorated or rejected poles with power facilities attached, including foreign owned poles, must be maintained or replaced within the timelines allowed in OAR 860-024-0011 to meet the strength requirements required by the NESC.	1	0	0	Closed	Yes but 13 months past original due date
E22-04R	January 14th, 2022	Pole replacement job with attachments not transferred to the new structure	2	0	0	Closed	Yes but 13 months past original due date
E22-07R	Jan 26 to Feb 1, 2022	Inadequate vertical separation between power supply conductors and communication cables where they cross mid-span, when carried on different support structures.	2	0	0	Open	No, 14 months past due
E22-07R	Jan 26 to Feb 1, 2022	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	4	3	0	Open	No, 14 months past due

E22-07R	Jan 26 to Feb 1, 2022	Communication cables passing by pole with less than minimum clearance must be attached to the pole.	1	0	0	Open	No, 14 months past due
E22-07R	Jan 26 to Feb 1, 2022	Overhead communication cables have inadequate attachment to support structure.	6	0	0	Open	No, 14 months past due
E22-07R	Jan 26 to Feb 1, 2022	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	11	6	0	Open	No, 14 months past due
E22-07R	Jan 26 to Feb 1, 2022	Deteriorated pole hardware, guy wire rusted and broken.	3	1	0	Open	No, 14 months past due
E22-07R	Jan 26 to Feb 1, 2022	Pole replacement job with attachments not transferred to the new structure	7	0	0	Open	No, 14 months past due
E22-07R	Jan 26 to Feb 1, 2022	Anchor guy in pedestrian area does not have a substantial and conspicuous marker.	1	0	0	Open	No, 14 months past due
E22-07R	Jan 26 to Feb 1, 2022	Inadequate guy installation.	1	0	0	Open	No, 14 months past due
E22-07R	Jan 26 to Feb 1, 2022	Location of power supply conductors, communication cables or other facilities is obstructing the climbing space.	1	0	1	Open	No, 14 months past due
E22-12R	8-10, 2022	Pole replacement job with attachments not transferred to the new structure	2	0	0	Closed	Yes
E22-19R	March 1-4, 2022	The clearance between conductors, cables, and equipment of one communication utility to those of another, anywhere in the span, shall not be less than 4 inches, except by mutual agreement between parties involved including the pole owner(s).	1	0	0	Open	No, 13 months past due
E22-19R	March 1-4, 2022	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	2	2	0	Open	No, 13 months past due

E22-19R	March 1-4, 2022	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	7	3	0	Open	No, 13 months past due
E22-19R	March 1-4, 2022	Pole replacement job with attachments not transferred to the new structure	6	0	0	Open	No, 13 months past due
E22-23R	March 1-3, 2022	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	1	0	Open	No, 13 months past due
E22-23R	March 1-3, 2022	Overhead communication cables have inadequate attachment to support structure.	6	0	0	Open	No, 13 months past due
E22-23R	March 1-3, 2022	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	1	1	0	Open	No, 13 months past due
E22-23R	March 1-3, 2022	Deteriorated pole hardware, guy wire rusted and broken.	1	0	0	Open	No, 13 months past due
E22-23R	March 1-3, 2022	Old pole not removed after replacement structure was installed.	2	0	0	Open	No, 13 months past due
E22-23R	March 1-3, 2022	Pole replacement job with attachments not transferred to the new structure	3	0	0	Open	No, 13 months past due
E22-27R	March 22-24, 2022	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	0	0	Open	No, 12 months past due
E22-27R	March 22-24, 2022	Communication cables passing by pole with less than minimum clearance must be attached to the pole.	1	0	0	Open	No, 12 months past due
E22-27R	March 22-24, 2022	Pole replacement job with attachments not transferred to the new structure	2	0	0	Open	No, 12 months past due
E22-33R	March 22-24, 2022	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	0	0	Open	No, 12 months past due
E22-33R	March 22-24, 2022	Communication cables passing by pole with less than minimum clearance must be attached to the pole.	2	0	0	Open	No, 12 months past due
E22-33R	March 22-24, 2022	Overhead communication cables have inadequate attachment to support structure.	3	0	0	Open	No, 12 months past due

E22-33R	March 22-24, 2022	Inadequate temporary or emergency installation of communication cable.	1	0	0	Open	No, 12 months past due
E22-33R	March 22-24, 2022	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	1	0	0	Open	No, 12 months past due
E22-33R	March 22-24, 2022	Pole replacement job with attachments not transferred to the new structure	7	0	0	Open	No, 12 months past due
E22-36R	March 29 – April 1, 2022	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	2	0	0	Open	No, 12 months past due
E22-36R	March 29 – April 1, 2022	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	7	0	0	Open	No, 12 months past due
E22-36R	March 29 – April 1, 2022	Communication cables passing by pole with less than minimum clearance must be attached to the pole.	1	0	0	Open	No, 12 months past due
E22-36R	March 29 – April 1, 2022	The spacing between messengers supporting communication cables and equipment should not be less than 12 inches, except by mutual agreement between parties involved including the pole owner(s).	1	0	0	Open	No, 12 months past due
E22-36R	March 29 – April 1, 2022	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	3	1	0	Open	No, 12 months past due
E22-36R	March 29 – April 1, 2022	Pole replacement job with attachments not transferred to the new structure	4	0	0	Open	No, 12 months past due
E22-47R	4/28/2022	Communication cables passing by pole with less than minimum clearance must be attached to the pole.	1	0	0	Closed	Yes
E22-48R	05/23/2014 – 02/11/2022	Deteriorated or rejected poles identified during a detailed inspection cycle must be maintained or replaced within the timelines allowed in OAR 860-024-0011 to meet the NESC strength requirements.	959	0	0	Open	No

E22-54R	May 10-12, 17-18, 2022	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	1	0	0	Open	No, 10 months past due
E22-54R	May 10-12, 17-18, 2022	Overhead communication cables have inadequate attachment to support structure.	2	0	0	Open	No, 10 months past due
E22-54R	May 10-12, 17-18, 2022	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	1	0	0	Open	No, 10 months past due
E22-54R	May 10-12, 17-18, 2022	Pole replacement job with attachments not transferred to the new structure	1	0	0	Open	No, 10 months past due
E22-63R	9/20/2022	Vegetation around communication lines poses a foreseeable danger to internet interruption to a customer who has a medical alert device.	1	1	0	Closed	Yes but 1 month past original due date
E22-73R	Oct 25th – Nov 3rd, 2022	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	2	0	0	Open	No, 4 months past due
E22-73R	Oct 25th – Nov 3rd, 2022	Inadequate vertical mid-span clearance between power supply conductor and communication cable carried on the same support structure.	1	0	0	Open	No, 4 months past due
E22-73R	Oct 25th – Nov 3rd, 2022	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	2	1	0	Open	No, 4 months past due
E22-73R	Oct 25th – Nov 3rd, 2022	Communication service drops running above or parallel to supply service drop may have a clearance of not less than 12" at any point in the span.	1	0	0	Open	No, 4 months past due
E22-73R	Oct 25th – Nov 3rd, 2022	Overhead communication cables have inadequate attachment to support structure.	2	0	0	Open	No, 4 months past due
E22-73R	Oct 25th – Nov 3rd, 2022	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	1	0	Open	No, 4 months past due

E22-73R	Oct 25th – Nov 3rd, 2022	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	3	0	0	Open	No, 4 months past due
E22-73R	Oct 25th – Nov 3rd, 2022	Pole replacement job with attachments not transferred to the new structure	3	0	0	Open	No, 4 months past due
E22-73R	Oct 25th – Nov 3rd, 2022	Anchor guy in pedestrian area does not have a substantial and conspicuous marker.	1	0	0	Open	No, 4 months past due
E22-73R	Oct 25th – Nov 3rd, 2022	Vegetation around communication lines must not pose a foreseeable danger to the pole and electric supply operator's facilities.	1	0	0	Open	No, 4 months past due
E22-82R	December 13-15, 2022	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	2	0	0	Open	No, 3 months past due
E22-82R	December 13-15, 2022	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	2	0	0	Open	No, 3 months past due
E22-82R	December 13-15, 2022	The clearance between conductors, cables and equipment of one communication utility to those of another, anywhere in the span, shall not be less than 4 inches, except by mutual agreement between parties involved including the pole owner(s).	1	0	0	Open	No, 3 months past due
E22-82R	December 13-15, 2022	Overhead communication cables have inadequate attachment to support structure.	3	0	0	Open	No, 3 months past due
E22-82R	December 13-15, 2022	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	3	1	0	Open	No, 3 months past due
E22-82R	December 13-15, 2022	Pole replacement job with attachments not transferred to the new structure	4	0	0	Open	No, 3 months past due

E22-82R	December 13-15, 2022	Anchor guy in pedestrian area does not have a substantial and conspicuous marker.	1	0	0	Open	No, 3 months past due
E22-82R	December 13-15, 2022	Ground rod not flush with or below ground level.	1	0	0	Open	No, 3 months past due
E22-88R	2 – 12/21/2022	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	0	0	Open	No, 4 months past due
E22-88R	2 – 12/21/2022	Overhead communication cables have inadequate attachment to support structure.	3	0	0	Open	No, 4 months past due
E22-88R	12/20/2022 – 12/21/2022	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	4	0	0	Open	No, 4 months past due
E22-88R	2 – 12/21/2022	Pole replacement job with attachments not transferred to the new structure	9	0	0	Open	No, 4 months past due

Lumen Report No	Audit Date	Violation Category	Violation Count	Imminent Danger Count	Safety/ Public Risk	Status	Resolved?			
E23-02R	January 24-27, 2023	Inadequate temporary or emergency installation of communication cable.	1	1	0	Closed	Yes			
E23-06R	Jan 31-Feb 3, 2023	Inadequate vertical separation between power supply conductors and communication cables where they cross mid-span, when carried on different support structures.	1	0	0	Open	No, 2 months past due			
E23-06R	Jan 31-Feb 3, 2023	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	2	1	0	Open	No, 2 months past due			
E23-06R	Jan 31-Feb 3, 2023	Inadequate temporary or emergency installation of communication cable.	1	1	0	Open	No, 2 months past due			
E23-06R	Jan 31-Feb 3, 2023	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	1	1	0	Open	No, 2 months past due			
E23-06R	Jan 31-Feb 3, 2023	Pole replacement job with attachments not transferred to the new structure	3	0	0	Open	No, 2 months past due			
E23-15R	March 1 st - 2 nd , 2023	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	1	0	0	Open	No, 1 month past due			
E23-15R	March 1 st - 2 nd , 2023	Pole replacement job with attachments not transferred to the new structure	1	0	0	Open	No, 1 month past due			
E23-25R	April 4- 6, 2023	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	0	0	Open	Due 11/3/23			
E23-25R	April 4- 6, 2023	Communication cables passing by pole with less than minimum clearance must be attached to the pole.	1	0	0	Open	Due 11/3/23			

E23-25R	April 4- 6, 2023	Overhead communication cables have inadequate attachment to support structure.	2	0	0	Open	Due 11/3/23		
E23-25R	April 4- 6, 2023	Pole replacement job with attachments not transferred to the new structure	2	0	0	Open	Due 11/3/23		
E23-25R	April 4- 6, 2023	Communication messenger missing bond to pole ground.	1	0	0	Open	Due 11/3/23		
E23-25R	April 4- 6, 2023	Location of power supply conductors, communication cables or other facilities is obstructing the climbing space.	4	0	0	Open	Due 11/3/23		
E23-28R	4/6/2023	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	1	0	Open	No, 6 months past due		
E23-28R	4/6/2023	Communication cables passing by pole with less than minimum clearance must be attached to the pole.	1	0	0	Open	No, 6 months past due		
E23-29R	4/6/2023	Inadequate guy installation.	1	0	0	Closed	Yes but 1 month past original due date		
E23-30R	4/6/2023	Inadequate temporary or emergency installation of communication cable.	1	1	0	Open	No, 5 months past due		
E23-30R	4/6/2023	Pole replacement job with attachments not transferred to the new structure	1	0	0	Open	No, 5 months past due		
E23-32R	5/5/2023	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	1	0	0	Open	Due 12/1/23		
E23-32R	5/5/2023	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	0	0	Open	Due 12/1/23		
E23-32R	5/5/2023	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	1	0	0	Open	Due 12/1/23		

E23-32R	5/5/2023	Anchor guy in pedestrian area does not have a substantial and conspicuous marker.	1	0	0	Open	Due 12/1/23		
E23-32R	5/5/2023	Inadequate vertical clearance between power luminaires and communication cables attached to same support structure.	1	0	0	Open	Due 12/1/23		
E23-36R	May 9th-10th, 2023	Inadequate vertical mid-span clearance between power supply conductor and communication cable carried on the same support structure.	4	0	0	Open	Due 12/15/23		
E23-36R	May 9th-10th, 2023	Inadequate vertical clearance between power luminaires and communication cables attached to same support structure.	1	0	0	Open	Due 12/15/23		
E23-36R	May 9th-10th, 2023	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	10	3	0	Open	Due 12/15/23		
E23-36R	May 9th-10th, 2023	Communication cables passing by pole with less than minimum clearance must be attached to the pole.	2	0	0	Open	Due 12/15/23		
E23-36R	May 9th-10th, 2023	Overhead communication cables have inadequate attachment to support structure.	6	0	0	Open	Due 12/15/23		
E23-36R	May 9th-10th, 2023	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	5	3	0	Open	Due 12/15/23		
E23-36R	May 9th-10th, 2023	Deteriorated pole hardware, guy wire rusted and broken.	1	0	0	Open	Due 12/15/23		
E23-36R	May 9th-10th, 2023	Pole replacement job with attachments not transferred to the new structure	10	0	0	Open	Due 12/15/23		
E23-36R	May 9th-10th, 2023	Communication messenger missing bond to pole ground.	2	0	0	Open	Due 12/15/23		

E23-36R	May 9th-10th, 2023	Vegetation around communication lines must not pose a foreseeable danger to the pole and electric supply operator's facilities.	1	0	0	Open	Due 12/15/23		
E23-41R	May 16-17, 2023	Inadequate vertical clearance between power supply conductor /equipment and communication cable attachments carried on the same support structure.	4	0	0	Open	Due 12/15/23		
E23-41R	May 16-17, 2023	Inadequate vertical mid-span clearance between power supply conductor and communication cable carried on the same support structure.	1	0	0	Open	Due 12/15/23		
E23-41R	May 16-17, 2023	Inadequate vertical separation between power supply conductors and communication cables where they cross mid-span, when carried on different support structures.	2	0	0	Open	Due 12/15/23		
E23-41R	May 16-17, 2023	Inadequate vertical clearance between power luminaires and communication cables attached to same support structure.	2	0	0	Open	Due 12/15/23		
E23-41R	May 16-17, 2023	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	3	1	0	Open	Due 12/15/23		
E23-41R	May 16-17, 2023	Vertical supply conductors or cables attached to the structure shall be guarded with suitable conduit or covering from 1.0 M (40 in) above the highest communication attachment to 1.80 m (6ft) below the lowest communication attachment, except as allowed by Rule 238D.	1	0	0	Open	Due 12/15/23		

E23-41R	May 16-17, 2023	The clearance between conductors, cables and equipment of one communication utility to those of another, anywhere in the span, shall not be less than 4 inches, except by mutual agreement between parties involved including the pole owner(s).	1	0	0	Open	Due 12/15/23		
E23-41R	May 16-17, 2023	Overhead communication cables have inadequate attachment to support structure.	2	0	0	Open	Due 12/15/23		
E23-41R	May 16-17, 2023	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	2	1	0	Open	Due 12/15/23		
E23-41R	May 16-17, 2023	Pole replacement job with attachments not transferred to the new structure	3	0	0	Open	Due 12/15/23		
E23-41R	May 16-17, 2023	Communication messenger missing bond to pole ground.	2	0	0	Open	Due 12/15/23		
E23-46R	May 30th through June 1st	Inadequate vertical mid-span clearance between power supply conductor and communication cable carried on the same support structure.	1	0	0	Open	Due 1/26/24		
E23-46R	May 30th through June 1st	Inadequate vertical clearance of wires, cables and equipment above ground, roadways, rail or water surfaces.	1	0	0	Open	Due 1/26/24		
E23-46R	May 30th through June 1st	Overhead communication cables have inadequate attachment to support structure.	2	0	0	Open	Due 1/26/24		
E23-46R	May 30th through June 1st	Abandoned communication cable inadequately secured to pole. Appears to be abandoned without adequate maintenance.	1	0	0	Open	Due 1/26/24		
E23-46R	May 30th through June 1st	Pole replacement job with attachments not transferred to the new structure	1	0	0	Open	Due 1/26/24		

E23-51R	7/18/2023	Overhead communication cables have inadequate attachment to support structure.	3	0	0	Closed	Yes but 1 month past original due date		
E23-51R	7/18/2023	Inadequate temporary or emergency installation of communication cable.	1	0	0	Closed	Yes but 1 month past original due date		
E23-52R	6/6/2023	Inadequate temporary or emergency installation of communication cable.	2	0	0	Open	No, 1 month past due		

Date: November 3, 2023

TO:

JENNIFER HILL-HART
OREGON CITIZENS' UTILITY BOARD
610 SW BROADWAY STE 400
PORTLAND OR 97205
jennifer@oregoncub.org

FROM: Joe Bartholomew
Senior Telecom Analyst
Rates and Regulation

OREGON PUBLIC UTILITY COMMISSION

Docket No. UM 1908 UM 2206 – REVISED CUB's Data Request filed October 20, 2023

REVISED CUB Data Request No 12:

12. Please identify all Commission actions and/or recommendations to Lumen in response to noncompliance with Commission safety rules in OAR 860-024 since January 2014. Please provide supporting documentation. Citation to a document is sufficient for a document accessible on the Commission's website.

OPUC Response REVISED No 12:

12. Division 24 non-compliance is addressed through performance plans, see responses to CUB DRs No. 08 and 09. The August 30, 2022 Special Public Meeting was the only additional step taken to address Lumen specific safety violations. Staff provided a status update on Lumen's pole compliance in Docket No. UM 2206 on August 3, 2023. ([um2206hah161615.pdf \(state.or.us\)](#))

CUB Exhibit 223 is confidential and will be provided to parties that have executed Protective Order No. 22-352

CUB Exhibit 224 is confidential and will be provided to parties that have executed Protective Order No. 22-352

Date: November 14, 2023

TO:

JENNIFER HILL-HART
OREGON CITIZENS' UTILITY BOARD
610 SW BROADWAY STE 400
PORTLAND OR 97205
jennifer@oregoncub.org

FROM: Joe Bartholomew
Senior Telecom Analyst
Rates and Regulation

OREGON PUBLIC UTILITY COMMISSION

Docket No. UM 1908 UM 2206 – CUB's Data Request filed November 9, 2023

CUB Data Request No 26:

26. Staff's Reply Testimony states the RDOF build is a viable solution to the goal of both UM 1908 and UM 2206.² What is Staff's understanding of the scope of the service territory covered under the Jacksonville Orders? For example, is it limited to the customers served by RTs 2600 and 2900 or the 97305 zip code? Or another determination? Please provide any supporting documentation for this response.

OPUC Response No 26:

OPUC objects to this request on the basis that it seeks advice from attorney to client which are privileged confidential communications under to ORS 40.225. Subject to, and without waiving its objection, Staff, responds as follows:

Staff's understanding of the scope of the service territory covered under the Jacksonville Orders is that stated in Order No. 22-340, "customers in Jacksonville, Applegate, and surrounding areas in southern Oregon." The similar language "the Jacksonville area" was used to recommend opening of an investigation in UM 2206. In Staff's memo recommending an investigation be opened into service quality in the Jacksonville area, Staff uses 'Jacksonville area' to mean 'Jacksonville exchange' or 'Jacksonville wire center' and uses the terms interchangeably. (<https://edocs.puc.state.or.us/efdocs/HAU/um2206hau10158.pdf>) Staff uses this scope in its memo because large telecom utilities are required to report service quality metrics by wire center, and not by RT level. Staff's memo also references a Staff report on the

2017 Qwest performance plan, specifically “the ‘Jacksonville Area – Case Study’ section of the Staff memo.” (See Docket No. UM 1836, Qwest Corporation dba CenturyLink QC Oregon Service Quality Performance Plan, Order No. 17-175, May 16, 2017, APPENDIX A at p. 5-6. <https://apps.puc.state.or.us/orders/2017ords/17-175.pdf>). The 2017 performance plan for service quality also defined the Jacksonville area as the Jacksonville wire center. no other documents responsive to this request.

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: UM 1908
Date: Tuesday, November 8, 2022 2:04:48 PM

More for the comment I just sent.

Deanna

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

From: Susan Konecny <browndogvet@gmail.com>

Sent: Wednesday, November 2, 2022 8:37 AM

To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>

Subject: Re: UM 1908

Addendum:

Our address is 10252 Sterling Creek Rd., Jacksonville OR 97530

Sent from my iPhone

> On Nov 1, 2022, at 5:30 PM, Grant Konecny <grant.konecny@yahoo.com> wrote:

>

> This is to notify you that our Century Link land line (docket # above) went out twice today: we had no dial tone and a call was dropped. This happened around 2 pm today.

>

> Thank you.

>

> Sincerely,

>

> Susan Konecny

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: UM 1908
Date: Tuesday, November 8, 2022 2:04:19 PM

Comments for docketing. Danielle has already opened a case in Consumer Services.

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

From: Grant Konecny <grant.konecny@yahoo.com>
Sent: Tuesday, November 1, 2022 5:31 PM
To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Cc: Susan Konecny <browndogvet@gmail.com>
Subject: UM 1908

This is to notify you that our Century Link land line (docket # above) went out twice today: we had no dial tone and a call was dropped. This happened around 2 pm today.

Thank you.

Sincerely,

Susan Konecny

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#)
Cc: [HARRISON Danielle * PUC](#); [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: Very poor service from Century Link
Date: Wednesday, November 16, 2022 4:27:03 PM

Comments for you.

Deanna

P.S. Dani, I will copy you on UM 2206/UM 1908 public comments to you this way going forward. That way I am not sending out multiple emails.

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

From: Suzi Given <suzigiven@icloud.com>
Sent: Monday, November 14, 2022 2:32 PM
To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Subject: Very poor service from Century Link

I live in rural southern Oregon. During the past two years our land line service has not been up to prior years standard. A land line is very important when you live at 5000 feet, 2 1/2 miles out a dirt BLM unmaintained road. Having a reliable land line is a safety issue. During the past few months the line was dead for 3 days, 2 days, 12days.

Sent from my iPad

November 17, 2022

Mailing Address:
PO Box 32, Talent,
OR 97540
Service Address:
9334 Wagner Creek Road,
Talent, OR 97540

Oregon Public Utility Commission

Re: RA1 Qwest Corporation dba CenturyLink QC
Docket No. UM 2206

Dear Hearing Panel,

My name is Laura Wenzel. In February of this year, I initially wrote a letter to the PUC outlining our experience with CenturyLink and our frustrations with its landline and internet experiences. Since my last communication we were able to drop CL's internet service in favor of StarLink and, wow, what an amazing difference we're experiencing, not only in speed but reliability!

We live in a rural area of Talent, Oregon where cell service for making phone calls is sketchy at best so it is important for us to retain a landline. CenturyLink is our only option but over the past several years, as outlined in my February 17, 2022 complaint communication to the PUC, we have had interruptions in service, sometimes going a week without any dial tone. Despite repeated calls to CL with confirmed appointment times for service repair, we were stood up multiple times and I actually had to drive to Talent, hoping to find a CL technician that could help me. Fortunately, I found a sympathetic repair technician who had our landline back by the time I returned home.

I am following the hearing and have read letters from many people who are experiencing the same situation. Last Friday I suffered a myocardial infarction and was hospitalized for several days. While I am happy to report I had successful treatment for this event, if this had happened without a functioning landline the outcome could have been very different, and I guarantee my husband would have contacted an attorney immediately. I want the PUC to understand CenturyLink is putting people's lives at risk. Please take this information into consideration when determining the outcome of this case.

Sincerely,

Laura (Laurie) Wenzel
James (Jim) Curtis

From: [MENZA Candice * PUC](#)
To: [PUC.PUC.FilingCenter * PUC](#)
Cc: [PUC.CONSUMER.PUC * PUC](#)
Subject: FW: Reasons for complaints about Centurylink Service
Date: Thursday, November 17, 2022 2:05:25 PM

From: CenturyLink Customer <rushon@q.com>
Sent: Thursday, November 17, 2022 12:31:33 PM
To: KNOLL Ellie * PUC <Ellie.KNOLL@puc.oregon.gov>
Subject: Reasons for complaints about Centurylink Service

Hello, I am writing in reference to the complaints about the service of Centurylink Communications. I was a technician for 25 years until November of 2021 when Centurylink terminated me for not meeting their production numbers that they have arbitrarily set in their Links to Success performance measuring system that is supposed to measure how the technician does in their daily duties of installing and repairing telephone and internet service. The system is designed to get rid of employees who are getting older in age and slowing down due to the physical demand on their bodies forcing many to quit and retire early thus leaving the company with a lack of knowledgeable staff that are able to provide good service to their customers. The technicians have brought the concerns to management many times but all we hear back is that they do not care about the customer base that still have copper landlines. In many areas that green boxes that house all of the copper cable splices and connections are run over and damaged leaving the wire exposed to the elements and the company is not repairing them. Now hearing from my fellow coworkers that Centurylink is encouraging customers to go to the competition if the cost of repairing their service is too great by the company's newly formed budget standards. I, along with many of my coworkers were working 6 days a week 10 hour mandatory overtime days since Covid hit back in March of 2020 to keep up with the demand of service and in August of 2020 they announced that they were raising the Links to Success monthly number that we had to meet from 4.0 to 4.39 with no additional training or tools to help us meet that number so then technicians started to take shortcuts and making decisions on what jobs they would work in order to meet the number and the more difficult problem jobs got sent to other departments to work on or closed out without being fixed because the techs knew that they could not fix the problem in a timely manner therefore not get credit for doing the job. Techs only get credit for a completed job so the ones that need to go to cable maintenance for further repair would go back in the load and not fixed or diagnosed until a later date. Because of the increasing pressure to meet performance numbers and the system not giving credit for all of the obstacles that a technician encounters during the workday that are out of the technicians control, many good techs left the company after the company offered a voluntary severance plan package in an effort to get technicians off the payroll. There were many of the offerings throughout the year and many folks left because the alternative would be termination for not making their performance numbers. In June of 2021, 23 technicians took the VSPP buyout in the Auburn Washington garage and there were 3 people left to handle the whole Auburn, Renton, Kent, Enumclaw, Crystal Mountain area which is a very large area combining rural, suburban, city and Industrial areas. Centurylink would not hire anybody new, so they started to make the technicians from Tacoma travel to those areas to fill in and gave us no credit for the hour and half drive time

each way through traffic to provide service to all of those customers. We were not given credit for the drive time which meant that at least two jobs had we remained in our local area that we could have done had we not been sent up north to fill in for the lack of employees. A fellow technician who was really a very smart competent person transferred to the Bend, Oregon garage and after 6 months of working hard struggled to meet the Links to Success number quit because he said that he could not give good service and meet the unreasonable number performance number that the company requires. Lumen/Centurylink is dissecting the company piece by piece and taking the money out of it for executive and shareholder payouts. They are not putting any money into the existing copper plant, and they are letting the equipment fall apart. The fleet trucks have well over 100,000 plus miles on them and are falling into disrepair, so the techs have to scramble sometimes to find a spare vehicle to drive. They have gutted the inside support staff and have made the techs all go to a click to chat format or talk to a bot in an automated app to conduct their support work which many times does not resolve the problems and if you do need to chat with support staff the hold wait times can be 30 minutes or more just to get some information. So basically Lumen/Centurylink is a shell of its former self, and they are trying to hire new techs with a pay range of 13 to 23 dollars an hour which is 13 dollars an hour less than what current techs are making so they cannot find anyone that wants to do the work for that low amount of money for all of the knowledge and tasks that they have to know and do and put up with the ridiculous performance standards. All of this is why the customers are not receiving good service anymore and Lumen/Centurylink does not care. I worked so hard these last few years to keep up with the demand through all of the covid scares and never took a day off sick and this was the thanks that I got after 25 years of faithful service to my customers was your fired for not meeting the number, that's it, nothing else. I feel so bad for everyone that I serviced all those years that I cannot help them with their phone and internet needs anymore but hey I guess it's time to go do something else. Good luck with your fight with them. I hope you can prevail for the great customers out there.

Sincerely,
Troy Rush

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#)
Cc: [HARRISON Danielle * PUC](#); [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: Comment in Docket UM 1908/2206 consolidatted
Date: Tuesday, November 22, 2022 1:22:00 PM

Comments for you.

Deanna

From: Sandra Park <spark10300@gmail.com>
Sent: Tuesday, November 22, 2022 7:35 AM
To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Cc: Priscilla Weaver <priscilla@saltmarshranch.com>
Subject: Comment in Docket UM 1908/2206 consolidatted

Priscilla,

I am writing to you to tell of my recent appointments and phone calls with Centurylink all to no avail.

As you know we are all having dropped calls in our area. When this first started, I tried to call 911 on my landline and I could not get through. This is a HUGE problem when you live alone and have a heart issue far from neighbors who can't hear you.

So, as the story goes here is what transpired for me to the best of my memory with documentation:

1. Tuesday, **August 30** at 4:57pm, I called because of dropped calls plus slow internet (I was told to call the phone repair department if you also have internet problems and they can also forward to repair regarding the slow internet). This was placed as **Ticket # 0398135** and that a tech would **arrive** (note the word "arrive") Saturday **Sept 3** between 8:15 and 4:15. Then I get 3 usual messages from CenturyLink (CL) confirming.
2. I made another request regarding the dropped calls on Thursday, **Sept 1** at approx 10am (**Ticket # 0402940**). Again CL's usual 3 messages to my cell phone confirming a tech would be arriving Saturday, **Sept 3** between 8:15am to 4:15pm.
3. Then on Friday, **Sept 2** at 12:30pm, CL sent a reminder that they will be **arriving** (there's that word again "arriving") from 8:15 to 4:15 along with another text to Change/Fixed/Reschedule.
4. Today, **Sept 3**, I got a text saying the tech will **ARRIVE** today after 12:00PM (**Ticket # 0398135**) which was made Aug 30th.
5. At 3pm today **Sept 3**, I called CL. I spoke with Tammy, the Repair Supervisor. I was transferred to her because the rep could not correctly answer my questions.
6. Nobody will be arriving today because the issue was referred to the Cable Dept. I asked them why have I been waiting all day? They can

send all the messages that they will be there, but never a message that they won't? All they did was apologize. I told Tammy about making a 911 call on Thursday, **Sept 1**, and I could not get through. She said she would tell the team about this for the appointment she made for me on her own (**Ticket # 0407528**) for next Friday, **Sept 9**, and that maybe they could move up the repair date.

7. I said this is an area problem with dropped calls. Plus my cell phone is WiFi and I get dropped calls on it as well. She said issues are better fixed if everyone calls in. I said "WE DO" and still nothing happens.
8. Just this morning I had a dropped call that lasted 1:06 min; then .57 seconds; then .14 seconds. I had a call on my cell (541-646-5401) that dropped. I had a friend from California leave a message and all that's on the voice message system is static.

And that is just for today. I can't do video calls with my doctor because of this plus I worry I won't be able to call 911.

Thank you for your help in this matter. I am willing to help if you need me.

Sandra Park
10300 Sterling Creek Road
Jacksonville, OR 97530
541-899-7275 landline only
541-646-5401 cell/text

From: [MENZA Candice * PUC](#)
To: [PUC PUC.FilingCenter * PUC](#)
Subject: FW: Docket UM 1908" Comment
Date: Thursday, December 8, 2022 5:11:19 PM

From: Gay Bradshaw <bradshaw@kerulos.org>
Sent: Saturday, November 26, 2022 2:56 PM
To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Cc: Gay Bradshaw <bradshaw@kerulos.org>
Subject: Docket UM 1908" Comment

Hello and Thank you.

This is our comment per poor Centurylink/Lumen service. Docket UM 1908. Our address is: G.A. Bradshaw, 800 Beavercreek Road, Jacksonville, Oregon 97530.

This testimony regards the quality of service provided by CenturyLink and its antecedents over the past 10 years. Over this interval of time, the degradation in service has increased to the point of rendering the phone nearly unusable because of: (1) noise on the line (hum, scratching) which makes communication unintelligible; (2) no dial tone; (3) dropped calls. In each instance, technical support (i.e., tech visits) is requested, often with no apparent benefit or being ignored. More recently, the online CenturyLink platform for requesting tech support has not been operational, returning server error codes using two browsers (Firefox; Chrome). The lack of consistent, dependable service has caused sustained and serious impacts on personal and business communication. Critically, we are extremely concerned about the risk posed by the inoperability of what is often our only communication portal to the outside world. As a result of service unreliability, not only are we unable to call for aid if an emergency demands, we cannot be informed by county, state, and or other authorities in case of an emergent situation. There is no tower-based cell service in this rural location, and in times of not infrequent power outages there is also no internet-based service. In short, rural landlines are a lifeline for our family and our neighbors whose lives depend on the ability to communicate with emergency services and with each other.

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: Wednesday, January 25, 2023 9:27:11 AM

Comments for you. This is the last for today.

Deanna

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

From: 7c15odt6f@everyactioncustom.com <7c15odt6f@everyactioncustom.com>

Sent: Tuesday, January 24, 2023 8:37 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.

[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,

Kevin Brown

150 Auburn Ave Astoria, OR 97103-5633

7c15odt6f@relay.firefox.com

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: Wednesday, January 25, 2023 9:25:43 AM

Comments for you.

Deanna

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

From: mkneuendorf@everyactioncustom.com <mkneuendorf@everyactioncustom.com>

Sent: Tuesday, January 24, 2023 7:44 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.

Last month I received a letter from Century Link saying they had made the requested change in my service. I had not made any requests and told them so. The customer service rep told me it was an internal matter and I should not have received any notice from them.

Yet the next bill I received from Century Link had a small additional charge for a change in my long distance service. When I called and said that I had not requested any changes they said they would take the charge off my bill, but had no explanation as to why it was there in the first place.

I assume most customers don't examine their bills as carefully as I do and just go along with the additional charge without complaining. So Century Link gets some extra money from these charges.

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

Sincerely,

Mary Neuendorf

1933 Rockland Dr NW Salem, OR 97304-4349 mkneuendorf@comcast.net

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: Wednesday, January 25, 2023 9:23:41 AM

Comments for you.

Deanna

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

From: mshalloran2605@everyactioncustom.com <mshalloran2605@everyactioncustom.com>
Sent: Tuesday, January 24, 2023 3:29 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.

[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,

Michael Halloran

2062 Scotsman Ln NE Salem, OR 97305-2161 mshalloran2605@gmail.com

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: Wednesday, January 25, 2023 9:26:13 AM

Comments for you.

Deanna

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

From: andyg32@everyactioncustom.com <andyg32@everyactioncustom.com>
Sent: Tuesday, January 24, 2023 7:52 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.

I am subscribed to internet service through the Centurylink landline, and I get marginal service. I get download speeds over 1 Mbps on a good day. Higher rates are not an option. However, a simple investigation of the Centurylink website shows that in my neighborhood (south Corvallis), the maximum speed is 1.5Mbps. On the other side of town (north Corvallis), the maximum speed is 10x as high, 15 Mbps. The quoted price is the same!

It seems outrageous that a company can charge the same price for levels of service that differ by an order of magnitude.

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

Sincerely,
Andrew Gray
955 SE Park Ave Corvallis, OR 97333-2135 andyg32@zoho.com

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: Wednesday, January 25, 2023 9:24:26 AM

Comments for you.

Deanna

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

From: mediapro1@everyactioncustom.com <mediapro1@everyactioncustom.com>

Sent: Tuesday, January 24, 2023 3:31 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 was a landline phone customer and had such difficult issues with CenturyLink that we switched our service over to Comcast. I would like to report for your investigation.

During a 3 day power outage two years ago our landline also stopped working even though there should have been a signal to our phone line. When I contacted CenturyLink they told me they couldn't even get out to look at the problem for two to three weeks. Interestingly, the next day when our power came back on, our phone started working as well. So we tried to cancel the service call but there was no way to cancel it. Finally my wife tried another department at CenturyLink (other than Customer Service) and found someone who could cancel the service call.

More recently our phone stopped working again this past September and again I couldn't get a service call scheduled for three to four weeks out. The customer service rep that I talked with gave me misinformation about what was causing the problem. At this point we were totally fed up and started the process to switch our landline to Comcast. About a week before the scheduled CenturyLink service call someone showed up at our house without warning when I wasn't home, but fortunately caught him on the front porch before he left. The issue turned out to be with the phone line inside the house so we needed to pay \$90 for the tech to come to the door and another \$100 for him to find the problem, which took about ten minutes. A week later we switched to Comcast.

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

Sincerely,

Barbara Bernstein

1214 SE Flavel St Portland, OR 97202-5932 mediapro1@comcast.net

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: Wednesday, January 25, 2023 9:25:09 AM

Comments for you.

Deanna

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

From: jynxcdo@everyactioncustom.com <jynxcdo@everyactioncustom.com>
Sent: Tuesday, January 24, 2023 7:16 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.

[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,
Jynx Houston
7605 SE Lincoln St Portland, OR 97215-4153 jynxcdo@gmail.com

From: [RIOS Deanna * 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: Thursday, January 26, 2023 2:22:35 PM

Comments.

I tried moving the email to my inbox to see if the photos would show, but they still do not.

Deanna

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

From: ecoeditor@everyactioncustom.com <ecoeditor@everyactioncustom.com>
Sent: Wednesday, January 25, 2023 6:16 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 pasting in a letter I wrote to the CEO of Lumen/CenturyLink with my complaints in September 2022. I have ended my relationship with CenturyLink as a customer, as the unreliability of my CenturyLink internet connection was completely unacceptable.

3157 NE Flintlock Place
Corvallis, OR 97330
ecoeditor@gmail.com
1 September 2022

Jeff Storey, CEO
CenturyLink
100 CenturyLink Drive
Monroe, LA 71203

Dear Mr. Storey:

I've been a customer of Qwest/CenturyLink for seventeen years, until a couple of days ago when I canceled my CenturyLink internet/phone service. Believe me, I would have preferred to stay on with CenturyLink rather than going to the trouble of switching to T-Mobile. Since your customers are the reason your company exists, you might be interested to hear some constructive suggestions from this once loyal customer.

The reason I canceled is that the internet service was no longer reliable, and as a solo entrepreneur I rely heavily on having a working internet. My CenturyLink internet service was down all of New Years weekend 2022, for about three days; for more than 24 hours starting April 13, 2022; for more than 24 hours starting July 7, 2022; and for more than 24 hours starting July 11, 2022. CenturyLink gave me no notice, no explanation, and no offer of a reduced rate for those months when outages occurred. I wasted time trying to troubleshoot the problem via chat. Having an accurate and timely communication from CenturyLink telling me the outage was areawide would have saved me this time. My constructive suggestion to you going forward is to make CenturyLink a model of transparency in the industry. Tell your customers what is going on, when it is going on, and what you are doing to address the problem. Make it easy to contact a local representative by phone who will know the score locally.

Now I need to figure out what to do with my CenturyLink modem and cables, pictured on the following page. I will

take them to the electronics recycling bin at Republic Services in my town, something customers end up paying for. My constructive suggestion to you going forward is to make CenturyLink a model of the circular economy in action. Do not externalize environmental costs. Take back every bit of physical infrastructure you send out and deal with it responsibly. This could necessitate reengineering your physical products, creating good jobs for younger people coming up. What a great win-win that would be! Legislation is no doubt on the horizon forcing corporations to do this anyway, so why not get out ahead of the pack?

<photo>Tech detritus, the cost of disposing of which is currently externalized but won't always be

One more matter. On my regular walks around the neighborhood, I pass on Conifer Boulevard near the intersection with Powderhorn Place a relic from the days of US West. This ugly mess of wires has been exposed to the elements for at least the past year, a monument to corporate irresponsibility and dumping on fenceline communities. My research shows that US West became part of Qwest, which became part of CenturyLink. My constructive suggestion to you going forward is to make CenturyLink a model of commitment to quality of life in every community where it is present. This means cleaning up legacy messes like the one pictured below.

<photo>Tech detritus, Exhibit 2, evidence visible to the public every day of corporate irresponsibility

I do appreciate your consideration of these suggestions and would welcome hearing back from you.

Sincerely yours,
Lorraine Anderson

CC: Senator Jeff Merkeley (cosponsor of the Break Free From Plastic Pollution Act), Corvallis Public Works Department

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

Sincerely,
Lorraine Anderson
3157 NE Flintlock Pl Corvallis, OR 97330-4047 ecoeditor@gmail.com

From: [Lorraine Anderson](#)
To: [MENZA Candice * PUC](#)
Subject: Re: FW: Public Comments on UM 1908
Date: Saturday, January 28, 2023 1:09:11 PM
Attachments: [CB012BE0-DEEB-4068-A941-A358D6292C9D.heic](#);
[095B67D2-454D-4255-BCC7-1FCCB3601F67.heic](#);
[330AEF5C-D5F1-4B93-BB78-F02BB16D4382.heic](#);
[2E33EF40-7CCE-435D-8BE1-EA2B567471A5.heic](#);
[2456370E-1C80-4ED9-B060-D18842DB2B05.heic](#)

Hello Candice,

I'll attach to this email the photos I included in my letter to Mr. Storey. Please let me know if you need anything else from me.

Many thanks for your work,
Lorraine

On Fri, Jan 27, 2023 at 4:56 PM MENZA Candice * PUC
<Candice.MENZA@puc.oregon.gov> wrote:

Good afternoon,
I am wondering if there is a way you can attach the photos to your email? They did not come through in the email.. I would like to include them in the comments for UM 1908 as they will be forwarded to the Commissioners. Maybe sending them as an attachment might work.
Please call me with any questions,
Thank you,

Candice Menza (she, her, hers)
Oregon Public Utility Commission
201 High St SE, Suite 100
Salem, OR 97301
(971) 375-5093

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

From: ecoeditor@everyactioncustom.com <ecoeditor@everyactioncustom.com>
Sent: Wednesday, January 25, 2023 6:16 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 pasting in a letter I wrote to the CEO of Lumen/CenturyLink with my complaints in September 2022. I have ended my relationship with CenturyLink as a customer, as the

unreliability of my CenturyLink internet connection was completely unacceptable.

3157 NE Flintlock Place
Corvallis, OR 97330
ecoeditor@gmail.com
1 September 2022

Jeff Storey, CEO
CenturyLink
100 CenturyLink Drive
Monroe, LA 71203

Dear Mr. Storey:

I've been a customer of Qwest/CenturyLink for seventeen years, until a couple of days ago when I canceled my CenturyLink internet/phone service. Believe me, I would have preferred to stay on with CenturyLink rather than going to the trouble of switching to T-Mobile. Since your customers are the reason your company exists, you might be interested to hear some constructive suggestions from this once loyal customer.

The reason I canceled is that the internet service was no longer reliable, and as a solo entrepreneur I rely heavily on having a working internet. My CenturyLink internet service was down all of New Years weekend 2022, for about three days; for more than 24 hours starting April 13, 2022; for more than 24 hours starting July 7, 2022; and for more than 24 hours starting July 11, 2022. CenturyLink gave me no notice, no explanation, and no offer of a reduced rate for those months when outages occurred. I wasted time trying to troubleshoot the problem via chat. Having an accurate and timely communication from CenturyLink telling me the outage was areawide would have saved me this time. My constructive suggestion to you going forward is to make CenturyLink a model of transparency in the industry. Tell your customers what is going on, when it is going on, and what you are doing to address the problem. Make it easy to contact a local representative by phone who will know the score locally.

Now I need to figure out what to do with my CenturyLink modem and cables, pictured on the following page. I will take them to the electronics recycling bin at Republic Services in my town, something customers end up paying for. My constructive suggestion to you going forward is to make CenturyLink a model of the circular economy in action. Do not externalize environmental costs. Take back every bit of physical infrastructure you send out and deal with it responsibly. This could necessitate reengineering your physical products, creating good jobs for younger people coming up. What a great win-win that would be! Legislation is no doubt on the horizon forcing corporations to do this anyway, so why not get out ahead of the pack?

<photo>Tech detritus, the cost of disposing of which is currently externalized but won't always be

One more matter. On my regular walks around the neighborhood, I pass on Conifer Boulevard near the intersection with Powderhorn Place a relic from the days of US West. This ugly mess of wires has been exposed to the elements for at least the past year, a

monument to corporate irresponsibility and dumping on fenceline communities. My research shows that US West became part of Qwest, which became part of CenturyLink. My constructive suggestion to you going forward is to make CenturyLink a model of commitment to quality of life in every community where it is present. This means cleaning up legacy messes like the one pictured below.

<photo>Tech detritus, Exhibit 2, evidence visible to the public every day of corporate irresponsibility

I do appreciate your consideration of these suggestions and would welcome hearing back from you.

Sincerely yours,
Lorraine Anderson

CC: Senator Jeff Merkeley (cosponsor of the Break Free From Plastic Pollution Act),
Corvallis Public Works Department

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

Sincerely,
Lorraine Anderson
3157 NE Flintlock Pl Corvallis, OR 97330-4047 ecoeditor@gmail.com



CB012BE0-DEEB-4068-A941-A358D6292C9D

HEIC - 2.6 MB



:) congrats

welcome to a world of benefits
with your high-speed internet
from CenturyLink®

*this is your
high-speed internet*
wireless modem

*this is your
high-speed internet*
**connection
hardware**



CenturyLink®

*this is your
high-speed internet*
power cord

DSL3733794A





095B67D2-454D-4255-BCC7-1FCCB3601F67

HEIC - 2.3 MB





330AEF5C-D5F1-4B93-BB78-F02BB16D4382

HEIC - 4.6 MB





2E33EF40-7CCE-435D-8BE1-EA2B567471A5

HEIC - 5.1 MB





2456370E-1C80-4ED9-B060-D18842DB2B05

HEIC - 2.4 MB



From: [MENZA Candice * PUC](#)
To: [MENZA Candice * PUC](#)
Subject: FW: Public Comments on UM 1908
Date: Tuesday, January 31, 2023 2:39:08 PM

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

From: jksncrlyn@everyactioncustom.com <jksncrlyn@everyactioncustom.com>
Sent: Tuesday, January 31, 2023 12:19 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.

[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,

Carolyn Jackson

39475 Mohawk Loop Rd Marcola, OR 97454-9708 jksncrlyn@yahoo.com

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: Wednesday, February 1, 2023 2:40:13 PM

Comments.

Deanna

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

From: bcshelby@everyactioncustom.com <bcshelby@everyactioncustom.com>
Sent: Tuesday, January 31, 2023 4:57 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.

[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,
BC Shelby
1040 NW 10th Ave Apt 525 Portland, OR 97209-3464 bcshelby@gmail.com

From: [PUC.PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [HARRISON Danielle * PUC](#); [PUC CONSUMER PUC * 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 12:11:33 PM

Dani,

I'm copying the Consumer email box - this needs to be a call slip but not for you.

AHD,
Comments only - Portland customer.

Deanna

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

From: carol@everyactioncustom.com <carol@everyactioncustom.com>
Sent: Tuesday, January 31, 2023 4:40 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.

I have had a landline for many, many years, which I needed for work reasons. Those reasons have gone away, and I have tried to cancel my landline. I cannot find anyone to help me. The invoice has no contact information, and neither does the website. I have wanted to close down this landline for a year, and can't make progress. I even asked friends to know people in government relations at Lumen to help me find the right person. My friends told me someone would get in touch with me, and no one has done that. What a waste of money each month.

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

Sincerely,
Carol Studenmund
3129 SE Franklin St Portland, OR 97202-1990 carol@LNSCAPTIONING.COM

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [HARRISON Danielle * PUC](#); [PUC CONSUMER PUC * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: Public Comments on UM 1908
Date: Wednesday, February 1, 2023 3:04:00 PM

AHD: comments only - Portland customer.

CS Processor: plz create a call slip for the service issues.

Deanna

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

From: jmooneyhr@everyactioncustom.com <jmooneyhr@everyactioncustom.com>

Sent: Wednesday, February 1, 2023 12:22 AM

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.

I have Centurylink as my internet and landline provider. I have experienced the following: multiple losses of both for hours or days at a time. I have had three service calls from techs to fix issues the fault of Centurylink. On one occasion the tech did not arrive on the day promised. A phone answerer admitted that their scheduling system didn't always actually assign a tech to a promised date.

The reliability of my phone service is so poor that I no longer use it.

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

Sincerely,

James Mooney

1811 SE 32nd Pl Portland, OR 97214-5018 jmooneyhr@hotmail.com

From: [PUC.PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [HARRISON Danielle * PUC](#); [PUC CONSUMER PUC * 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 2:58:31 PM

AHD: Comments only - Portland customer.

CS processor: plz create a call slip

Deanna

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

From: jrwygant@everyactioncustom.com <jrwygant@everyactioncustom.com>
Sent: Tuesday, January 31, 2023 4:59 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 CenturyLink landline phone customer. While I have not had any particular problems with my landline, I have noticed that CenturyLink does not deal promptly (or maybe ever) with numerous fallen lines which presumably are from landlines no longer in service. Because of fallen branches and trees in my Eastmoreland neighborhood there have been a lot of telephone connection lines pulled loose from the houses they once served. They are left hanging down to the sidewalk, inviting confusion between a dead phone line and a live electrical line.

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

Sincerely,
James Wygant
7505 SE Reed College Pl Portland, OR 97202-8362 jrwygant@gmail.com

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: lbrahim22@everyactioncustom.com <lbrahim22@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

From: [PUC.PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [HARRISON Danielle * PUC](#); [PUC CONSUMER PUC * 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 12:19:55 PM

AHD: Comments only - Portland customer.

CS processor: plz create a call slip for the continued LD billing.

Deanna

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

From: peggyshannon@everyactioncustom.com <peggyshannon@everyactioncustom.com>
Sent: Tuesday, January 31, 2023 6:53 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 used to be a landline phone customer and have been having issues with CenturyLink that I would like to report for your investigation.

I stopped my landline telephone service and retired the number. I tried to cancel my long distance service with Credo but they said they cannot do that until Century link advises them that I have stopped the landline. I gave not been able to get through to century link because i can never reach a live person. I keep getting bills from Credo despite not using their service in years. It's a goofy arrangement. All i need is for Century Link to call Credo and tell them Margaret Shannon stopped land line service for 503 289 6295. I have not kept track of the date. Thanks if you can help.

Margaret Shannon
7745 n concord av
Portland, or 97217
Cell 503 984 5016

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

Sincerely,
margaret shannon
7045 N Concord Ave Portland, OR 97217-5466 peggyshannon@outlook.com

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: Wednesday, February 1, 2023 12:17:48 PM

Comments only - Portland customer. No outstanding issues mentioned.

Deanna

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

From: sndybeecheveryactioncustom.com <sndybeecheveryactioncustom.com>
Sent: Tuesday, January 31, 2023 5:01 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.

My phone works okay mostly. What I can't stand is the customer service. They will tell you they are giving you a deal but they won't put it in writing, even when I've asked for at least an email confirmation.

It used to be that they would have loyalty deals so I called to see if they had any. The last time I called (awhile ago, I don't call anymore unless I have to) the rep. said they didn't have any loyalty deals at the time but he could lower my bill. So I said okay. I asked for a written confirmation but it never showed up.

A few months later, when I was having trouble with my line, I learned that my bill had been lowered by taking away my package which included inside insurance. I wanted that back but the package was no longer available to enroll in. I ended up paying more for the total bill. I couldn't prove what had happened because of the lack of confirmation.

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

Sincerely,
Sandy Polishuk
1610 NE Tillamook St Apt 3 Portland, OR 97212-4464 sndybeecheveryactioncustom.com

From: [PUC.PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * 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: Thursday, February 2, 2023 11:42:53 AM

AHD: comment for filing - Wilsonville customer.

CS Processor: plz create a call slip for the investigator to check if any outstanding issues.

Deanna

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

From: dianelon@everyactioncustom.com <dianelon@everyactioncustom.com>
Sent: Wednesday, February 1, 2023 7:06 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.

When my husband passed away, I called to have my monthly statement's name changed from his to mine. After many attempts to complete this very mundane service, it was discovered that they had been charging me for 2 lines when we have never had more than one. I requested a refund but they, instead, credited my account on my monthly statements. Several times I have been disconnected from my internet and the corrections to these problems were long and exhausting. I am an 85 year old widow who uses a wheelchair and am quite ignorant when it comes to this technology.

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

Sincerely,
Eugenia Diane Imel
32525 SW Arbor Lake Dr Wilsonville, OR 97070-6443
dianelon@centurylink.net

From: [PUC.PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * 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: Thursday, February 2, 2023 11:46:43 AM

Comments only - Portland customer.

Deanna

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

From: jnblackman2@everyactioncustom.com <jnblackman2@everyactioncustom.com>
Sent: Wednesday, February 1, 2023 8:59 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.

Since last summer we have had several days without our landline service, the latest being over Christmas weekend. Since cell service is very poor in our neighborhood, the landline is a must. Every attempt to contact CL for repairs results in very long hold times, followed by 'first available service dates' that are frequently at least 10 days in the future. Sometimes the service is restored spontaneously - then goes out again. In most cases, there were no weather issues or the like to which we could attribute the outage.

In addition, when I've called to make changes to my service, the customer service has been abysmal. It took five calls, totaling 6.5 hours, to accomplish one simple change. Service reps would assure me that the order was completed but no confirmation followed, no changes showed on my account and CL would have no record of the service order. But the company aggressively requested responses to their surveys rating the service!

I will also comment that the cost of some of the services is ridiculous - \$10 per month for voicemail or Caller ID? I am also tired of all the additional taxes and fees that are tacked on - almost doubling our bill. I'm tired too of the public service charges. We work hard for our income - nobody gives us a break on anything but we're expected to provide phone, internet, other utilities, etc., service for lots of other people who may not successfully manage their spending priorities. Middle class customers are NOT an ATM for everyone else - and I don't see the CUB being particularly cognizant of this nor particularly effective in advocating for ratepayers.

I realize my comments go well beyond issues with CL but opportunities to comment to the CUB are rare. I hope someone will read and seriously consider these remarks.

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

Sincerely,

Julie Blackman

4489 SW Fairview Blvd Portland, OR 97221-2718 jnblackman2@yahoo.com

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [PUC CONSUMER PUC * 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: Thursday, February 2, 2023 11:39:41 AM

AHD: Comments for filing - Portland customer.

CS Processor: plz create a call slip. TY!

Deanna

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

From: sgiven@everyactioncustom.com <sgiven@everyactioncustom.com>
Sent: Wednesday, February 1, 2023 3:24 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.

[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,

Suzi Given

2020 Soda Mountain Rd Ashland, OR 97520-9407 sgiven@givenco.com

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [PUC CONSUMER PUC * 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: Thursday, February 2, 2023 12:06:39 PM

AHD: Comments - Portland customer.

CS Processor: Plz create a call slip - customer without service for 6 weeks and ongoing issues.

Deanna

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

From: walter.carr@everyactioncustom.com <walter.carr@everyactioncustom.com>
Sent: Thursday, February 2, 2023 11:37 AM
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.

[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.]

We were six weeks without service and countless calls for service did not correct the problem until week seven, but we still get calls that are not connecting us to the caller when we answer the phone, also our internet service is slow and frequently cuts out.

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

Sincerely,
Walter Carr
9851 SW 6th Ave Portland, OR 97219-6545 walter.carr@pcc.edu

From: [BARTHOLOMEW Joseph * PUC](#)
To: [PUC.PUC.FilingCenter * PUC](#)
Cc: [HELLMAN Marc * PUC](#); [BEITZEL Russell * PUC](#); [Smith Natascha B](#); [NOTTINGHAM Melissa * PUC](#); [CASWELL Heide * PUC](#); [HARRISON Danielle * PUC](#)
Subject: FW: UM 1908 potential violation
Date: Tuesday, February 28, 2023 11:00:11 AM
Attachments: [image001.png](#)

Good morning,

Please file the below email to docket UM 1908, thanks.

Joseph Bartholomew
Oregon Public Utility Commission
Senior Telecommunication/Water Analyst
201 High St SE, Suite 207
Salem, OR 97301
503-689-4016
Joseph.bartholomew@puc.oregon.gov



From: Susan Shaffer <flyingpigranch206@gmail.com>
Sent: Tuesday, February 28, 2023 10:13 AM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Subject: UM 1908 potential violation

Good morning,

I'm writing to first let you know that our landline phones went out this morning at 7:48 am, as well as those of our neighbors. I live in the Little Applegate Valley just outside of Jacksonville, OR, 97530.

I was unable to report an outage on CenturyLink's website, so I used WIFI on my cell phone (no cell service out here) to call the "dedicated line" (844-304-5337) for

folks in 97530 to report individual phone and area-wide outages.

I received ticket#56957814 over the phone, but my confirmation email from CL showed ticket#0452292. Not only is that confusing, but it allows CL to claim "*I don't show that ticket #*" and cancel appointments.

Second, when I called our dedicated reporting line, I tried to report our neighbors' phones were out as well--an area-wide outage, which CL is supposed to allow for one person to report. The rep claimed she "*could not accept reports for other people, each one had to report their own outages.*" I believe that is a violation of PUC's Order 22-340 (to which I have previously submitted lengthy comments). If not please advise.

Although I was given an "appointment" for fixing my phone outage for today, 2/28/23, between 9-5, I won't hold my breath based on CL's history of not fixing phones, not showing up, and then arbitrarily canceling appointments without notifying customers of their service.

I'm attaching your Report Cover Letter in case you need it.

Thank you,

Susan Shaffer
2459 Little Applegate Rd.
Jacksonville, OR 97530

att: Report Cover Letter

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]

[REDACTED]

[REDACTED]

[REDACTED]

From: Peter Lee [REDACTED]

Sent: Thursday, March 23, 2023 3:21 PM

[REDACTED]

Subject: UM 98 / Lumen / CenturyLink Public Complaint / [REDACTED]

To whom it may concern,

I am a resident in Jacksonville, Oregon and a customer of CenturyLink.

I have been in a nonstop struggle with this company and the frustration level is off the charts. I have literally had over 80 phone calls for a total of approximately 120 hours of my time wasted cause the calls NEVER result in a lasting repair.

- My landline continuously fails.
- It has been down more than it has been operational for the past 28 months.
- Their customer service personnel are 100% useless, 98% of them can not even carry on a conversation and they are wholly ineffective at providing any meaningful support.
- There is zero communication between customer service and the field technicians, so they are completely disconnected and there is zero continuity, hence no ability to effectively manage calls or repairs.
- The automated text messages which are sent out are completely unrelated to the calls or the ongoing issues.
- When I do place a service request, I get no support, and the next communication I get is a random automatically generated text message saying... "your service call has been resolved and the ticket has been closed" without anyone checking with me to see if the problem is resolved or if the dial tone has even been restored. More times than not my dial tone is still down, but they simply close the ticket.
- I have scheduled more than 9 service calls at my residence. 7 times they were a no show. The other two made no effort to communicate with me to explain the issue or what (if anything) was fixed, they just vanish without a word, and the ticket

magically closes without resolution.

- When their text message initially goes out, it does not say if they are coming to the service address, or a location off site in the field. They give an **8 HOUR WINDOW** and 90% of the time they either don't show up, or they are dispatched to a node or switch-board off site (even though the text message says "your technician is on his way", and we end up taking a whole day off work, stay at home, only to have no one show up, or fix the problem.
- I have called and talked to, and sent multiple emails to the lead field supervisor @Michael.Breshears@lumen.com and asked several times what if anything has been fixed. No response. Mr. Breshears' predecessor quit after only 3 months due to the constant stress and complete lack of support from his management, and the continual barrage of requests from customers in our area.
- I have heard from two different field technicians in the past 2 years saying they know what the problem is and there is no immediate fix. They have been working on this for over two years to no avail.
- I have asked Michael to please explain what the ongoing issue is, if it has been, or will be addressed, and I am not given any meaningful information and get no response.
- My phone service is ultimately completely unreliable and I live in an area where there is little to no cell service which means if I pick up the phone in the event of an emergency, I may, or may not get a call out. This is a Life-Safety issue and no matter how many times I call or how many hours I spend on the phone, or how many trouble tickets I create I get no results. Sometimes the dial tone does get restored, but then day or weeks later, it goes down again and the game starts all over again.
- NONE of the ongoing continual failures or issues have been on my property. It is all out in the common infrastructure.

Due to the myriad of failures and CentruyLinks complete inability to communicate, resolve issues, and effectively manage their network, they should not be considered for any rate increases.

They are mandated to keep these infrastructure up, running and reliable and they fail every step of the way. Insterad of rate increases, tjey should be levied huge penalties and fines.

Thanks for listening.

Peter.

Peter Lee

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Sent: Saturday, March 25, 2023 9:13 AM

[REDACTED]

Subject: Century Link complaint

I am a former customer of Century Link for phone service and wanted to write a complaint about their bad service and lack of response for repairs. We were customers for a number of years but got increased outages and static through our lines. The repair process was very cumbersome including long waits on hold, visits to their center in Eugene (less than satisfactory service), slow response time for repairs and inadequate repairs. We went around and around with them for about a year. Finally they sent a service person out, he repaired the static issue (which was a problem with their lines), but the outages continued, We have since moved our land line over to Comcast as VOIP service. It has been pretty reliable, but it goes out every 3 months or so and is expensive.

thank you, please insist that Century Link do a better job for their customers in the future than they did for us. There should be more competition in Oregon for telecommunications!!

Mike Koivula
Springfield

[REDACTED]

Subject: Re: Docket Number UM 1908--Notice of Filing--Oregon PUC

Hello, [REDACTED], and All,

If by "settlement" you mean some increase will, or *may* be approved, then the PUC has clearly missed the mark here.

In no way, shape, or form, should CenturyLink be approved for any rate increase. Rather, they need to be fined in a deep, and meaningful way! And, fines should continue to be levied every month until such time that they are a) effectively communicating with customers, b) adequately maintaining the infrastructure, and c) more importantly fixing the countless shortfalls in reliable service. They have made ZERO improvements.

Please tell me I am missing something. If they are approved for any increase then this whole process or registering complaints to the PUC is not only futile, but clearly corrupt.

On Mon, May 1, 2023 at 10:01 AM [REDACTED] wrote:

Description: Price Plan Hearing-Staff's Status Update; filed by Natascha Smith.
Docket Name: UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER
Utility Company: CENTURYTEL OF OREGON INC -- TELE, UTIL_T
Type of Activity: OTHER FILING/PLEADING, filed on 5/1/2023.
Tracking Number: #57293

To view this document, please click on the below link:

<http://edocs.puc.state.or.us/efdocs/HAH/um1908hah95423.pdf>

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Salem, OR 97308-1088

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website at <https://www.oregon.gov/puc/filing-center/Pages/default.aspx>.

From: M [redacted] L [redacted]
To: [redacted]
Cc: [redacted]
Subject: Re: Docket Number UM 1908--Notice of Filing--Oregon PUC
Date: Monday, May 1, 2023 11:44:37 AM

All - I agree strongly with the comments of P [redacted] L [redacted] and G [redacted] B [redacted] with regard to any increase in the rates Lumen/Century Link charges locally for its substandard service. I would add that the approximately \$70 per month that I pay is substantially higher than landline service rates nationally. Incentivizing CL with a rate increase as a response to documented poor service quality would be an abrogation of the PUC's mandate. I hope we're misreading the situation and look forward to a clarification.

M [redacted] P [redacted]
[redacted]

On May 1, 2023, at 11:31 AM, G [redacted] B [redacted] wrote:

Dear All,

I am in complete agreement with Mr. L [redacted] as far as I understand the proposal. Our phones lines are nearly unusable. Not only are the lines constatly crackling, but every cal is interrupted/drops outl and often the line is just dead. And yet we as customers continue to pay for this lack of service. PUC efforts are incredibly appreciated but I too am confused as to how this will be resolved from the point of service and compensation, endangerment and hardship that lack of service for what hwat we pay and what Centurylink etal have cause for years
G [redacted] B [redacted]

From: P [redacted] L [redacted]
Sent: Monday, May 1, 2023 10:19 AM
To: [redacted]
Cc: [redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]

[REDACTED]

Subject: Re: Docket Number UM 1908--Notice of Filing--Oregon PUC

Hello, [REDACTED], and All,

If by "settlement" you mean some increase will, or *may* be approved, then the PUC has clearly missed the mark here.

In no way, shape, or form, should CenturyLink be approved for any rate increase. Rather, they need to be fined in a deep, and meaningful way! And, fines should continue to be levied every month until such time that they are a) effectively communicating with customers, b) adequately maintaining the infrastructure, and c) more importantly fixing the countless shortfalls in reliable service. They have made ZERO improvements.

Please tell me I am missing something. If they are approved for any increase then this whole process or registering complaints to the PUC is not only futile, but clearly corrupt.

On Mon, May 1, 2023 at 10:01 AM [REDACTED]

[REDACTED] wrote:

Description: Price Plan Hearing-Staff's Status Update; filed by Natascha Smith.
Docket Name: UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER
Utility Company: CENTURYTEL OF OREGON INC -- TELE, UTIL_T
Type of Activity: OTHER FILING/PLEADING, filed on 5/1/2023.
Tracking Number: #57293

To view this document, please click on the below link:

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From:
To:
Cc:

[REDACTED]

Subject: Re: Responses to Notice of Staff's Filing in Docket Number UM 1908 to be treated as Public Comment
Date: Monday, May 1, 2023 11:48:38 AM

Thanks for the clarification, Nolan.

This is (among many other things) most importantly a "Life Safety Issue" for those of us in rural areas with little or no cell service... so any increase (if approved) would be, to say the least, unfortunate.

Regards.

P [REDACTED] L [REDACTED]

On Mon, May 1, 2023 at 11:39 AM [REDACTED] wrote:

Hello,

The filing to which Mr. B [REDACTED] and Mr. L [REDACTED] have responded via email to this service list was a notice from Staff that settlement discussions are ongoing. There has been no approval of a rate increase. Any settlement between the parties will need to be filed in the docket and would not be effective unless and until the Commission reviews and approves it.

The responses of Mr. B [REDACTED] and Mr. L [REDACTED] will be treated as public comments in this case.

Thank you,

Nolan Moser | Chief Administrative Law Judge

Oregon Public Utility Commission | 201 High St. SE, Suite 100 | Salem, OR 97301



From:
To:
Cc:

[REDACTED]

Subject: Re: Docket Number UM 1908--Notice of Filing--Oregon PUC
Date: Monday, May 1, 2023 10:20:51 AM

Hello, [REDACTED], and All,

If by "settlement" you mean some increase will, or *may* be approved, then the PUC has clearly missed the mark here.

In no way, shape, or form, should CenturyLink be approved for any rate increase. Rather, they need to be fined in a deep, and meaningful way! And, fines should continue to be levied every month until such time that they are a) effectively communicating with customers, b) adequately maintaining the infrastructure, and c) more importantly fixing the countless shortfalls in reliable service. They have made ZERO improvements.

Please tell me I am missing something. If they are approved for any increase then this whole process or registering complaints to the PUC is not only futile, but clearly corrupt.

On Mon, May 1, 2023 at 10:01 AM [REDACTED]

[REDACTED] wrote:

Description: Price Plan Hearing-Staff's Status Update; filed by Natascha Smith.
Docket Name: UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER
Utility Company: CENTURYTEL OF OREGON INC -- TELE, UTIL_T
Type of Activity: OTHER FILING/PLEADING, filed on 5/1/2023.
Tracking Number: #57293

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: UM 1908/2206 outage report correction
Date: Tuesday, May 30, 2023 8:35:48 AM
Importance: High

Comments received.

[REDACTED]

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

From: Priscilla Weaver [REDACTED]
Sent: Sunday, May 28, 2023 10:31 AM
To: [REDACTED]
Subject: UM 1908/2206 outage report correction

Please note there is an error in the report I submitted a few minutes ago. The last outage I reported, for resident "Vo," is for number 541-899-6833. I apologize for the error.

Priscilla Weaver

> On May 28, 2023, at 10:16 AM, Priscilla Weaver [REDACTED] wrote:
>
>
> Sunday, May 28, 2023, widespread outage on Little Applegate & Yale Creek Roads, probably started about 7:00am (guesstimate), still out at 10:00 am, backup batteries did not kick in. Outage perhaps caused by fleeting power outage/glitch at about 7:00am.
>
> Results of reporting using the dedicated line required by Order No. 23-109 affirming orders 22-340 as modified by 22-422:
>
> ~9:30 am I noticed our phone (541-899-1672) was out and called our dedicated line. After approximately 20-25 minutes of dealing with a pleasant person, I received ticket repair order #0163868 and was told someone would be out to fix the line on Tuesday.
>
> I asked to report several other numbers I had learned also were out. The operator took these numbers but said they would all be fixed on one ticket number. The information I gave him, and the dates he said the repairman would be out to fix their lines, are as follows:
>
> 541-899-5963 last name starting "Sh" will be fixed by Friday
> 541-899-9609 last name starting "Dr" will be fixed on Tuesday
> 541-899-5638 last name starting "De" will be fixed on Friday
> 541-899-4873 last name starting "Vo" does not show in CenturyLink's records. I will track this one down to see if this resident still has her land line.
>
> Thank you for receiving this report.
>
> Priscilla Weaver
> [REDACTED]
> [REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: Re: Docket Number UM 1908--Notice of Filing--Oregon PUC
Date: Sunday, May 28, 2023 2:32:17 PM

Good Day, I wanted to add information to my previous reports/comments on landline phone outages by CenturyLink. I live in the rural Jacksonville/Little Applegate area and today, somewhere around 7:00am-8:00am, we experienced a short power surge after which we lost CL phone service. Any functioning backup batteries (Ordered to be in place by the PUC) and supposed to kick in failed (yet again). I spent about 1/2 hr on a CL app on my wifi-only phone but could not locate where to report an area-wide outage. I then called the dedicated phone line (844-304-5337) for reporting outages in the 97530 area and spoke with a heavily accented woman whom I could hardly understand. Communication was difficult not only due to her accent but with the fact that we have to resort to using a cell phone that is spotty (lots of "can you hear me now?" back and forth) and is wifi-capable only (no cell out here).

I reported the outage as an area-wide event, repeating that several times, saying numerous neighbors had texted/mailed me that they, too, were without any CL landline service. I was told that "*I don't show there are any outages in your area,*" I knew this to be untrue. After 20 mins convincing her that the problem was NOT my phone inside my house, but rather with CL cables, lines, connection, junctions, or even non-functioning backup batteries somewhere down the line, I was given a **Case #63363314** and was told a tech would not be out until Tues, May 30th, between 8:15am-7:15pm. When I asked for a ticket #, she said that would be generated in about 3 mins and sent by email and/or text. Approximately 1.5 hrs later I received **Ticket #0163899** via text.

Outages of CL landline phone service continue to be serious for us here because not everyone has a cell phone that may or may not get wifi, even if they did have wifi. Today, it was especially critical because there was a vegetation wildfire reported at 8:55am just a mile up the road. Had it not been just a power surge earlier and had it been a full power outage, taking out wifi as well, we would not have had any way to call for help without having to leave our homes and drive a minimum of 5 miles to get in range of the nearest cell tower (Ruch).

I respectfully request information regarding 1) why no backup batteries were functioning, 2) why CL's internal system continues to have their

customer service people inaccurately state that they don't have any reports of an area-wide outage, 3) why CL is allowed to bury or make so entirely difficult to report outages either online or on their mobile app, and 4) what sanctions the PUC will put in place on CL to get these issues fixed. My last phone outage was in late February (2023).

I've been told several times over the years that CL has no intention of putting any money to fix or upgrade any infrastructure out here. The only thing they will understand is if enough money comes out of their pocket via sanctions. I'm only concerned their flagrant inaction may take one of our lives out here before they are held accountable.

Please add this report to your compliance log file and to Docket UM 1908 / 2206.

Thank you,

S [REDACTED] S [REDACTED]
[REDACTED]

On Mon, May 15, 2023 at 3:02 PM [REDACTED]

[REDACTED] wrote:

Description: Hearing on Orders--CenturyLink's call logs from the toll-free, 24/7 dedicated customer support line for the period September 28, 2022, through May 3, 2023, in compliance with Order No. 23-109. Filed by Peter J. Gose.

Docket Name: UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER

Utility Company: CENTURYTEL OF OREGON INC -- TELE, UTIL_T

Type of Activity: COMPLIANCE, filed on 5/15/2023.

Tracking Number: #57520

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From: [REDACTED]
To: [REDACTED]
Subject: FW: OPUC Docket UM 1908 -- Notice of Filing
Date: Thursday, June 15, 2023 10:02:50 AM

From: P [REDACTED] L [REDACTED]

Sent: Sunday, May 28, 2023 12:45 PM

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: Re: OPUC Docket UM 1908 -- Notice of Filing

Please make a note that once again, my landline has gone down, as I knew it would, because it always does...

I am calling CenturyLink to register the trouble ticket, however they are not even taking repair or outage calls after hours (Sunday), so reporting the trouble to a human is not possible. They invite us to register the problem online but it is not possible to do that either because the website does not give that option. Furthermore, they are once again saying my payment is past due, but since they are not (have have never been able to) able to maintain reliable service I will not pay my bill. They offer to chat but it is only a chat-bot which goes nowhere... The

recording is telling me (after several tries to select the correct option) using the automated system that it will charge me for the repair call. Only option it offers is to make an appointment even though I know the problem is offsite. I also said that my problem is with the landline, but it says it is responding to an internet outage, which is not the case. On the automated phone system there is NO WAY to select home phone / Landline. I was given a confirmation / repair ticket number of PF411900648 for Tuesday 30 May, with an **11.5 hour arrival window**. Are they expecting me to not go into work, again, and stay home all day even though once again they are 99% likely to NOT SHOW UP? Not going to happen.

This is a joke and it does not end.

Please register this complaint with my countless other complaints.

P [REDACTED] L [REDACTED]

[REDACTED]

On Mon, Apr 17, 2023 at 4:32 PM [REDACTED] wrote:

Docket Name: UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER

Description: Hearing on Orders--CenturyLink's call logs from the toll-free, 24/7 dedicated customer support line for the period September 28, 2022, through April 10, 2023, in compliance with Order No. 23-109. Filed by Peter J. Gose

Use the link below to view this document:

<http://edocs.puc.state.or.us/efdocs/HAC/um1908hac162550.pdf>

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Former CenturyLink customer - comment on service he once had in John Day - UM 1908
Date: Tuesday, July 11, 2023 2:05:48 PM

Comments received.

D [REDACTED]

From: [REDACTED]
Sent: Wednesday, July 5, 2023 1:04 PM
To: [REDACTED]
Subject: Former CenturyLink customer - comment on service he once had in John Day

A former CenturyLink customer asked to file a public comment about the CenturyLink service he once had.

"I am just another CenturyLink customer that is not satisfied with their service. I had CenturyLink and then got a cell phone because they are not worth a hoot. CenturyLink Telephone cannot take care of their business and in John day, other customers think they are not good either. When AT&T was the telephone service they took care of the situation and when CenturyLink took over, they are not good."

I asked the customer what he would like me to do with his comment and he said just put it in your commission book that they are no good.

Thank you,

[REDACTED]
Compliance Specialist
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Telephone service - UM 1908
Date: Tuesday, July 11, 2023 1:52:29 PM

Comments for UM 1908...

D [REDACTED]

From: M W [REDACTED] S [REDACTED]
Sent: Thursday, June 29, 2023 10:54 AM
To: [REDACTED]
Subject: Telephone service

[REDACTED]

As a retiree from USWEST, I am ashamed of our service in the Otis, Oregon area.

An elderly friend had no dialtone for two weeks. Repair dates continually moved back and back. I finally found and fixed the problem.

Another neighbor lost his DSL, which is his total link to the world. It took three weeks of missed appointments and "lost" repair orders to get it fixed.

I really think that the remaining part of the company wants to make us drop their wire based service. Our geography prevents a lot of people from using cell phones or other methods.

Make them maintain our service, please!

M W [REDACTED] S [REDACTED]
[REDACTED]
Otis, OR
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Tuesday, August 22, 2023 3:44:21 PM

Comments received.

[REDACTED]

[REDACTED]

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

From: [REDACTED]
Sent: Friday, August 18, 2023 12:47 PM
To: [REDACTED]
Subject: Public Comments on UM 1908

[REDACTED]

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.

My problem with CenturyLink has been the incredible frustration in getting through to someone who can deal with a problem. Via their automated system or being transferred multiple times and then getting cut off I have to try 2 or 3 times. There also seems to be competition between groups as to getting an upgrade and I don't know whom to trust.

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

Sincerely,

B [REDACTED] R [REDACTED]
[REDACTED] Portland, OR [REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Tuesday, August 22, 2023 3:46:13 PM

[REDACTED] comments received.
[REDACTED]

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

From: [REDACTED]
Sent: Friday, August 18, 2023 1:27 PM
To: [REDACTED]
Subject: Public Comments on UM 1908

[REDACTED]

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.

Dear Commissioners,

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.

I use Century Link for two residential lines, one for my primary residence in Portland and the other for a second home in Netarts (Tillamook).

I have been unable to have Century Link change my billing email address and stop using an older one that I rarely am able to monitor. I attempted to change my email address multiple times on both accounts using two different new email addresses without success. I have made numerous calls to Century Link customer support and after long wait times have found their agents untrained and unfamiliar with this issue. I have unsuccessfully tried to correct this problem for over 3 years and have given up. Both lines and account continue to receive notices and billing statements by email at the wrong email address.

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

Sincerely,

[REDACTED]
[REDACTED]
(D M [REDACTED])

Portland, OR [REDACTED]

[REDACTED]

Netarts, OR [REDACTED]

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

Sincerely,

F [REDACTED] D [REDACTED]

Portland, OR [REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Wednesday, August 23, 2023 8:31:28 AM

[REDACTED] Comments received.
[REDACTED]

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

From: [REDACTED]
Sent: Friday, August 18, 2023 9:54 PM
To: [REDACTED]
Subject: Public Comments on UM 1908

[REDACTED]

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 have been a landline phone customer for over 40 years, and have been having issues with CenturyLink that I would like to report for your investigation.

The main issue for me is that they have horrible customer service. Some years ago my phone was out of service (old outdoor wire lines with insulation that the squirrels chewed through). It took two weeks of no service, dozens of phone calls trying to reach the right people, work orders with mistakes, months of billing errors for hundreds of dollars, and no apologies while they finally decided to string new lines all around the block. I documented those frustrating weeks of misinformation and no action and would gladly share those notes with the commissioners.

I think they need to re-establish store fronts where you can go in to talk to a human being, totally revamp their customer service phone-tree system, and provide phone numbers where you can reach the specific department. I was totally disgusted at how they handled the situation, and I bad-mouth them to this day whenever I can.

In addition, their rates need to be more accountable and transparent - every year they tack on some new inexplicable charges, and every year I call and ask where those charges come from, and every year they adjust my rate back to where it should be. What a waste of their time and mine. But they are rude and snotty on the phone (and it takes hours to finally find the right department), and act like my questions are completely unwarranted.

Most of my friends have gotten rid of landlines, and I will too some day. In the meantime, based on the terrible service, I believe the company would like to get rid of mine too. Of course, if I did that I would switch internet providers, and then they would lose even more of my business.

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

Sincerely,

G [REDACTED] F [REDACTED]
[REDACTED] Portland, OR [REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Wednesday, August 23, 2023 8:37:46 AM

[REDACTED] comments received.
[REDACTED]

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

From [REDACTED]
Sent: Saturday, August 19, 2023 4:31 PM
To: [REDACTED]
Subject: Public Comments on UM 1908

[REDACTED]

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 in the Otis, Oregon area that I would like to report for your investigation.

I have had a vacation home near the Sitka Center for Arts and Ecology. When we built the home in the 1990's we installed a security system that required a land line phone so we contracted with Century Link to provide the land line phone service. From the beginning service has been inconsistent. Often we lost phone service which means we lost our alarm system. Getting repair service has become harder and harder as the years went on. In July/August of 2023 I had no dial tone for at least 4 weeks even though I have never missed a monthly payment.

It is very difficult to contact a person at Century Link and get a repair appointment. When I finally got a confirmed repair appointment I traveled to my house in Otis in order to meet with the repair person for a confirmed appointment on August 16, 2023 between 8am and 5pm. On the morning of the 16th I was told the technician would come around 10:30 am. By 1:30pm on the 16th I still had not seen a technician. When I contacted Century Link through their web site I was told the technician would not be coming today but maybe tomorrow. The same thing happened on the second day.

I am beyond frustrated with Century Link because :

1. It is very difficult to talk to someone in a timely and efficient manner.
2. Century Link does not provide the service that I pay for
3. Century Link gives different answers depending upon what person I reach

At this point I see not evidence that that Century Link values its customers or cares about delivering quality services.

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

Sincerely,

[REDACTED]
[REDACTED] Portland, OR [REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Tuesday, August 22, 2023 3:42:26 PM

[REDACTED] Comments received.
[REDACTED]

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

From: [REDACTED]
Sent: Friday, August 18, 2023 12:34 PM
To: [REDACTED]
Subject: Public Comments on UM 1908

[REDACTED]

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.

[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.]

No problems that I am aware of from the company.

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

Sincerely,

I G [REDACTED]
[REDACTED] Portland, OR [REDACTED]

From:
To:
Cc:

[REDACTED]

Subject: Re: Docket Number UM 1908--Notice of Filing--Oregon PUC
Date: Thursday, August 24, 2023 4:01:20 PM

There is a very common thread here, I sure hope they are being declined on any rate increase..., and as I have said several times, I hope they are instead levied a monthly fine until such time that they clean up their act and develop a constant trend of effective communication and meaningful response. Not holding my breath.

I would instead mandate CL to give us all free service until we have been stable for 6 months, and until they have demonstrated a meaningful change in communication with their customers.

Thanks

P [REDACTED]

On Thu, Aug 24, 2023 at 3:18 PM [REDACTED] wrote:

Description: S. J. comments.
Docket Name: UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER
Utility Company: CENTURYTEL OF OREGON INC -- TELE, UTIL_T
Type of Activity: PUBLIC COMMENT, filed on 8/24/2023.
To view this document, please click on the below link:

<http://edocs.puc.state.or.us/efdocs/HPC/um1908hpc15112.pdf>

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Public Utility Commission
Administrative Hearing Division
PO Box 1088
Salem, OR 97308-1088

For more information about eFiling, please visit the Filing Center page on the PUC's website at <https://www.oregon.gov/puc/filing-center/Pages/default.aspx>.

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Thursday, August 24, 2023 2:43:20 PM

[REDACTED] omments received.
[REDACTED]

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

From: [REDACTED]
Sent: Thursday, August 24, 2023 7:09 AM
To: [REDACTED]
Subject: Public Comments on UM 1908

[REDACTED]

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.

My landline wasn't working and it took three and a half weeks and dozens of calls with long waits on hold before it was repaired. Three times repairs were scheduled, and I made arrangements to be home during the 4 hour window they required, only to have them no-show, without any notice. They also said that they would give me a credit on my bill in recognition of the inconvenience I experienced. That never happened.

I would cancel my landline except for the fact that we have very poor cell phone reception in my neighborhood.

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

Sincerely,

S [REDACTED]
[REDACTED] Portland, OR [REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Tuesday, August 22, 2023 3:47:06 PM

Comments received.

[REDACTED]

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

From: [REDACTED]
Sent: Friday, August 18, 2023 7:45 PM
To: [REDACTED]
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.

[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,
W [REDACTED] C [REDACTED]
[REDACTED] Beaverton, OR [REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Thursday, August 31, 2023 4:37:00 PM

[REDACTED] comments received.
[REDACTED]
[REDACTED]

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

From: [REDACTED]
Sent: Wednesday, August 30, 2023 5:43 PM
To: [REDACTED]
Subject: Public Comments on UM 1908

[REDACTED]

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.

I was out of service for 9 days, no dial tone, no incoming calls plus my internet was down for 9 days.

First call the person was trying to sell me services, I had to ask did you hear my reason for calling "I do not have a dial tone or internet service at all. this call was made on day 2. From there it went downhill. I talked to at least 3 more people before someone could help with a repair ticket. They gave me a date for tech to come out, tech was a no show. My service went out on a Tuesday, the next week on Monday I had to call and start all over. It was a night mare. 9 days and no home service. I inquired about no charges for days w/o dial tone. I was reassured I would get credit on my bill, that did not happen. I had to make another call to get credit for the 9 days after the billing. Service is so bad please help us customers to have Good working service from Lumen/CTL. They want to be paid on time..... Internet barely works on a daily basis.....Help!

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

Sincerely,

M. C. [REDACTED]
[REDACTED] Portland, OR [REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Friday, September 1, 2023 10:58:08 AM

[REDACTED] comments received.
[REDACTED]

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

From: [REDACTED]
Sent: Wednesday, August 30, 2023 6:40 PM
To: [REDACTED]
Subject: Public Comments on UM 1908

[REDACTED]

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 customer. and have been very pleased with my service first in Portland PNB, now in Keizer with CenturyLink/Lumen. The slowness of the internet, not so much. But the landline has always been reliable as long as I have had one, an that's over 60 years!

M [REDACTED] E [REDACTED]

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

Sincerely,

M [REDACTED] E [REDACTED]
[REDACTED] Keizer, OR [REDACTED]

From:
To:

[REDACTED]

Subject: Re: Docket Number UM 1908--Notice of Filing--Oregon PUC
Date: Friday, September 1, 2023 8:02:31 AM

And the beat goes on... I hope those of you at the PUC and those representing the customers see the pattern here...

Nothing is changing, they are completely unable to communicate, they continually do not show up, they waste our time, they perpetuate constant frustration, they hire people who literally do not listen and they only have one goal. Keep taking money from the customers, all the while asking for more money.

If they are approved with a rate increase and are not instead severely fined, something is VERY wrong with this process.

On Thu, Aug 31, 2023 at 5:03 PM [REDACTED]

[REDACTED] wrote:

Description: M C comments.
Docket Name: UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER
Utility Company: CENTURYTEL OF OREGON INC -- TELE, UTIL_T
Type of Activity: PUBLIC COMMENT, filed on 8/31/2023.
To view this document, please click on the below link:

<http://edocs.puc.state.or.us/efdocs/HPC/um1908hpc17151.pdf>

All parties on the Commission's service list will receive email notices of all documents filed in this docket. The Commission will also provide electronic service of all related rulings, notices, and orders via email. If you are unable to view documents electronically and therefore need to receive hard copies, please send a statement of need to:

Public Utility Commission
Administrative Hearing Division
PO Box 1088
Salem, OR 97308-1088

For more information about eFiling, please visit the Filing Center page on the PUC's website at <https://www.oregon.gov/puc/filing-center/Pages/default.aspx>.

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Friday, September 1, 2023 11:02:48 AM

[REDACTED] comments received.
[REDACTED]

[REDACTED]

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

From: [REDACTED]
Sent: Thursday, August 31, 2023 8:47 AM
To: [REDACTED]
Subject: Public Comments on UM 1908

[REDACTED]

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.

[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,

C [REDACTED] I [REDACTED]
[REDACTED] Portland, OR [REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Comment for Docket UM 1908
Date: Friday, September 1, 2023 4:15:42 PM
Attachments: [REDACTED]

[REDACTED] [comments received.](#)
[REDACTED]

[REDACTED]

From: P [REDACTED] S [REDACTED]
Sent: Friday, September 1, 2023 1:28 PM
To: [REDACTED]
Subject: Comment for Docket UM 1908

[REDACTED]

Can you file my complaint.

I am a landline phone customer and have been having issues with CenturyLink that I would to report for your investigation.

I have been in the cable television and broadcast television business since 1972. I had a really unfortunate experience with CenturyLink for 10 days in July when my CenturyLink landline phone service stopped. I was without service completely. I received no calls to update or explain to me what was going on. I finally called state representative Pam Marsh and within 24 hours she was told it would be looked into and within four days my service was restored. I still never received a phone call from CenturyLink or a letter or a text discussing what happened with me. I was pretty shocked.

Please keep my personal information confidential.

Thank you,
P [REDACTED] S [REDACTED]
[REDACTED].
Medford, OR [REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Friday, September 1, 2023 11:00:04 AM

[REDACTED] comments received.
[REDACTED]

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

From: [REDACTED]
Sent: Wednesday, August 30, 2023 9:43 PM
To: [REDACTED]
Subject: Public Comments on UM 1908

[REDACTED]

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. We have our internet service on these landlines. As winter & the rains come, we know our cable back to the central office will be Damaged. Our service will be down for days. Often goes down on a Friday & they don't work on the weekends.

[REDACTED] G [REDACTED]

[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,

R [REDACTED] G [REDACTED]
[REDACTED] Banks, OR [REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: FW: Docket UM 1908/2206
Date: Tuesday, September 5, 2023 10:54:41 AM

[REDACTED] - comments received.
[REDACTED]

From: B [REDACTED] D [REDACTED]
Sent: Sunday, September 3, 2023 9:08 AM
To: [REDACTED]
Subject: Docket UM 1908/2206

[REDACTED]

We have been without phone service since yesterday afternoon 9/1. And its not just our house, but our neighborhood. I know others have reported it, but the phone company claims no one has reported it. What utter incompetence. We are still in the fire season, and the phone company will not repair our outage. Please, will somebody stand up, take responsibility and get this fixed??

B [REDACTED] D [REDACTED]
[REDACTED]
Jacksonville, OR

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: neighborhood wide phone outage
Date: Tuesday, September 5, 2023 10:55:13 AM

[REDACTED] comments received.
[REDACTED]

From: B [REDACTED] and K [REDACTED]
Sent: Sunday, September 3, 2023 10:27 AM
To: [REDACTED]
Subject: neighborhood wide phone outage

[REDACTED]

Please add this comment to the consolidated docket 1908/2206.

Our landline has been out since yesterday. We contacted Clear Rate (which uses Century Link lines). We have no estimated time of repair.

B [REDACTED] Y [REDACTED] and K [REDACTED] P [REDACTED]
[REDACTED]
Jacksonville, Or
[REDACTED]

Thank you.

B [REDACTED] Y [REDACTED] & K [REDACTED] P [REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: FW: Continued phone outage
Date: Tuesday, September 5, 2023 11:48:47 AM

[REDACTED] - comments received.
[REDACTED]

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

From: C [REDACTED] E [REDACTED]
Sent: Monday, September 4, 2023 11:26 AM
To: [REDACTED]
Subject: Continued phone outage

[REDACTED]

Hello ~ I am reporting a Century Link phone outage which began on the morning of September 3, 2023 and is predicted to end no later than 6 P.M. September 7, 2023. This is a widespread outage ~ affecting @ 50 households.

I reported this outage to Century Link on September 4, 2023.

Ticket Number: [REDACTED]

Please acknowledge receipt of this message and keep me apprised of any developments related to this outage. Thank you, C [REDACTED] E [REDACTED]

[REDACTED]

From: [REDACTED]
Cc: [REDACTED]
Subject: FW: Docket # 1908/2206
Date: Tuesday, September 5, 2023 11:57:36 AM

[REDACTED] - comments received.
[REDACTED]

[REDACTED] Original Message-----

From: C [REDACTED] E [REDACTED]
Sent: Tuesday, September 5, 2023 8:58 AM
To: [REDACTED]
Subject: Docket # 1908/2206

[REDACTED]

I am providing additional comments and an update on Ticket [REDACTED] given me by Century Link regarding my phone outage.

I called Century Link this morning and asked about the status of repairs with respect to my phone outage. I asked specifically what the problem was. I was told the following:

- 1). It could be equipment area issue;
- 2). It could be resolved remotely;
- 3). Possibly technicians could repair the problem remotely or they might have to come on site.

Sincerely, C [REDACTED] E [REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Comment for Docket UM/908/2206
Date: Tuesday, September 5, 2023 11:15:07 AM

[REDACTED] comments received.
[REDACTED]

[REDACTED] Message-----

From: C [REDACTED] F [REDACTED]
Sent: Sunday, September 3, 2023 8:01 PM
To: [REDACTED]
Subject: Comment for Docket UM/908/2206

[REDACTED]

Today my Century Link landline was out. I'm to sure when it went out. I called our dedicated line and after a long wait before and after answering, the person said the phone would be repaired by September 8.

C [REDACTED] F [REDACTED]
[REDACTED]
Jacksonville, OR [REDACTED]
[REDACTED]

Thank you.
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: FW: Docket UM 1908/2206
Date: Tuesday, September 5, 2023 10:45:37 AM

[REDACTED] comments received.
[REDACTED]

[REDACTED]

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

From: E [REDACTED] D [REDACTED]
Sent: Saturday, September 2, 2023 7:58 PM
To: [REDACTED]
Subject: Docket UM 1908/2206

[REDACTED]

I am commenting on my Century Link landline outage on 9/2/2023. I called Century Link to report the outage and they created this ticket number:

[REDACTED]

I was away from home, so I'm unsure exactly when the outage began. But I'm aware that at least 7 or more neighbors are also experiencing the problem.

Thank you for addressing this issue.

E [REDACTED] D [REDACTED]
[REDACTED]
Jacksonville, OR [REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Comment for UM 1908/2206
Date: Tuesday, September 5, 2023 10:48:24 AM

[REDACTED] comments received.
[REDACTED]

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

From: [REDACTED]
Sent: Saturday, September 2, 2023 10:18 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Comment for UM 1908/2206

[REDACTED]

Area wide outage 9-2-23
reported 10pm Service ended 9-2-23 about 2pm Estimated date of restored service 9-7-23 8pm. [REDACTED] K [REDACTED]
[REDACTED]
Jacksonville, OR [REDACTED]
Ticket [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, September 5, 2023 11:14 AM
To: [REDACTED]
Subject: FW: Consolidated Docket 1908/2206

AHD - comments received.
Processor - please create a call slip.

Deanna

From: [REDACTED] J. S.
Sent: Sunday, September 3, 2023 7:31 PM
To: PUC PUC.PublicComments * [REDACTED]
Subject: Consolidated Docket 1908/2206

You don't often get email from [REDACTED]. [Learn why this is important](#)

My land line went out at [REDACTED], [REDACTED] and I have had no power glitches or power outages.

I reached CenturyLink and no repair ticket was given. The CenturyLink representative said my phone would be fixed by 5pm today, Sunday 09/03/2023. Phones are still not working as of 7:34 pm.

[REDACTED] J.S.
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: DOCS
Date: Tuesday, September 5, 2023 11:52:37 AM

- comments received
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Monday, September 4, 2023 10:59 AM
To: [REDACTED]
Subject: Outage

[REDACTED]

Please add this comment to the consolidated docket 1908/2206

This afternoon, Saturday Sept 2, land lines in our area went out

My land line went out at [REDACTED] and I have had no power glitches or power outages

I reached CenturyLink and was given repair ticket number [REDACTED]. The CenturyLink representative said my phone would be fixed by Wednesday, September 6, 2023.

Your name, street address, and phone number

[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: My phone is out and I can't report except by email. My address is [REDACTED]. Thanks for looking into this. R [REDACTED] and K [REDACTED] P [REDACTED]. [REDACTED]
Date: Tuesday, September 5, 2023 10:49:16 AM

[REDACTED] comments received.
[REDACTED]

[REDACTED]

From: K [REDACTED] P [REDACTED] [REDACTED]
Sent: Sunday, September 3, 2023 8:45 AM
To: [REDACTED]
Subject: My phone is out and I can't report except by email. My address is [REDACTED]. Thanks for looking into this. R [REDACTED] and K [REDACTED] P [REDACTED]. [REDACTED]

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Comment for Docket UM 1908/2206
Date: Tuesday, September 5, 2023 10:47:11 AM

[REDACTED] comments received.
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Saturday, September 2, 2023 8:31 PM
To: [REDACTED]
Subject: Comment for Docket UM 1908/2206

[REDACTED]

Please add this comment to the consolidated docket 1908/2206.

Our Century Link land line phone has been out since approximately 2:00 PM this afternoon.

We do NOT have cell service in this rural area, so after a 15 minute drive to a cell-active area, I was able to spend 20-30 minutes waiting and then speaking with "Paula" to report the outage.

I stated that I had heard via our neighborhood text line that many others were out.

She stated that their "engineering department" was not showing any other outages.

I requested a repair ticket and received one - [REDACTED].

(Next Wednesday, Sept. 6, from 8AM to 5PM.)

These addresses are also out (per our neighborhood text group):

[REDACTED]

Thank you,

K [redacted] W. H. [redacted]
[redacted]
Jacksonville, OR [redacted]
[redacted]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: CenturyLink phone outage
Date: Tuesday, September 5, 2023 10:47:41 AM

[REDACTED] comments received.
[REDACTED]

From: M [REDACTED] H [REDACTED]
Sent: Saturday, September 2, 2023 9:02 PM
To: [REDACTED]
Subject: CenturyLink phone outage

[REDACTED]
Please add this comment to the consolidated docket 1908/2206.

Today, Saturday Sept 2, I noticed my land line went out at [REDACTED]. I reached CenturyLink on the dedicated number and the rep was aware of a outage in our area.

I was given repair ticket number [REDACTED]. However the representative set a repair appointment for 9/6, 4 days after the outage, that requires me to be home. I received no acknowledgement that the repairs would be made in 24 to 48 hours. Also, if repairs were made before 9/6 I was told I am required to cancel the appointment.

M [REDACTED] H [REDACTED]
[REDACTED]
Jacksonville OR [REDACTED]
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Tuesday, September 5, 2023 10:29:57 AM

[REDACTED]
[REDACTED]
-----Original Message-----

From: [REDACTED]
Sent: Tuesday, September 5, 2023 10:23 AM
To: [REDACTED]
Subject: FW: Public Comments on UM 1908

[REDACTED] comments received.
[REDACTED]
[REDACTED]

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

From: [REDACTED]
Sent: Friday, September 1, 2023 4:48 PM
To: [REDACTED]
Subject: Public Comments on UM 1908

[REDACTED]
[REDACTED]
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 Century link arbitrarily changed my account numbers and also are currently charging me for a phone number that hasn't been in use because the cable pairs were taken for my husbands internet and they have my accounts all messed up. When I tried to have them fixed the accounts are now all crossed with my name on both of the accounts. One of which until 7 27 had 2 phone numbers [REDACTED] (which was not being billed) that's the one the took the cable pairs for the internet and is now being billed. The gave it one account number [REDACTED] the [REDACTED] is the only one that works but I haven't been able to get my pin code so I have months of messages on their voice mail I can't respond to. The internet line is the only thing that works but it is really choppy. And now I'm trying to get them to straighten the accounts out and quit billing the [REDACTED] and I'm worried if the try to remove the number I may lose my internet. I'm ready to move my internet to xfinity but I had a lot of trouble with them also. My husband and I are elderly and it's very frustrating. The internet account number is [REDACTED] Thank You [REDACTED]
[REDACTED]

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

Sincerely,

R [REDACTED] B [REDACTED]
[REDACTED] Salem, OR [REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Outage
Date: Tuesday, September 5, 2023 10:57:55 AM

[REDACTED] - comments received.
[REDACTED]

From: R [REDACTED] H [REDACTED]
Sent: Sunday, September 3, 2023 11:32 AM
To: [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED] Jacksonville Oregon [REDACTED]
Land phone outage
R [REDACTED] H [REDACTED]
Ticket number [REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Please add this comment to the consolidated docket 1908/2206.
Date: Tuesday, September 5, 2023 10:53:08 AM

comments received
[REDACTED]
[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Sunday, September 3, 2023 8:54 AM
To: [REDACTED]
Subject: Please add this comment to the consolidated docket 1908/2206

[REDACTED]

To [REDACTED]

Please add this comment to the consolidated docket 1908/2206

This afternoon, Saturday Sept 2, land lines in our area went out

I noticed my land line was out around 6 PM on [REDACTED]

It is now Sunday, September 3rd and Centurylink still says there is no outage in my area, despite the fact that many neighbors called in the outage yesterday

The CenturyLink automated service said my phone would be fixed by Wednesday, September 6th

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Docket UM 1908/2206
Date: Tuesday, September 5, 2023 10:23:46 AM

[REDACTED] comments received.
[REDACTED]

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

From: [REDACTED]
Sent: Saturday, September 2, 2023 7:04 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Docket UM 1908/2206

[REDACTED]

Hello,

I'm writing to advise you that our home landline with CenturyLink went down today around 2:00 pm. I called CenturyLink and reported the outage. I received a ticket [REDACTED] with an appt for a repairman to come to my home on 9/5/23.

I am aware of several of my neighbors' telephone lines with CenturyLink being out of service. Other phone numbers that are out include [REDACTED] to just name a few from our neighborhood text thread.

Thank you,

G B [REDACTED]
R B [REDACTED]
[REDACTED]
Jacksonville, OR [REDACTED]

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: LITTLE APPLGATE PHONE OUTAGE
Date: Tuesday, September 5, 2023 11:54:45 AM

[REDACTED] - comments received.
[REDACTED]

From: h [REDACTED] c [REDACTED]
Sent: Monday, September 4, 2023 12:19 PM
To: [REDACTED]
Subject: LITTLE APPLGATE PHONE OUTAGE

[REDACTED]
Please add this comment to the consolidated docket 1908/2206.

On the afternoon of Saturday Sept 2, land lines in our area went out.

My land line went out at [REDACTED] and I have had no power glitches or power outages.

I reached CenturyLink and was given repair ticket number [REDACTED]. The CenturyLink representative told me that a technician would contact me "when they were able to" and then I received an email saying they would come btw 5 & 8pm on Tuesday 9/5/23.

Sincerely,

H [REDACTED] & A [REDACTED] c [REDACTED]
[REDACTED]
[REDACTED]
Jacksonville, OR
[REDACTED]
[REDACTED]

From: [REDACTED]
To: [REDACTED] [C](#)
Cc: [REDACTED]
Subject: FW: Line outage
Date: Tuesday, September 5, 2023 10:55:51 AM

[REDACTED] comments received.
[REDACTED]

[REDACTED]

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

From: J [REDACTED] H [REDACTED]
Sent: Sunday, September 3, 2023 12:26 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Line outage

[REDACTED]

- > Please add this comment to the consolidated docket 1908/2206.
- >
- > This afternoon, Saturday Sept 2, land lines in our area went out.

- > My land line went out at [REDACTED] Jacksonville [REDACTED] and I have had no power glitches or power outages immediately prior to the outage. Several neighbors reported to me that their lines were out.
- >
- > I reached CenturyLink and was given repair ticket number [REDACTED]. The CenturyLink representative said a member of their engineering staff would examine my residence sometime from 8 to 5 on Sept 6. She said there was no data which she had indicating that there was a problem.

Thank you,

J [REDACTED] H [REDACTED]
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Please add this comment to the consolidated docket 1908/2206.
Date: Tuesday, September 5, 2023 10:46:20 AM

[REDACTED] - comments received.
[REDACTED]

From: S [REDACTED] S [REDACTED]
Sent: Saturday, September 2, 2023 8:17 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Please add this comment to the consolidated docket 1908/2206.

[REDACTED]

Sometime this afternoon, Saturday, Sept. 2, landlines in our area went out. One neighbor told me her line went out about 2 p.m., others began realizing it about 5:45 p.m. I am submitting this comment at about 8:08 pm

Both my landlines [REDACTED] are out at [REDACTED]
[REDACTED] as are the phone lines of neighbors at [REDACTED]

[REDACTED]

Phone lines along the rest of LAR and the length of Yale Creek Road almost certainly are out as well.

When I called the "dedicated" line, I was connected to an operator whose speech was very difficult to understand. It also was very noisy with a rooster crowing loudly in the background.

She would not take the information (address or phone number) for any of the other people I tried to report. I told her she, at this dedicated number, was required to take any and all calls reporting an area-wide outage per the PUC Order of 9/2022. She claimed no one else had reported an outage, and said she would report it to "higher level support".

She gave me ticket number [REDACTED] and said a technician would track the outage within 24-48 hrs. I informed her that per the PUC Order, CL had 48 hrs in which they must fix this issue or explain why it had not been fixed.

S S
Jacksonville,
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED] [PUC](#)
Subject: FW: Comment in Docket US 1908/2206
Date: Tuesday, September 5, 2023 11:54:04 AM

[REDACTED] - comments received.
[REDACTED]

From: S [REDACTED] S [REDACTED]
Sent: Monday, September 4, 2023 11:32 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Comment in Docket US 1908/2206

[REDACTED]

Please add this comment to the ongoing investigation in Docket UM 1908/2206.

As you know, we experienced our second day of an area-wide outage of our CenturyLink landlines after a brief power outage. Both our lines [REDACTED] were out from approx. 2 pm Sat 9/2 to approx. 8 pm Sun 9/3 (roughly 30 hrs).

Several people who reported this outage were given various dates that technicians would be out--Sept 6, 7, or even later. CenturyLink obviously shut down for the long weekend, leaving us extremely vulnerable. Neighbors who tried to report for other customers, including for those *who had no other way to report*, were told the operator could not take reports for others, a direct violation of the Orders in place for our area. So my questions remain:

WHY, when there's a power outage, do the "backup" batteries that are supposed to be in place still not work?

WHY, when multiple people call the dedicated phone number to report AREA-WIDE OUTAGES, does CL continue to instruct their CS people to lie to us that 1) they "can't take reports of an area-wide outage," and 2) "no one else has reported an area-wide outage" when we know that they have?

WHY, when CL knows when it's an area-wide outage, do they continue to give people different dates for when a tech will come out? It should be, "We know there's a problem and it will be fixed by _____" (certainly within the mandated 48 hours).

My husband told me that he woke up around 2 a.m. Sunday morning (9/3/23) and both the power and phones were out, so without even having Wi-Fi, we had no way to report our phone outage or call for help. He said the power was out for approximately 3.5 hrs.

This is a serious public safety issue when an entire community continues to be vulnerable to potential loss of life and unable to call or get emergency help or (in case of wildfire) emergency information. For the life of me, I cannot understand how the PUC would issue CL a license at all, let alone give them a rate increase in their new "Price Plan." The PUC should be fining CL, not rewarding them for miserable service. And this is not new--it has been getting worse and worse since we moved to the Little Applegate Valley 20 yrs ago.

Frustrating to say the least, and deeply troubling.

S [REDACTED] S [REDACTED]
[REDACTED]
Jacksonville, OR
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED] [C](#)
Subject: FW: "Comment for docket UM 1908/2206"
Date: Tuesday, September 5, 2023 10:44:38 AM

[REDACTED] comments received.
[REDACTED]

[REDACTED]

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

From: W [REDACTED] C D [REDACTED]
Sent: Saturday, September 2, 2023 7:40 PM
To: [REDACTED]
Subject: "Comment for docket UM 1908/2206"

[REDACTED]

Just submitting another complaint re landline service. Thank God I have wireless. I keep asking myself why I continue to pay CenturyLink \$150+ every month. I have no faith that they would be there with me if there was a true emergency. As close as I can tell there are at least a dozen other customers in the same boat on this outage .

W [REDACTED] C D [REDACTED]
[REDACTED]
Jacksonville, OR [REDACTED]
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Please add this comment to the consolidated docket 1908/2206
Date: Tuesday, September 5, 2023 10:51:39 AM

[REDACTED] comments received.
[REDACTED]

From: S [REDACTED] P [REDACTED]
Sent: Sunday, September 3, 2023 8:47 AM
To: [REDACTED]
Subject: Please add this comment to the consolidated docket 1908/2206

[REDACTED]
My Century Link landline phone [REDACTED] is out and it came first to my attention at approximately 8PM on 9/2/2023.

I realized it was an area wide problem when I received an email from my neighbor. I called the dedicated Century Link line for our area (zip code 97530) to report this area wide outage.

The representative on the phone did not see it as an area wide outage and said it was my phone. She tested the line and she said the call went to voicemail. I asked, then why didn't my phone ring? I asked a couple of times and she never answered my question. She said because of the holiday weekend, they can get someone to come out on Wednesday, 9/6/2023, between 8am and 5pm. She gave me a **ticket number** [REDACTED]

My address is: [REDACTED] Jacksonville, OR [REDACTED]

S [REDACTED] L. P [REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Please add this comment to the consolidated docket 1908/2206.
Date: Tuesday, September 5, 2023 10:57:25 AM

[REDACTED] - comments received.
[REDACTED]

From: S [REDACTED] K [REDACTED]
Sent: Sunday, September 3, 2023 12:50 PM
To: [REDACTED]
jennifer@oregoncub.org
Subject: Please add this comment to the consolidated docket 1908/2206.

[REDACTED]

Good morning,

[Yesterday afternoon, Saturday, Sept 2, land The land phone lines in our area went out sometime in the afternoon They are still out as of 12:45 pm today, Sunday 9/3.](#)

Our land line was out at [REDACTED] when I checked the line at 8 pm Saturday evening. We had a power outage for 20 seconds earlier in the day but didn't check the phone line at the time.

I reached CenturyLink and was given repair ticket number [REDACTED] and was told by Angela that they were aware if the outage but I would not have any phone service until approximately 8 am tomorrow morning 9/4/23.

Thank you.

S [REDACTED] K [REDACTED]
[REDACTED]

Jacksonville OR [REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Landline out
Date: Tuesday, September 5, 2023 10:56:38 AM

[REDACTED] - comments received.
[REDACTED]

From: P [REDACTED] G [REDACTED]
Sent: Sunday, September 3, 2023 12:49 PM
To: [REDACTED]
Subject: Landline out

[REDACTED]

This afternoon, Saturday Sept 2, land lines in our area went out.

My land line went out at [REDACTED] and I have had no power glitches or power outages.

I reached CenturyLink and was given repair ticket number [REDACTED]. The CenturyLink representative said my phone would be fixed by Tuesday September 5. ____.

Your name, street address, and phone number

S [REDACTED] and P [REDACTED] G [REDACTED]
[REDACTED], Jacksonville, Or [REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Tuesday, September 5, 2023 11:16:34 AM

[REDACTED] comments received.
[REDACTED]

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

From: [REDACTED]
Sent: Monday, September 4, 2023 6:58 AM
To: [REDACTED]
Subject: Public Comments on UM 1908

[REDACTED]

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.

My ll is old it's static that run me crazy so loud or maybe it the type of phone Panasonic.

I am a landline phone customer and have been having issues with CenturyLink that I would like to report for your investigation.

[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,

W r T [REDACTED]

[REDACTED] Portland, OR [REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Docket Number UM 1908
Date: Wednesday, September 6, 2023 4:48:49 PM

[REDACTED] comments received.

[REDACTED]

[REDACTED]

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

From: C [REDACTED] B [REDACTED]
Sent: Tuesday, September 5, 2023 5:22 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Docket Number UM 1908

[REDACTED]

Dear PUC document handler;

We want to note that we are still currently without lifeline telephone service as of today at 5:00 pm. We lost service (no dial tone or excessively noisy line that is unusable) from Friday 9/1/23 to present 9/5/23. Our info is:

C [REDACTED] B [REDACTED]
[REDACTED]
Jacksonville, Or [REDACTED]

[REDACTED]
Acct# [REDACTED]

When reported on 9/1/23, we were given Tuesday 9/6/23 as the next available service date. That would be 5 days without service.

Please add this comment to the docket.

C [REDACTED] B [REDACTED]

From:
To:

[REDACTED]

Subject: Re: Docket Number UM 1908--Notice of Filing--Oregon PUC
Date: Wednesday, September 6, 2023 6:25:12 AM

Hello, PUC.

Once again, my landline service is out. It was out all day yesterday and it is still out. We are going on 32 plus months of intermittent landline phone service. As I have reported to you countless times this is a lifeline for those of us who have limited, or no cell service. **This is a LIFE SAFETY ISSUE yet the problem persists with no end in site. If I have a medical (or other) emergency I am screwed, and it could cost me my life. Is anyone taking this seriously???** If I, or one of my fine neighbors die because we can not call 911 would it change anything???

WHERE IS OUR SUPPORT? Why are we paying taxes, and why are we paying CenturyLink and those taxes, only to be left hanging?

I am seeing that some of us have been given a dedicated number to call, I would express my desire to have that number, if I had any hope that CenturyLink would provide some better service or quicker response if I called the number, but that would be futile.

They have no meaningful service.
They can not communicate effectively.
They promise phone calls which never come.
The timelines they give never materialize.
The automated text messages they send randomly have no relationship to reality.
They never follow up with the customer.
Even when I ask, they never call with a shortened timeline for arrival.

I called in shortly before 5pm yesterday (9-5-23) and created a ticket number [REDACTED]. It took me over 35 minutes just to report the problem because their phone system is a joke. Once again they are giving me an arrival time of 8am - 5 pm (a 9 hour window!) on Friday (3 days after the reported outage). I would be upset to say the least about the 9 hour window, but they won't show up, or call anyhow, so the point is moot.

They need to be fined, and any rate increase approval would be a travesty.

P [REDACTED]

On Tue, Sep 5, 2023 at 4:31 PM [REDACTED]

[REDACTED] wrote:

Description: H. D. & A. D. comments.

Docket Name: UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER

Utility Company: CENTURYTEL OF OREGON INC -- TELE, UTIL_T

Type of Activity: PUBLIC COMMENT, filed on 9/5/2023.

To view this document, please click on the below link:

<http://edocs.puc.state.or.us/efdocs/HPC/um1908hpc162925.pdf>

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Public Utility Commission
Administrative Hearing Division
PO Box 1088
Salem, OR 97308-1088

For more information about eFiling, please visit the Filing Center page on the PUC's website at <https://www.oregon.gov/puc/filing-center/Pages/default.aspx>.

From: [Peter Lee](#)
To: [Priscilla Weaver](#)
Cc: [WALKER Cheryl * PUC](#); [puc.pulliccomments@puc.oregon.gov](#); [HARRISON Danielle * PUC](#); [dockets@oregoncub.org](#); [lreichman@perkinscoie.com](#); [bmrendar@gmail.com](#); [matthew.mcvee@pacificcorp.com](#); [oregondockets@pacificcorp.com](#); [dromain@rflawlobby.com](#); [adam.sherr@lumen.com](#); [mfreese@rflawlobby.com](#); [Jennifer Joly](#); [abender@warren-news.com](#); [Sen Golden](#); [Rep Marsh](#); [Smith Natascha B](#); [peter.gose@lumen.com](#); [BARTHOLOMEW Joseph * PUC](#); [Kathy Horner](#); [Jennifer Hill-Hart](#); [law.ads2019@outlook.com](#); [Sandra Park](#); [bradshaw@kerulos.org](#); [Candy Stephenson](#); [mpaule1686@gmail.com](#); [rushon@q.com](#); [mhts155@gmail.com](#); [Clint Driver](#); [Jim Horner](#); [nkiskadden@icloud.com](#); [crystalclearsat@yahoo.com](#); [silversprings@q.com](#); [Ben Yohai](#); [cbkrack@gmail.com](#); [Susan Shaffer](#); [Roarke Ball](#); [Gail Battaglia](#); [Susan Konecny](#); [suzigiven@icloud.com](#); [mshalloran2605@gmail.com](#); [mediapro1@comcast.net](#); [mkneuendorf@comcast.net](#); [andyg32@zoho.com](#); [7c15odt6f@relay.firefox.com](#); [ecoeditor@gmail.com](#); [jcksnrlyn@yahoo.com](#); [peggyshannon@outlook.com](#); [john@oregoncub.org](#); [brook.villa@lumen.com](#); [thegrosers@yahoo.com](#); [frank@fjdixon.com](#); [wobobr123@yahoo.com](#); [gfportland@fastmail.fm](#); [jholmboe@msn.com](#); [joosgalefamily@comcast.net](#); [myboo0055@yahoo.com](#); [clee3142@gmail.com](#); [jlgood30@gmail.com](#); [Patsy Smullin](#); [rosebarnett44@gmail.com](#); [Emily Demmin](#); [Bob & Karen Peterson](#); [Erin Volheim](#); [Brian Donohue](#); [pkgoldman51@gmail.com](#); [richardhassanein@gmail.com](#); [Joel Stephenson](#); [Connie Fowler](#); [ruthillman50@gmail.com](#); [Cecile Everson](#); [Kathy & Duane Bowman](#); [mshadleyrose@yahoo.com](#); [BARNES Kay * PUC](#); [BEITZEL Russell * PUC](#); [BROWN Mark * PUC](#); [CASWELL Heide * PUC](#); [COLLINS Kristi * PUC](#); [DOLPH Emily * PUC](#); [HELLMAN Marc * PUC](#); [MOSER Nolan * PUC](#); [NOTTINGHAM Melissa * PUC](#); [VALLESPR Selena * PUC](#); [SPRUCE Sarah * PUC](#); [MELLGREN John * PUC](#)
Subject: Re: Docket Number UM 1908/2206 response to staff question and report of new or continuing widespread outage
Date: Thursday, September 7, 2023 1:22:32 PM

Total shit-show!!!! This is absolutely inexcusable.

My phone is STILL out, going into day 4, no messages, no updates, nothing. Zero service.

And yes, I just boil over every time I call in, they always give us the boilerplate BS. Take 30 to 60 minutes of out time, only to achieve absolutely nothing... over, and over, and over again. For YEARS!!!! WTF???

"how many phones do you have?"
"do you have dogs?"
Will someone 18 or over be at home"? etc. etc.

I always tell them the problem is a multiple years long journey with intermittent outages.

Why are we still being told we need to pay our bills for a phone service that is unreliable??? Should all the customers in this who share this dilemma just keep paying our bills, even though their inability to provide service on ANY LEVEL may, and likely will cost one of us their life?

What do we do? Who can help? Where is this all going???

Peter Lee
Cell: 310.430.4891

reachpeterlee@gmail.com

On Thu, Sep 7, 2023 at 12:20 PM Priscilla Weaver <priscilla@saltmarshranch.com> wrote:
I submit this comment and response to a question from staff and request that it be filed and published as public comment in the ongoing investigations in consolidated Docket 1908/2206. I am sending it at 12:15pm on Thursday Sept 7, 2023.

Good morning Danielle,

Thanks for reaching out.

You asked about the status of the outage we experienced beginning about 2:00 pm on Saturday, September 2, 2023. As far as I knew, most of us were back on about 8:00pm on Sunday, September 3, with the exception of two people who have reached out to you by reporting that they were still out on the third day and one may still be out. I have no idea how many other people are still out, especially those who rely solely on their land lines.

Only CenturyLink knows how many people were affected and for how long, since some of the customers have no way to report the outage. This time I tried calling the small number of CL customers for whom I have contact info and can confirm that 39 of their lines had the fast “busy” signal indicating outage, and another 10 probably were also out for various reasons. This is only the people on part of Little Applegate and Yale Creek. I don’t have info for Sterling Creek, Upper Applegate, or the many miles of Highway 238 from Ruch to Jacksonville that also may have been out. I assume the PUC will require CL to provide you with the details of the outage by affected customer, since at least some customers were not restored within the 48-hour window mandated by the Orders. The report should also inform the PUC and us what caused the outage — someone forgot to get new batteries from Costco? the pair gains failed? green boxes leaked? Was there a force majeure to excuse the violation of the 48-hour rule?

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get repairs as soon as possible, not just before the deadline. The importance of getting immediate response was brought home to me in a very stark way this morning, as you will now learn.

This morning our phones went out again. I noticed mine at about 10:45am. I have called it in and others are as well. I know pretty closely what time we went out because for the two hours before we lost phones, I was on the phone with several members of my medical team addressing an urgent medical issue. If I were not lucky enough to be able to afford Starlink to give me cell capability and instead had to rely on my CL land line as do others out here, I would not have been able to reach medical help. We need the Orders to stay in force and be enforced for all of us, especially those who are most vulnerable!

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At 11:18, I finally got him to give me a ticket, # 70604547. I again pushed him to let me report the multiple addresses so they would prioritize us, he said he would not do it unless I could give him either the neighbors’ account numbers or the last four digits of their social security numbers — name address and phone number

were not enough.

Twenty minutes and all I got was a ticket for Monday. Wow. At least there weren't roosters crowing in the background of my call today with Prosun as there were on Saturday when I drew operator Nieves.

I don't even know what to ask for. CenturyLink is making a mockery of the Public Utility Commission at the same time they are asking to be let off the hook with increased rates etc. in the price plan prong of your investigations. Enforcing the Orders now and going forward until we have safe and reliable service has never been more urgent.

We are waiting on CenturyLink and on the PUC.

Priscilla Weaver

6268 Little Applegate Road

Jacksonville OR 97530

541-899-1672 (dead landline)

541-890-3890 (working cell)

From: [Peter Lee](#)
To: [WALKER Cheryl * PUC](#)
Cc: [dockets@oregoncub.org](#); [lreichman@perkinscoie.com](#); [bmrendar@gmail.com](#); [matthew.mcvee@pacificcorp.com](#); [oregondockets@pacificcorp.com](#); [dromain@rflawlobby.com](#); [adam.sherr@lumen.com](#); [mfreese@rflawlobby.com](#); [Jennifer Joly](#); [abender@warren-news.com](#); [Sen Golden](#); [Rep Marsh](#); [Smith Natascha B](#); [peter.gose@lumen.com](#); [BARTHOLOMEW Joseph * PUC](#); [priscilla@saltmarshranch.com](#); [redg16@aol.com](#); [jennifer@oregoncub.org](#); [law.ads2019@outlook.com](#); [spark10300@gmail.com](#); [bradshaw@kerulos.org](#); [candace713@hotmail.com](#); [mpaule1686@gmail.com](#); [rushon@q.com](#); [mhts155@gmail.com](#); [clintdriver@mac.com](#); [jh04843@aol.com](#); [nkiskadden@icloud.com](#); [crystalclearsat@yahoo.com](#); [silversprings@q.com](#); [benyohai@gmail.com](#); [cbkrack@gmail.com](#); [flyingpigbranch206@gmail.com](#); [roarkeball@yahoo.com](#); [gailbattaglia2@gmail.com](#); [browndogvet@gmail.com](#); [suzigiven@icloud.com](#); [mshalloran2605@gmail.com](#); [mediapro1@comcast.net](#); [mkneuendorf@comcast.net](#); [andyg32@zoho.com](#); [7c15odt6f@relay.firefox.com](#); [ecoeditor@gmail.com](#); [jcksnrlyn@yahoo.com](#); [peggyshannon@outlook.com](#); [john@oregoncub.org](#); [brook.villa@lumen.com](#); [thegrosers@yahoo.com](#); [frank@fjdixon.com](#); [wobobr123@yahoo.com](#); [gfportland@fastmail.fm](#); [jholmboe@msn.com](#); [joosgalefamily@comcast.net](#); [myboo0055@yahoo.com](#); [clee3142@gmail.com](#); [jlgood30@gmail.com](#); [cobiadmin@kobi5.com](#); [rosebarnett44@gmail.com](#); [ead1947@gmail.com](#); [kgjpeterson@gmail.com](#); [erinwildingcenter@gmail.com](#); [brianhdonohue@yahoo.com](#); [pkgoldman51@gmail.com](#); [richardhassanein@gmail.com](#); [jfsconstruction@hotmail.com](#); [kawnee.cc@gmail.com](#); [ruthillman50@gmail.com](#); [cecileeverson@gmail.com](#); [kjinxkathy@gmail.com](#); [mshadleyrose@yahoo.com](#); [BARNES Kay * PUC](#); [BEITZEL Russell * PUC](#); [BROWN Mark * PUC](#); [CASWELL Heide * PUC](#); [COLLINS Kristi * PUC](#); [DOLPH Emily * PUC](#); [HELLMAN Marc * PUC](#); [MOSER Nolan * PUC](#); [NOTTINGHAM Melissa * PUC](#); [VALLESPIR Selena * PUC](#); [SPRUCE Sarah * PUC](#); [MELLGREN John * PUC](#)
Subject: Re: Docket Number UM 1908--Notice of Filing--Oregon PUC
Date: Thursday, September 7, 2023 1:54:27 PM

For the record... I am STILL without landline service, tomorrow will be 4 days. When I called in in the 5th, they gave me an estimated repair date of Friday the 8th.

Please advise if all customers can stop paying their bills. We need to hit this company where it hurts. I heard a \$50.00 per day, per customer fine is now effective, for every day we are without the lifeline. Is this true?

Peter

On Wed, Sep 6, 2023 at 6:24 AM Peter Lee <reachpeterlee@gmail.com> wrote:

Hello, PUC.

Once again, my landline service is out. It was out all day yesterday and it is still out. We are going on 32 plus months of intermittent landline phone service. As I have reported to you countless times this is a lifeline for those of us who have limited, or no cell service. **This is a LIFE SAFETY ISSUE yet the problem persists with no end in site. If I have a medical (or other) emergency I am screwed, and it could cost me my life. Is anyone taking this seriously??? If I, or one of my fine neighbors die because we can not call 911 would it change anything??? WHERE IS OUR SUPPORT? Why are we paying taxes, and why are we paying CenturyLink and those taxes, only to be left hanging?**

I am seeing that some of us have been given a dedicated number to call, I would express my desire to have that number, if I had any hope that CenturyLink would provide some better service or quicker response if I called the number, but that would be futile.

They have no meaningful service.
They can not communicate effectively.
They promise phone calls which never come.
The timelines they give never materialize.
The automated text messages they send randomly have no relationship to reality.
They never follow up with the customer.
Even when I ask, they never call with a shortened timeline for arrival.

I called in shortly before 5pm yesterday (9-5-23) and created a ticket number 70464271. It took me

over 35 minutes just to report the problem because their phone system is a joke. Once again they are giving me an arrival time of 8am - 5 pm (a 9 hour window!) on Friday (3 days after the reported outage). I would be upset to say the least about the 9 hour window, but they won't show up, or call anyhow, so the point is moot.

They need to be fined, and any rate increase approval would be a travesty.

Peter

On Tue, Sep 5, 2023 at 4:31 PM WALKER Cheryl * PUC

<Cheryl.WALKER@puc.oregon.gov> wrote:

Description: H. D. & A. D. comments.

Docket Name: UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER

Utility Company: CENTURYTEL OF OREGON INC -- TELE, UTIL_T

Type of Activity: PUBLIC COMMENT, filed on 9/5/2023.

To view this document, please click on the below link:

<http://edocs.puc.state.or.us/efdocs/HPC/um1908hpc162925.pdf>

All parties on the Commission's service list will receive email notices of all documents filed in this docket. The Commission will also provide electronic service of all related rulings, notices, and orders via email. If you are unable to view documents electronically and therefore need to receive hard copies, please send a statement of need to:

Public Utility Commission
Administrative Hearing Division
PO Box 1088
Salem, OR 97308-1088

For more information about eFiling, please visit the Filing Center page on the PUC's website at <https://www.oregon.gov/puc/filing-center/Pages/default.aspx>.

From: [Priscilla Weaver](#)
To: [WALKER Cheryl * PUC](#); [puc.puliccomments@puc.oregon.gov](#); [HARRISON Danielle * PUC](#)
Cc: [dockets@oregoncub.org](#); [lreichman@perkinscoie.com](#); [bmrendar@gmail.com](#); [matthew.mcvee@pacificcorp.com](#); [oregondockets@pacificcorp.com](#); [dromain@rflawlobby.com](#); [adam.sherr@lumen.com](#); [mfreese@rflawlobby.com](#); [Jennifer Joly](#); [abender@warren-news.com](#); [Sen Golden](#); [Rep Marsh](#); [Smith Natascha B](#); [peter.gose@lumen.com](#); [BARTHOLOMEW Joseph * PUC](#); [Kathy Horner](#); [Jennifer Hill-Hart](#); [law.ads2019@outlook.com](#); [Sandra Park](#); [bradshaw@kerulos.org](#); [Candy Stephenson](#); [mpaule1686@gmail.com](#); [rushon@q.com](#); [mhts155@gmail.com](#); [Clint Driver](#); [Jim Horner](#); [nkiskadden@icloud.com](#); [crystalclearsat@yahoo.com](#); [silversprings@q.com](#); [Ben Yohaj](#); [Priscilla Weaver](#); [cbkrack@gmail.com](#); [Susan Shaffer](#); [Roarke Ball](#); [Gail Battaglia](#); [Susan Konecny](#); [suzigiven@icloud.com](#); [mshalloran2605@gmail.com](#); [mediapro1@comcast.net](#); [mkneuendorf@comcast.net](#); [andyq32@zoho.com](#); [7c15odt6f@relay.firefox.com](#); [ecoeditor@gmail.com](#); [jcksncrlyn@yahoo.com](#); [peggyshannon@outlook.com](#); [john@oregoncub.org](#); [brook.villa@lumen.com](#); [reachpeterlee@gmail.com](#); [thegrosers@yahoo.com](#); [frank@fjdixon.com](#); [wobobr123@yahoo.com](#); [gfportland@fastmail.fm](#); [jholmboe@msn.com](#); [joosgalefamily@comcast.net](#); [myboo0055@yahoo.com](#); [clee3142@gmail.com](#); [jlgood30@gmail.com](#); [Patsy Smullin](#); [rosebarnett44@gmail.com](#); [Emily Demmin](#); [Bob & Karen Peterson](#); [Erin Volheim](#); [Brian Donohue](#); [pkgoldman51@gmail.com](#); [richardhassanein@gmail.com](#); [Joel Stephenson](#); [Connie Fowler](#); [ruthillman50@gmail.com](#); [Cecile Everson](#); [Kathy & Duane Bowman](#); [mshadleyrose@yahoo.com](#); [BARNES Kay * PUC](#); [BEITZEL Russell * PUC](#); [BROWN Mark * PUC](#); [CASWELL Heide * PUC](#); [COLLINS Kristi * PUC](#); [DOLPH Emily * PUC](#); [HELLMAN Marc * PUC](#); [MOSEER Nolan * PUC](#); [NOTTINGHAM Melissa * PUC](#); [VALLESPIR Selena * PUC](#); [SPRUCE Sarah * PUC](#); [MELLGREN John * PUC](#)
Subject: Docket Number UM 1908/2206 response to staff question and report of new or continuing widespread outage
Date: Thursday, September 7, 2023 12:20:26 PM

I submit this comment and response to a question from staff and request that it be filed and published as public comment in the ongoing investigations in consolidated Docket 1908/2206. I am sending it at 12:15pm on Thursday Sept 7, 2023.

Good morning Danielle,

Thanks for reaching out.

You asked about the status of the outage we experienced beginning about 2:00 pm on Saturday, September 2, 2023. As far as I knew, most of us were back on about 8:00pm on Sunday, September 3, with the exception of two people who have reached out to you by reporting that they were still out on the third day and one may still be out. I have no idea how many other people are still out, especially those who rely solely on their land lines.

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Priscilla Weaver

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Jacksonville OR 97530

541-899-1672 (dead landline)

541-890-3890 (working cell)

From: [Peter Lee](#)
To: [WALKER Cheryl * PUC](#); puc.puliccomments@puc.oregon.gov; [PUC CONSUMER PUC * PUC](#); [Priscilla Weaver](#)
Subject: Docket Number UM 1908--Notice of Filing--Oregon PUC: / Your upcoming repair appointment is confirmed.
Date: Sunday, September 10, 2023 8:19:40 AM

Ticket numbers given for this call -

Over the phone, after a 37 minute call they gave me 70464271 and...
this email says ticket# 0368003

My service is STILL out. Now comes an email specifically stating 5 MORE days. It also says they will be coming to the house, once again giving a **9 hour window**, and they are not going to come to the house, they never do. They NEVER show up. The problem is not at the house, it is an area-wide outage. You would think they would know this.

Countless customers are sent messages that make them think they need to be home, so they stay home all day, only to experience no-show after no show.

How much longer will this go on? When will the messages to customers be based on any semblance of reality? It's disgraceful, it's completely disconnected and this has been going on for YEARS!!! I've been telling the PUC for YEARS, yet here we sit, zero progress. Still being lied to, mis-led and frustrated beyond belief.

Why is this still happening????

How many more years should customers be expected to endure this abuse and neglect???

WHEN WILL THE PUC DO SOMETHING????????

Why are we paying our taxes???

Peter

----- Forwarded message -----

From: CenturyLink <No-reply@notifications.lumen.com>
Date: Fri, Sep 8, 2023 at 2:42 PM
Subject: Your upcoming repair appointment is confirmed.
To: <reachpeterlee@gmail.com>



[Get Support](#)

[Sign In](#)

Repair appointment confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please review the Appointment Details to the right to verify the date and time of your request.

Click [CONFIRM](#) to confirm your appointment.

Appointment Details

Wednesday 09/13
between 08:00 AM and 05:00 PM.

Your repair ticket number is 0368003.

3888 UPPER APPLGATE RD

We're here to help

Click [RESCHEDULE](#) if you will not be available.
Click [RESOLVED](#) to cancel your appointment.

If you have questions or need to reach us, please [click here](#)

Next steps:

You can expect the following regarding your appointment:

- You'll receive a reminder before your appointment.
- You'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

Have access to the internet?

These online resources may be useful:

- On the day of your appointment, track your technician's arrival with ["My Appointments"](#)
- The [Service Troubleshooter](#) provides assistance with service problems like:
 - Phone service issues, such as no dial tone or static on the line
 - High Speed Internet, wireless networking, and modem questions



[Service Troubleshooter and Outage check](#)



[Quick Bill Pay](#)



[My Appointments](#)



[Manage My Services](#)

We have an app for that! Download the My CenturyLink app to easily control your WiFi, services, and account.



[Privacy Notice](#)

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You are receiving this email because of your business relationship with us. This was sent from an automated email server. Please do not reply to this message.

CenturyLink respects your privacy. Please click the privacy notice link above to learn more.

This email was sent by: **CenturyLink**
P.O. Box 4259 MONROE, LA, 71211, US

From: [Peter Lee](#)
To: [HARRISON Danielle * PUC](#); [COLLINS Kristi * PUC](#); [Priscilla Weaver](#); [WALKER Cheryl * PUC](#); [CASWELL Heide * PUC](#)
Subject: Re: Delivery Status Notification (Failure)
Date: Monday, September 11, 2023 10:08:02 AM
Attachments: [image001.png](#)
[image001.png](#)

Thanks, Danielle, I copied and pasted the e-dress you sent me prior. Perhaps it was my error, but at least you got it.

I'd ask at this time to have CenturyLink pause on my billing (and everyone else's) for min. 6 months. I (we) should not have to pay them for unreliable service.

We did have a good run there, but I will absolutely not pay them for at least 6 months given there have been zero improvements in communication, not in service, nothing. Not a single thing I have brought to your attention, or theirs has changed. It is absolutely 100% dereliction of their responsibilities and it is clear nothing will be changing anytime soon. This company has no business being in the communication industry, they clearly have no skin in the game and they simply could not care less about their customers.

Can you go to bat for me, and the other customers, in terms of pausing all billing? if they can't fix their countless shortfalls, should we keep paying?

"Life Safety" is a real thing, and ours are all at risk, each and every day. It's been a week or more now with no service. Some neighbors came back on line, only to fail again. How does this condition continue? Is anyone on this?

Thanks.

Peter Lee
Cell: 310.430.4891

reachpeterlee@gmail.com

On Mon, Sep 11, 2023 at 9:28 AM HARRISON Danielle * PUC
<Danielle.HARRISON@puc.oregon.gov> wrote:

Dear Peter,

I received your email and will update our records. I noticed the email address you were sending to -public comments was incorrect and could explain why your email was blocked. The email address you listed was: puc.puliccomments@puc.oregon.gov and the address should be puc.publiccomments@puc.oregon.gov. It looks like the "b" in public was missing.

I know being out of service has been frustrating, and the company is working on making repairs. I understand there were several factors that caused the outage, one was related to a possible car accident, although vandalism has not been ruled out. CenturyLink is in the process of making repairs and I will follow up with you once they confirm your services have been restored.

Thank you for your continued patience.

Sincerely,

Danielle

Compliance Specialist

Oregon Public Utility Commission

puc.consumer@puc.oregon.gov

503-378-6600

Fax 503-378-5743

From: Peter Lee <reachpeterlee@gmail.com>

Sent: Sunday, September 10, 2023 8:36 AM

To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>; Priscilla Weaver <priscilla@saltmarshranch.com>

Subject: Fwd: Delivery Status Notification (Failure)

You don't often get email from reachpeterlee@gmail.com. [Learn why this is important](#)

Danielle,

BLOCKED AGAIN

Please submit on my behalf, since nothing seems to work.

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My service is STILL out. Now comes an email specifically stating 5 MORE days. It also says they will be coming to the house, once again giving a **9 hour window**, and they are not going to come to the house, they never do. They NEVER show up. The problem is not at the house, it is an area-wide outage. You would think they would know this.

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WHEN WILL THE PUC DO SOMETHING????????

Why are we paying our taxes???

Peter

----- Forwarded message -----

From: **Mail Delivery Subsystem** <mailer-daemon@googlemail.com>
Date: Sun, Sep 10, 2023 at 8:24 AM
Subject: Delivery Status Notification (Failure)
To: <reachpeterlee@gmail.com>

Error Icon



Message blocked

Your message to puc.puliccomments@puc.oregon.gov has been blocked. See technical details below for more information.

The response from the remote server was:

```
550 5.4.1 Recipient address rejected: Access denied. AS(201806281)
[DM3GCC02FT013_eop-gcc02.prod.protection.outlook.com 2023-09-
10T15:24:33.633Z 08DBE0AF8FA4C3CE]
```

----- Forwarded message -----

From: Peter Lee <reachpeterlee@gmail.com>
To: "WALKER Cheryl * PUC" <Cheryl.WALKER@puc.oregon.gov>, puc.puliccomments@puc.oregon.gov, "PUC CONSUMER PUC * PUC" <puc.consumer@puc.oregon.gov>, Priscilla Weaver <priscilla@saltmarshranch.com>
Cc:
Bcc:

Date: Sun, 10 Sep 2023 08:23:54 -0700

Subject: Re: Docket Number UM 1908--Notice of Filing--Oregon PUC: / Your upcoming repair appointment is confirmed.

----- Message truncated -----

From: [Peter Lee](#)
To: [Gay Bradshaw](#); [PUC CONSUMER PUC * PUC](#); [PUC PUC.PublicComments * PUC](#)
Cc: [DAVIS Diane * PUC](#); [ecoeditor@gmail.com](#); [roarkeball@yahoo.com](#); [gailbattaglia2@gmail.com](#); [BARTHOLOMEW Joseph * PUC](#); [crystalclearsat@yahoo.com](#); [abender@warren-news.com](#); [mediapro1@comcast.net](#); [7c15odt6f@relay.firefox.com](#); [clintdriver@mac.com](#); [kawnee.cc@gmail.com](#); [mfreese@rflawlobby.com](#); [peter.gose@lumen.com](#); [andyg32@zoho.com](#); [mhts155@gmail.com](#); [mshalloran2605@gmail.com](#); [jh04843@aol.com](#); [jcksnrclyn@yahoo.com](#); [nkiskadden@icloud.com](#); [browndogvet@gmail.com](#); [cbkrack@gmail.com](#); [silversprings@q.com](#); [mkneuendorf@comcast.net](#); [mpaule1686@gmail.com](#); [kgjpeterston@gmail.com](#); [lreichman@perkinscoie.com](#); [bmrendar@gmail.com](#); [dromain@rflawlobby.com](#); [rushon@q.com](#); [flyingpigranch206@gmail.com](#); [peggyshannon@outlook.com](#); [adam.sherr@lumen.com](#); [Smith Natascha B](#); [candace713@hotmail.com](#); [brook.villa@lumen.com](#); [priscilla@saltmarshranch.com](#); [benyohai@gmail.com](#); [rosebarnett44@gmail.com](#); [kjinxkathy@gmail.com](#); [myboo0055@yahoo.com](#); [ead1947@gmail.com](#); [mshadleyrose@yahoo.com](#); [frank@fdixon.com](#); [brianhdonohue@yahoo.com](#); [cecileeverson@gmail.com](#); [gfportland@fastmail.fm](#); [suzigiven@icloud.com](#); [pkgoldman51@gmail.com](#); [jlgood30@gmail.com](#); [thegrosers@yahoo.com](#); [richardhassanein@gmail.com](#); [jholmboe@msn.com](#); [joosgalefamily@comcast.net](#); [clee3142@gmail.com](#); [wobobr123@yahoo.com](#); [cobiadmin@kobi5.com](#); [jfsconstruction@hotmail.com](#); [ruthillman50@gmail.com](#); [erinwildingcenter@gmail.com](#); [john@oregoncub.org](#); [jennifer@oregoncub.org](#); [dockets@oregoncub.org](#); [oregondockets@pacificcorp.com](#); [Sen Golden](#); [redg16@aol.com](#); [Jennifer Joly](#); [Rep Marsh](#); [matthew.mcvee@pacificcorp.com](#); [spark10300@gmail.com](#); [law.ads2019@outlook.com](#)
Subject: Re: UM 1908 UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER
Date: Wednesday, September 13, 2023 1:35:39 PM

You don't often get email from reachpeterlee@gmail.com. [Learn why this is important](#)

I concur fully, with Ms. Bradshaw.

Clear and present "Life Safety" risk has been brought up numerous times with no response, action, remedy, or an offered timeline for repairs; Not from the PUC, the utility, multiple legal counselors, or any state or local representative(s) as to when this area will be upgraded to such an extent that citizens can have a reasonable expectation of lasting repairs.

Until such time that the utility and the PUC is able to document full and complete repairs, we simply should not have to pay for service. The current \$50.00 per day per customer fee to the utility for service interruptions over 48 hours goes where? To the PUC, who is *up to this point* failing to enforce mandates for reliable service??

The citizens are funding the utility (and the PUC) who is not functioning per the requirements set forth by law, while we contribute our time and while we incur unmeasurable levels of frustration, and risk, not to mention the stress related to not knowing if we will have a working line out to emergency services in time of need.

Will anyone at the PUC or the State support this request to freeze all customer service invoices / payments in the affected area(s) until the utility makes lasting and material improvements to the infrastructure, and implements meaningful change to the current and complete inability to effectively communicate with customers?

Peter

On Wed, Sep 13, 2023 at 11:22 AM Gay Bradshaw <bradshaw@kerulos.org> wrote:

Dear Ms. Davis, Weaver, and Walker,

Thank you for your consistent communications. However, most all, including the one below, makes no sense. I have no idea what to do, what to choose or if even to participate. As Mr. Lee has clearly stated on numerous occasions and my own communications to the PUC,

nothing has changed. NOTHING. We are being extracted, paying for something which does not exist- namely consistent telecommunication services. I am exhausted with the plethora of missives which have done nothing to change the situation. We have stopped calling in because the problem is constant and -unlike Centurylink and PUC employess - we are not paid for time spent on this matter. Critically, we are endangered by this failure. When the power goes out we cannot receive nor transmit critical emergency information. We do not know if someone has called or if we can call out - and when there is service the line is so full of static to make communication unintelligible. There is a national alert being tested in October which is an indicator that a widespread emergency is anticipated. Do you understand that this inaction is threatening lives? Do you want another Maui or Paradise because that is exactly what this is leading to. As a publically supported representative of the public, you are responsible for righting this situation immediately.

Gay Bradshaw 541-899-1070

From: DAVIS Diane * PUC <Diane.DAVIS@puc.oregon.gov>

Sent: Monday, September 11, 2023 5:12 PM

To: ecoeditor@gmail.com; roarkeball@yahoo.com; gailbattaglia2@gmail.com; BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>; crystalclearsat@yahoo.com; abender@warren-news.com; mediapro1@comcast.net; 7c15odt6f@relay.firefox.com; clintdriver@mac.com; kawnee.cc@gmail.com; mfreese@rflawlobby.com; peter.gose@lumen.com; andyg32@zoho.com; mhts155@gmail.com; mshalloran2605@gmail.com; jh04843@aol.com; jksncrlyn@yahoo.com; nkiskadden@icloud.com; browndogvet@gmail.com; cbkrack@gmail.com; silversprings@q.com; reachpeterlee@gmail.com; mkneuendorf@comcast.net; mpaule1686@gmail.com; kgjpeter@comcast.net; reichman@perkinscoie.com; bmrendar@gmail.com; domain@rflawlobby.com; rushon@q.com; flyingpigranch206@gmail.com; peggyshannon@outlook.com; adam.sherr@lumen.com; Smith Natascha B <natascha.b.smith@doj.state.or.us>; candace713@hotmail.com; brook.villa@lumen.com; priscilla@saltmarshranch.com; benyohai@gmail.com; rosebarnett44@gmail.com; kjinxkathy@gmail.com; myboo0055@yahoo.com; ead1947@gmail.com; mshadleyrose@yahoo.com; frank@fjdixon.com; brianhdonohue@yahoo.com; cecileeverson@gmail.com; gportland@fastmail.fm; suzigiven@icloud.com; pkgoldman51@gmail.com; jlgood30@gmail.com; thegrosers@yahoo.com; richardhassanein@gmail.com; jholmboe@msn.com; joosgalefamily@comcast.net; cle3142@gmail.com; wobobr123@yahoo.com; cobiadmin@kobi5.com; jfsconstruction@hotmail.com; ruthillman50@gmail.com; erinwildingcenter@gmail.com; john@oregoncub.org; jennifer@oregoncub.org; dockets@oregoncub.org; oregondockets@pacificcorp.com; Gay Bradshaw <bradshaw@kerulos.org>; Sen Golden <Sen.JeffGolden@oregonlegislature.gov>; redg16@aol.com; Jennifer Joly <jenniferjoly@omeu.org>; Rep Marsh <Rep.PamMarsh@oregonlegislature.gov>; matthew.mcvee@pacificcorp.com; spark10300@gmail.com; law.ads2019@outlook.com

Subject: UM 1908 UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER

Dear UM 1908 Service List:

Please review the following information and options for participating in UM 1908. The goal is to ensure your comments are properly recorded and any ongoing service issues are investigated by Consumer Services.

UM 1908 is a contested case and is very much like a case before a court. You have several options to participate.

A **Party (PA)** to the case. For party status, you must petition to intervene and have that petition granted. Parties may fully participate in the case, having certain rights (file testimony and exhibits) and responsibilities (participating by the contested case rules). Parties make filings in accordance with the administrative rules governing contested cases, the schedule set in the case, and any other instructions from the Administrative Law Judge (ALJ).

An **Interested Person (IP)** to the case. Interested Persons may follow the case online in eDockets, and by being on the service list, receive Notice of Filing emails alerting them to filings, Commission orders and ALJ communications, scheduling of events, and comments filed. Interested Person status does not require approval.

As an Interested Person, send your comment to puc.publiccomments@puc.oregon.gov. Your public comment may *summarize* your current issues with the company. When filing public comment, your name and email address will be posted. If you do not want your email address published, you may do so by *calling* the PUC's Consumer Services Section at the number below. ***Please do not Reply All to a Notice of Filing email as this creates unnecessary duplication for recipients of Notices of Filing and can make keeping an accurate record of complaints and comments much more difficult.***

A public comment is **not** the same as a complaint investigation with the **PUC's Consumer Services Section**. To open a new complaint or to provide an update to an existing service complaint, please contact the PUC's Consumer Services Section. New outages, service quality issues, or other issues with your service will be investigated and you will receive an update about your phone service. Please send complaint investigation information to the PUC's **Consumer Services Section** by phone **1-800-522-2404** or email puc.consumer@puc.oregon.gov.

All complaints with the PUC Consumer Services Section are also reviewed by the PUC Staff assigned to case (Joe Bartholomew).

Your cooperation is greatly appreciated and will facilitate accurately directing information to the appropriate persons.

Best regards,

Diane Davis (she/her)

Business Operations Supervisor 2

Oregon Public Utility Commission

Administrative Hearings Division/Filing Center

diane.davis@puc.oregon.gov (best way to reach me)

From: [DAVIS Diane * PUC](#)
To: [PUC.PUC.PublicComments * PUC](#); [PUC.PUC.FilingCenter * PUC](#)
Subject: FW: UM 1908 UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER - Information about public participation and complaints related to CenturyLink investigations and contested cases, and future complaints
Date: Thursday, September 14, 2023 1:59:34 PM

From: Gay Bradshaw <bradshaw@kerulos.org>
Sent: Thursday, September 14, 2023 12:07 PM
To: Peter Lee <reachpeterlee@gmail.com>; DAVIS Diane * PUC <Diane.DAVIS@puc.oregon.gov>
Cc: ecoeditor@gmail.com; roarkeball@yahoo.com; gailbattaglia2@gmail.com; BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>; crystalclearsat@yahoo.com; abender@warren-news.com; mediapro1@comcast.net; 7c15odt6f@relay.firefox.com; clintdriver@mac.com; kawnee.cc@gmail.com; mfreese@rflawlobby.com; peter.gose@lumen.com; andyg32@zoho.com; mhst155@gmail.com; mshalloran2605@gmail.com; jh04843@aol.com; jcksnrclyn@yahoo.com; nkiskadden@icloud.com; browndogvet@gmail.com; cbkrack@gmail.com; silversprings@q.com; mkneuendorf@comcast.net; mpaule1686@gmail.com; kgjpeterson@gmail.com; lreichman@perkinscoie.com; bmrendar@gmail.com; dromain@rflawlobby.com; rushon@q.com; flyingpigbranch206@gmail.com; peggyshannon@outlook.com; adam.sherr@lumen.com; Smith Natascha B <natascha.b.smith@doj.state.or.us>; candace713@hotmail.com; brook.villa@lumen.com; priscilla@saltmarshranch.com; benyohai@gmail.com; rosebarnett44@gmail.com; kjinxkathy@gmail.com; myboo0055@yahoo.com; ead1947@gmail.com; mshadleyrose@yahoo.com; frank@fjdixon.com; brianhdonohue@yahoo.com; cecileeverson@gmail.com; gfportland@fastmail.fm; suzigiven@icloud.com; pkggoldman51@gmail.com; jlgood30@gmail.com; thegrossers@yahoo.com; richardhassanein@gmail.com; jholmboe@msn.com; joosgalefamily@comcast.net; clee3142@gmail.com; wobobr123@yahoo.com; cobiaadmin@kobi5.com; jfsconstruction@hotmail.com; ruthillman50@gmail.com; erinwildingcenter@gmail.com; john@oregoncub.org; jennifer@oregoncub.org; dockets@oregoncub.org; oregondockets@pacificorp.com; Sen Golden <Sen.JeffGolden@oregonlegislature.gov>; redg16@aol.com; Jennifer Joly <jenniferjoly@omeu.org>; Rep Marsh <Rep.PamMarsh@oregonlegislature.gov>; matthew.mcvee@pacificorp.com; spark10300@gmail.com; law.ads2019@outlook.com
Subject: RE: UM 1908 UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER - Information about public participation and complaints related to CenturyLink investigations and contested cases, and future complaints

Dear PUC

We need to be recognized and heard as a community with transparency. Understandably, there is requisite official emails and communiques, but we are a community joined by common, life-threatening crisis. There may be some new complaints but generally as has been shared, the situation and “complaints” are the same and unchanging. We need open, honest communication as a community

Thank you very much

Gay Bradshaw

From: Peter Lee <reachpeterlee@gmail.com>
Sent: Thursday, September 14, 2023 11:39 AM
To: DAVIS Diane * PUC <Diane.DAVIS@puc.oregon.gov>
Cc: ecoeditor@gmail.com; roarkeball@yahoo.com; gailbattaglia2@gmail.com; BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>; crystalclearsat@yahoo.com; abender@warren-news.com; mediapro1@comcast.net; 7c15odt6f@relay.firefox.com; clintdriver@mac.com; kawnee.cc@gmail.com; mfreese@rflawlobby.com; peter.gose@lumen.com; andyg32@zoho.com; mhts155@gmail.com; mshalloran2605@gmail.com; jh04843@aol.com; jksncrlyn@yahoo.com; nkiskadden@icloud.com; browndogvet@gmail.com; cbkrack@gmail.com; silversprings@q.com; mkneueendorf@comcast.net; mpaule1686@gmail.com; kgipeterson@gmail.com; lreichman@perkinscoie.com; bmrendar@gmail.com; dromain@rflawlobby.com; rushon@q.com; flyingpigbranch206@gmail.com; peggyshannon@outlook.com; adam.sherr@lumen.com; Smith Natascha B <natascha.b.smith@doj.state.or.us>; candace713@hotmail.com; brook.villa@lumen.com; priscilla@saltmarshranch.com; benyohai@gmail.com; rosebarnett44@gmail.com; kjinxkathy@gmail.com; myboo0055@yahoo.com; ead1947@gmail.com; mshadleyrose@yahoo.com; frank@fjdixon.com; brianhdonohue@yahoo.com; cecileeverson@gmail.com; gfportland@fastmail.fm; suzigiven@icloud.com; pkgoldman51@gmail.com; jlgood30@gmail.com; thegrosers@yahoo.com; richardhassanein@gmail.com; jholmboe@msn.com; joosgalefamily@comcast.net; cleee3142@gmail.com; wobobr123@yahoo.com; cobiadmin@kobi5.com; jfsconstruction@hotmail.com; ruthillman50@gmail.com; erinwildingcenter@gmail.com; john@oregoncub.org; jennifer@oregoncub.org; dockets@oregoncub.org; oregondockets@pacificorp.com; Gay Bradshaw <bradshaw@kerulos.org>; Sen Golden <Sen.JeffGolden@oregonlegislature.gov>; redg16@aol.com; Jennifer Joly <jenniferjoly@omeu.org>; Rep Marsh <Rep.PamMarsh@oregonlegislature.gov>; matthew.mcvee@pacificorp.com; spark10300@gmail.com; law.ads2019@outlook.com
Subject: Re: UM 1908 UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER - Information about public participation and complaints related to CenturyLink investigations and contested cases, and future complaints

To whom it may concern,

Thank you.

Many many of us do all these things, but we have seen zero movement or results, for years.

Just fyi

Peter

On Thu, Sep 14, 2023 at 11:02 AM DAVIS Diane * PUC <Diane.DAVIS@puc.oregon.gov> wrote:

This message is intended to provide more information about public participation and complaints related to CenturyLink investigations and contested cases, and future complaints.

If you wish to lodge a complaint about CenturyLink service quality issues in zip code 97530, please note that we have a [web page](#) that explains how to file a complaint about CenturyLink's service quality issues (Lumen is CenturyLink's parent company and that page applies to CenturyLink customers). The top part of the page outlines the process for customers in the 97530 zip code to file complaints per [Order No. 22-340](#) regarding that service territory.

For other CenturyLink customers, you may also file a complaint with the PUC's Consumer Services Section. New outages, service quality issues, or other issues with your service will be investigated and you will receive an update about your phone service. The PUC's [Customer Information Page](#) explains the process for filing a complaint at the PUC and includes an online complaint form. Please send complaint investigation information to the PUC's Consumer Services Section by phone 1-800-522-2404 or email puc.consumer@puc.oregon.gov. All complaints with the PUC Consumer Services Section are also reviewed by the PUC Staff assigned to case (Joe Bartholomew).

In the event you wish to educate Staff and the Commission on issues with Lumen/CenturyLink you feel need to be considered by the Commission or Staff in this contested case, you may file public comment by sending an email to puc.publiccomments@puc.oregon.gov. Your public comment may summarize your current issues with the company. When filing public comment, all information in your email will be posted. If you do not want your email address published, you may do so by calling the PUC's Consumer Services Section at 1-800-522-2404. Please do not Reply All to a Notice of Filing email as this creates unnecessary duplication for recipients of Notices of Filing and can make keeping an accurate record of complaints and comments much more difficult.

Please let me know if you have any questions.

*Nolan Moser
Chief Administrative Law Judge
503-689-3622*

From: [DAVIS Diane * PUC](#)
To: [PUC.PUC.PublicComments * PUC](#); [PUC.PUC.FilingCenter * PUC](#)
Subject: Peter Lee Response to Chief ALJ email - Information about public participation and complaints related to CenturyLink investigations and contested cases, and future complaints
Date: Thursday, September 14, 2023 1:58:52 PM

From: Peter Lee <reachpeterlee@gmail.com>
Sent: Thursday, September 14, 2023 11:39 AM
To: DAVIS Diane * PUC <Diane.DAVIS@puc.oregon.gov>
Cc: ecoeditor@gmail.com; roarkeball@yahoo.com; gailbattaglia2@gmail.com; BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>; crystalclearsat@yahoo.com; abender@warren-news.com; mediapro1@comcast.net; 7c15odt6f@relay.firefox.com; clintdriver@mac.com; kawnee.cc@gmail.com; mfreese@rflawlobby.com; peter.gose@lumen.com; andyg32@zoho.com; mhts155@gmail.com; mshalloran2605@gmail.com; jh04843@aol.com; jksncrlyn@yahoo.com; nkiskadden@icloud.com; browndogvet@gmail.com; cbkrack@gmail.com; silversprings@q.com; mkneuendorf@comcast.net; mpaule1686@gmail.com; kgjpeterson@gmail.com; lreichman@perkinscoie.com; bmrendar@gmail.com; dromain@rflawlobby.com; rushon@q.com; flyingpigbranch206@gmail.com; peggyshannon@outlook.com; adam.sherr@lumen.com; Smith Natascha B <natascha.b.smith@doj.state.or.us>; candace713@hotmail.com; brook.villa@lumen.com; priscilla@saltmarshranch.com; benyohai@gmail.com; rosebarnett44@gmail.com; kjinxkathy@gmail.com; myboo0055@yahoo.com; ead1947@gmail.com; mshadleyrose@yahoo.com; frank@fjdixon.com; brianhdonohue@yahoo.com; cecileeverson@gmail.com; gfportland@fastmail.fm; suzigiven@icloud.com; pkggoldman51@gmail.com; jlgood30@gmail.com; thegrossers@yahoo.com; richardhassanein@gmail.com; jholmboe@msn.com; joosgalefamily@comcast.net; clee3142@gmail.com; wobobr123@yahoo.com; cobiaadmin@kobi5.com; jfsconstruction@hotmail.com; ruthtillman50@gmail.com; erinwildingcenter@gmail.com; john@oregoncub.org; jennifer@oregoncub.org; dockets@oregoncub.org; oregondockets@pacificorp.com; bradshaw@kerulos.org; Sen Golden <Sen.JeffGolden@oregonlegislature.gov>; redg16@aol.com; Jennifer Joly <jenniferjoly@omeu.org>; Rep Marsh <Rep.PamMarsh@oregonlegislature.gov>; matthew.mcvee@pacificorp.com; spark10300@gmail.com; law.ads2019@outlook.com
Subject: Re: UM 1908 UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER - Information about public participation and complaints related to CenturyLink investigations and contested cases, and future complaints

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Peter

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Please let me know if you have any questions.

*Nolan Moser
Chief Administrative Law Judge
503-689-3622*

From: [Peter Lee](#)
To: [PUC.PUC.PublicComments * PUC](#)
Subject: UM 1908 or UM 2206
Date: Friday, September 8, 2023 1:08:06 PM

You don't often get email from reachpeterlee@gmail.com. [Learn why this is important](#)

Please be advised.

My service is still down on Upper Applegate Road. No phone line / dial tone all week.

CenturyLink should be heavily fined.

PUC, please enforce their mandate and penalize this company in a meaningful way. Customers should not have to pay bills / invoices when there is no reliability in the lines.

If full and complete repairs are such that CenturyLink can not afford them, our government agency's job is to step in, and step up to cover the costs of basic our infrastructure.

Any rate increase request by CenturyLink should be denied until such time they can provide *all* of the following:

- Effective communication with customers
- Congruent updates to customers.
- Accurately communicating whether a trouble call is going to result in a site visit, or a field visit.
- Shorter arrival time windows (9 hours is not reasonable or acceptable).
- Actually showing up for appointments (Customers stay home all day waiting for no-shows).
- Provide representatives who have an actual clue of the local situation
- Continual stable, solid phone service for 12 months.

Enough is enough, we are going on "several years" of unreliable life threatening communication infrastructure, and a company unfit to service it.

These conditions are presenting a clear LIFE SAFETY RISK to our community.

PLEASE HELP

From: [Peter Lee](#)
To: [PUC PUC.PublicComments * PUC](#); [Priscilla Weaver](#); [PUC CONSUMER PUC * PUC](#)
Subject: Docket Number UM 1908--Notice of Filing--Oregon PUC: / Your upcoming repair appointment is confirmed.
Date: Sunday, September 10, 2023 8:28:52 AM

Ticket numbers given for this call -

Over the phone, after a 37 minute call they gave me 70464271 and...
this email says ticket# 0368003

My service is STILL out. Now comes an email specifically stating 5 MORE days. It also says they will be coming to the house, once again giving a **9 hour window**, and they are not going to come to the house, they never do. They NEVER show up. The problem is not at the house, it is an area-wide outage. You would think they would know this.

Countless customers are sent messages that make them think they need to be home, so they stay home all day, only to experience no-show after no show.

How much longer will this go on? When will the messages to customers be based on any semblance of reality? It's disgraceful, it's completely disconnected and this has been going on for YEARS!!! I've been telling the PUC for YEARS, yet here we sit, zero progress. Still being lied to, mis-led and frustrated beyond belief.

Why is this still happening????

How many more years should customers be expected to endure this abuse and neglect???

WHEN WILL THE PUC DO SOMETHING?????????

Why are we paying our taxes???

PeterPeter Lee
Cell: 310.430.4891

reachpeterlee@gmail.com

From: [Peter Lee](#)
To: [PUC CONSUMER PUC * PUC](#); [PUC.PUC.PublicComments * PUC](#); [HARRISON Danielle * PUC](#)
Subject: Fwd: CenturyLink appointment update
Date: Monday, September 11, 2023 12:06:18 PM

Some people who received this message don't often get email from reachpeterlee@gmail.com. [Learn why this is important](#)

This is a new message from CL which I've not seen before, but they are not saying when, it just says they will be "starting work on the service request early". Really? Another incomplete, disconnected message. At least this one does say I do not have to be home. It's a miracle!

It's already been a week, still no dial tone.

Peter

----- Forwarded message -----

From: CenturyLink <No-reply@notifications.lumen.com>
Date: Mon, Sep 11, 2023 at 11:36 AM
Subject: CenturyLink appointment update
To: <reachpeterlee@gmail.com>



[Get Support](#)

[Sign In](#)

Repair appointment update

Hello,

Good news! We will begin working your service request early at UPPER APPLGATE RD for Ticket 0368003. See your Tech's location here: <https://my.ctlhub.com/?2Pv9> You do not have to be present since often times we can resolve the issue outside.

If inside access is needed and no one 18 years or older is available, we will return on the originally scheduled date and time.

Sincerely,

Your CenturyLink Repair Team



[Service Troubleshooter and Outage check](#)



[Quick Bill Pay](#)



[My Appointments](#)



[Manage My Services](#)

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This email was sent by: **CenturyLink**
P.O. Box 4259 MONROE, LA, 71211, US

From: [Peter Lee](#)
To: [PUC CONSUMER PUC * PUC](#); [PUC.PUC.PublicComments * PUC](#); [HARRISON Danielle * PUC](#)
Subject: Re: CenturyLink appointment update
Date: Monday, September 11, 2023 12:30:46 PM

Some people who received this message don't often get email from reachpeterlee@gmail.com. [Learn why this is important](#)

So, a field technician just showed up at my house unannounced, right after I got the message that I did not have to be home.

He just walked right into my property like he owns the place, I asked him a couple questions, I told him the problem was not on site, then he just turned, and kept walking around my house. Not a friendly encounter, did not even ring my doorbell. Unbelievable.

He was able to verify there was voltage to the line, but no dial tone, he asked how long ago this happened, I told him about a week. He seemed surprised I was out.

Is it acceptable for a company to operate this way?

Peter

On Mon, Sep 11, 2023 at 12:03 PM Peter Lee <reachpeterlee@gmail.com> wrote:

This is a new message from CL which I've not seen before, but they are not saying when, it just says they will be "starting work on the service request early". Really? Another incomplete, disconnected message. At least this one does say I do not have to be home. It's a miracle!

It's already been a week, still no dial tone.

Peter

----- Forwarded message -----

From: CenturyLink <No-reply@notifications.lumen.com>
Date: Mon, Sep 11, 2023 at 11:36 AM
Subject: CenturyLink appointment update
To: <reachpeterlee@gmail.com>



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Repair appointment update

Hello,

Good news! We will begin working your service request early at UPPER APPLGATE RD for Ticket 0368003. See your Tech's location here: <https://my.ctihub.com/?2Pv9> You do not have to be present since often times we can resolve the issue outside.

If inside access is needed and no one 18 years or older is available, we will return on the originally scheduled date and time.

Sincerely,

Your CenturyLink Repair Team



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This email was sent by: **CenturyLink**
P.O. Box 4259 MONROE, LA, 71211, US

From: [Peter Lee](#)
To: [PUC CONSUMER PUC * PUC](#); [PUC PUC.PublicComments * PUC](#); [HARRISON Danielle * PUC](#)
Subject: Fwd: CenturyLink appointment update
Date: Monday, September 11, 2023 1:00:56 PM

More disconnected emails from today. These came AFTER the tech arrived unannounced and helped himself to my yard.

Peter

----- Forwarded message -----

From: CenturyLink <No-reply@notifications.lumen.com>
Date: Mon, Sep 11, 2023 at 12:32 PM
Subject: CenturyLink appointment update
To: <reachpeterlee@gmail.com>



[Get Support](#)

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Repair appointment update

Hello,

Your CenturyLink tech is here. We will soon start working on your service request. If you have existing service, you may experience a brief service interruption.

You may not see the tech at your premises. We will follow-up when we're finished.

Sincerely,

Your CenturyLink Repair Team



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This email was sent by: **CenturyLink**
P.O. Box 4259 MONROE, LA, 71211, US

From: [Peter Lee](#)
To: [PUC CONSUMER PUC * PUC](#); [PUC PUC.PublicComments * PUC](#)
Subject: Docket Number UM 1908 : CenturyLink appointment update
Date: Monday, September 11, 2023 2:34:37 PM

At 14:22 my landline phone rang, and received a voicemail from a technician at Lumen saying service has been restored.

Technician Matt left his number - 541-324-8814 he said it was "just busy in the switch".

At 14:23 I received a text that my technician had arrived, not necessarily at my home.

Dis-jointed, but at least they are trying.

We'll see how long this temp repair lasts.

Peter

reachpeterlee@gmail.com

----- Forwarded message -----

From: CenturyLink <No-reply@notifications.lumen.com>
Date: Mon, Sep 11, 2023 at 2:22 PM
Subject: CenturyLink appointment update
To: <reachpeterlee@gmail.com>



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Repair appointment update

Hello,

Your CenturyLink tech is here. We will soon start working on your service request. If you have existing service, you may experience a brief service interruption.

You may not see the tech at your premises. We will follow-up when we're finished.

Sincerely,

Your CenturyLink Repair Team



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This email was sent by: **CenturyLink**
P.O. Box 4259 MONROE, LA, 71211, US

From: [Peter Lee](#)
To: [Gay Bradshaw](#); [PUC CONSUMER PUC * PUC](#); [PUC PUC.PublicComments * PUC](#)
Cc: [DAVIS Diane * PUC](#); [ecoeditor@gmail.com](#); [roarkeball@yahoo.com](#); [gailbattaglia2@gmail.com](#); [BARTHOLOMEW Joseph * PUC](#); [crystalclearsat@yahoo.com](#); [abender@warren-news.com](#); [mediapro1@comcast.net](#); [7c15odt6f@relay.firefox.com](#); [clintdriver@mac.com](#); [kawnee.cc@gmail.com](#); [mfreese@rflawlobby.com](#); [peter.gose@lumen.com](#); [andyg32@zoho.com](#); [mhts155@gmail.com](#); [mshalloran2605@gmail.com](#); [jh04843@aol.com](#); [jcksnclryn@yahoo.com](#); [nkiskadden@icloud.com](#); [brownogvet@gmail.com](#); [cbkrack@gmail.com](#); [silversprings@q.com](#); [mkneuendorf@comcast.net](#); [mpaule1686@gmail.com](#); [kgjpeteron@gmail.com](#); [lreichman@perkinscoie.com](#); [bmrendar@gmail.com](#); [dromain@rflawlobby.com](#); [rushon@q.com](#); [flyingpigranch206@gmail.com](#); [peggyshannon@outlook.com](#); [adam.sherr@lumen.com](#); [Smith Natascha B](#); [candace713@hotmail.com](#); [brook.villa@lumen.com](#); [priscilla@saltmarshranch.com](#); [benyohai@gmail.com](#); [rosebarnett44@gmail.com](#); [kjinxkathy@gmail.com](#); [myboo0055@yahoo.com](#); [ead1947@gmail.com](#); [mshadleyrose@yahoo.com](#); [frank@fdixon.com](#); [brianhdonohue@yahoo.com](#); [cecileeverson@gmail.com](#); [gfportland@fastmail.fm](#); [suzigiven@icloud.com](#); [pkgoldman51@gmail.com](#); [jlgood30@gmail.com](#); [thegrosers@yahoo.com](#); [richardhassanein@gmail.com](#); [jholmboe@msn.com](#); [joosgalefamily@comcast.net](#); [clee3142@gmail.com](#); [wobobr123@yahoo.com](#); [cobiadmin@kobi5.com](#); [jfsconstruction@hotmail.com](#); [ruthillman50@gmail.com](#); [erinwildingcenter@gmail.com](#); [john@oregoncub.org](#); [jennifer@oregoncub.org](#); [dockets@oregoncub.org](#); [oregondockets@pacificcorp.com](#); [Sen Golden](#); [redg16@aol.com](#); [Jennifer Joly](#); [Rep Marsh](#); [matthew.mcvee@pacificcorp.com](#); [spark10300@gmail.com](#); [law.ads2019@outlook.com](#)
Subject: Re: UM 1908 UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER
Date: Wednesday, September 13, 2023 1:35:38 PM

I concur fully, with Ms. Bradshaw.

Clear and present "Life Safety" risk has been brought up numerous times with no response, action, remedy, or an offered timeline for repairs; Not from the PUC, the utility, multiple legal counselors, or any state or local representative(s) as to when this area will be upgraded to such an extent that citizens can have a reasonable expectation of lasting repairs.

Until such time that the utility and the PUC is able to document full and complete repairs, we simply should not have to pay for service. The current \$50.00 per day per customer fee to the utility for service interruptions over 48 hours goes where? To the PUC, who is *up to this point* failing to enforce mandates for reliable service??

The citizens are funding the utility (and the PUC) who is not functioning per the requirements set forth by law, while we contribute our time and while we incur unmeasurable levels of frustration, and risk, not to mention the stress related to not knowing if we will have a working line out to emergency services in time of need.

Will anyone at the PUC or the State support this request to freeze all customer service invoices / payments in the affected area(s) until the utility makes lasting and material improvements to the infrastructure, and implements meaningful change to the current and complete inability to effectively communicate with customers?

Peter

On Wed, Sep 13, 2023 at 11:22 AM Gay Bradshaw <bradshaw@kerulos.org> wrote:

Dear Ms. Davis, Weaver, and Walker,

Thank you for your consistent communications. However, most all, including the one below, makes no sense. I have no idea what to do, what to choose or if even to participate. As Mr. Lee has clearly stated on numerous occasions and my own communications to the PUC, nothing has changed. NOTHING. We are being extracted, paying for something which does not exist- namely consistent telecommunication services. I am exhausted with the plethora of

missives which have done nothing to change the situation. We have stopped calling in because the problem is constant and -unlike Centurylink and PUC employees - we are not paid for time spent on this matter. Critically, we are endangered by this failure. When the power goes out we cannot receive nor transmit critical emergency information. We do not know if someone has called or if we can call out - and when there is service the line is so full of static to make communication unintelligible. There is a national alert being tested in October which is an indicator that a widespread emergency is anticipated. Do you understand that this inaction is threatening lives? Do you want another Maui or Paradise because that is exactly what this is leading to. As a publically supported representative of the public, you are responsible for righting this situation immediately.

Gay Bradshaw 541-899-1070

From: DAVIS Diane * PUC <Diane.DAVIS@puc.oregon.gov>
Sent: Monday, September 11, 2023 5:12 PM
To: ecoeditor@gmail.com; roarkeball@yahoo.com; gailbattaglia2@gmail.com;
BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>;
crystalclearsat@yahoo.com; abender@warren-news.com; mediapro1@comcast.net;
7c15odt6f@relay.firefox.com; clintdriver@mac.com; kawnee.cc@gmail.com;
mfreese@rflawlobby.com; peter.gose@lumen.com; andyg32@zoho.com;
mhts155@gmail.com; mshalloran2605@gmail.com; jh04843@aol.com;
jksnerlyn@yahoo.com; nkiskadden@icloud.com; browndogvet@gmail.com;
cbkrack@gmail.com; silversprings@q.com; reachpeterlee@gmail.com;
mkneuendorf@comcast.net; mpaule1686@gmail.com; kgjpeterson@gmail.com;
reichman@perkinscoie.com; bmrendar@gmail.com; domain@rflawlobby.com;
rushon@q.com; flyingpig ranch206@gmail.com; peggyshannon@outlook.com;
adam.sherr@lumen.com; Smith Natascha B <natascha.b.smith@doj.state.or.us>;
candace713@hotmail.com; brook.villa@lumen.com; priscilla@saltmarshranch.com;
benyohai@gmail.com; rosebarnett44@gmail.com; kjinxkathy@gmail.com;
myboo0055@yahoo.com; ead1947@gmail.com; mshadleyrose@yahoo.com;
frank@fjdixon.com; brianhdonohue@yahoo.com; cecileeverson@gmail.com;
gfortland@fastmail.fm; suzigiven@icloud.com; pkgoldman51@gmail.com;
jlgood30@gmail.com; thegrosers@yahoo.com; richardhassanein@gmail.com;
jholmboe@msn.com; joosgalefamily@comcast.net; clee3142@gmail.com;
wobobr123@yahoo.com; cobiadmin@kobi5.com; jfsconstruction@hotmail.com;
ruthillman50@gmail.com; erinwildingcenter@gmail.com; john@oregoncub.org;
jennifer@oregoncub.org; dockets@oregoncub.org; oregondockets@pacificcorp.com; Gay
Bradshaw <bradshaw@kerulos.org>; Sen Golden
<Sen.JeffGolden@oregonlegislature.gov>; redg16@aol.com; Jennifer Joly
<jenniferjoly@omeu.org>; Rep Marsh <Rep.PamMarsh@oregonlegislature.gov>;
matthew.mcvee@pacificcorp.com; spark10300@gmail.com; law.ads2019@outlook.com
Subject: UM 1908 UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE
PLAN AND PARTIAL WAIVER

Dear UM 1908 Service List:

Please review the following information and options for participating in UM 1908. The goal is to ensure your comments are properly recorded and any ongoing service issues are investigated by Consumer Services.

UM 1908 is a contested case and is very much like a case before a court. You have several options to participate.

A **Party (PA)** to the case. For party status, you must petition to intervene and have that petition granted. Parties may fully participate in the case, having certain rights (file testimony and exhibits) and responsibilities (participating by the contested case rules). Parties make filings in accordance with the administrative rules governing contested cases, the schedule set in the case, and any other instructions from the Administrative Law Judge (ALJ).

An **Interested Person (IP)** to the case. Interested Persons may follow the case online in eDockets, and by being on the service list, receive Notice of Filing emails alerting them to filings, Commission orders and ALJ communications, scheduling of events, and comments filed. Interested Person status does not require approval.

As an Interested Person, send your comment to puc.publiccomments@puc.oregon.gov. Your public comment may *summarize* your current issues with the company. When filing public comment, your name and email address will be posted. If you do not want your email address published, you may do so by *calling* the PUC's Consumer Services Section at the number below. ***Please do not Reply All to a Notice of Filing email as this creates unnecessary duplication for recipients of Notices of Filing and can make keeping an accurate record of complaints and comments much more difficult.***

A public comment is **not** the same as a complaint investigation with the **PUC's Consumer Services Section**. To open a new complaint or to provide an update to an existing service complaint, please contact the PUC's Consumer Services Section. New outages, service quality issues, or other issues with your service will be investigated and you will receive an update about your phone service. Please send complaint investigation information to the PUC's **Consumer Services Section** by phone **1-800-522-2404** or email puc.consumer@puc.oregon.gov.

All complaints with the PUC Consumer Services Section are also reviewed by the PUC Staff assigned to case (Joe Bartholomew).

Your cooperation is greatly appreciated and will facilitate accurately directing information to the appropriate persons.

Best regards,

Diane Davis (she/her)

Business Operations Supervisor 2

Oregon Public Utility Commission

Administrative Hearings Division/Filing Center

diane.davis@puc.oregon.gov (best way to reach me)

From: [DAVIS Diane * PUC](#)
To: [PUC.PUC.PublicComments * PUC](#); [PUC.PUC.FilingCenter * PUC](#)
Subject: Peter Lee Response to Chief ALJ email - Information about public participation and complaints related to CenturyLink investigations and contested cases, and future complaints
Date: Thursday, September 14, 2023 1:58:52 PM

From: Peter Lee <reachpeterlee@gmail.com>
Sent: Thursday, September 14, 2023 11:39 AM
To: DAVIS Diane * PUC <Diane.DAVIS@puc.oregon.gov>
Cc: ecoeditor@gmail.com; roarkeball@yahoo.com; gailbattaglia2@gmail.com; BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>; crystalclearsat@yahoo.com; abender@warren-news.com; mediapro1@comcast.net; 7c15odt6f@relay.firefox.com; clintdriver@mac.com; kawnee.cc@gmail.com; mfreese@rflawlobby.com; peter.gose@lumen.com; andyg32@zoho.com; mhts155@gmail.com; mshalloran2605@gmail.com; jh04843@aol.com; jksncrlyn@yahoo.com; nkiskadden@icloud.com; browndogvet@gmail.com; cbkrack@gmail.com; silversprings@q.com; mkneuendorf@comcast.net; mpaule1686@gmail.com; kgjpeterson@gmail.com; lreichman@perkinscoie.com; bmrendar@gmail.com; dromain@rflawlobby.com; rushon@q.com; flyingpigbranch206@gmail.com; peggyshannon@outlook.com; adam.sherr@lumen.com; Smith Natascha B <natascha.b.smith@doj.state.or.us>; candace713@hotmail.com; brook.villa@lumen.com; priscilla@saltmarshranch.com; benyohai@gmail.com; rosebarnett44@gmail.com; kjinxkathy@gmail.com; myboo0055@yahoo.com; ead1947@gmail.com; mshadleyrose@yahoo.com; frank@fjdixon.com; brianhdonohue@yahoo.com; cecileeverson@gmail.com; gfportland@fastmail.fm; suzigiven@icloud.com; pkggoldman51@gmail.com; jlgood30@gmail.com; thegrossers@yahoo.com; richardhassanein@gmail.com; jholmboe@msn.com; joosgalefamily@comcast.net; clee3142@gmail.com; wobobr123@yahoo.com; cobiaadmin@kobi5.com; jfsconstruction@hotmail.com; ruthtillman50@gmail.com; erinwildingcenter@gmail.com; john@oregoncub.org; jennifer@oregoncub.org; dockets@oregoncub.org; oregondockets@pacificorp.com; bradshaw@kerulos.org; Sen Golden <Sen.JeffGolden@oregonlegislature.gov>; redg16@aol.com; Jennifer Joly <jenniferjoly@omeu.org>; Rep Marsh <Rep.PamMarsh@oregonlegislature.gov>; matthew.mcvee@pacificorp.com; spark10300@gmail.com; law.ads2019@outlook.com
Subject: Re: UM 1908 UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER - Information about public participation and complaints related to CenturyLink investigations and contested cases, and future complaints

To whom it may concern,

Thank you.

Many many of us do all these things, but we have seen zero movement or results, for years.

Just fyi

Peter

On Thu, Sep 14, 2023 at 11:02 AM DAVIS Diane * PUC <Diane.DAVIS@puc.oregon.gov> wrote:

This message is intended to provide more information about public participation and complaints related to CenturyLink investigations and contested cases, and future complaints.

If you wish to lodge a complaint about CenturyLink service quality issues in zip code 97530, please note that we have a [web page](#) that explains how to file a complaint about CenturyLink's service quality issues (Lumen is CenturyLink's parent company and that page applies to CenturyLink customers). The top part of the page outlines the process for customers in the 97530 zip code to file complaints per [Order No. 22-340](#) regarding that service territory.

For other CenturyLink customers, you may also file a complaint with the PUC's Consumer Services Section. New outages, service quality issues, or other issues with your service will be investigated and you will receive an update about your phone service. The PUC's [Customer Information Page](#) explains the process for filing a complaint at the PUC and includes an online complaint form. Please send complaint investigation information to the PUC's Consumer Services Section by phone 1-800-522-2404 or email puc.consumer@puc.oregon.gov. All complaints with the PUC Consumer Services Section are also reviewed by the PUC Staff assigned to case (Joe Bartholomew).

In the event you wish to educate Staff and the Commission on issues with Lumen/CenturyLink you feel need to be considered by the Commission or Staff in this contested case, you may file public comment by sending an email to puc.publiccomments@puc.oregon.gov. Your public comment may summarize your current issues with the company. When filing public comment, all information in your email will be posted. If you do not want to your email address published, you may do so by calling the PUC's Consumer Services Section at 1-800-522-2404. Please do not Reply All to a Notice of Filing email as this creates unnecessary duplication for recipients of Notices of Filing and can make keeping an accurate record of complaints and comments much more difficult.

Please let me know if you have any questions.

*Nolan Moser
Chief Administrative Law Judge
503-689-3622*

From: [PUC.PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: UM 1908
Date: Sunday, September 17, 2023 12:30:42 PM

Comments received.

Deanna

From: RIOS Deanna * PUC <Deanna.RIOS@puc.oregon.gov>
Sent: Friday, September 15, 2023 4:20 PM
To: PUC CONSUMER PUC * PUC <PUC.CONSUMER@puc.oregon.gov>
Cc: ROEBKE Kevin * PUC <Kevin.ROEBKE@puc.oregon.gov>
Subject: UM 1908

David Atwood 503-621-3055

Mr. Atwood called to submit comments about why he cancelled his service with CenturyLink. He said he lives up on Dixie Mtn at about 14,000' elevation. He and the community rely on the phone service especially when the snow is deep, and the power goes out. There used to be backup power for the phone service; however, it has gotten to the point where the backup power only lasted 3 hours during an outage that occurred 2 weeks ago. He said he cancelled his service with CenturyLink due to their lack of emergency response support. He stated "why would anyone pay that kind of money" for poor or no service.



Oregon Citizens' Utility Board

CUB/226
156

610 SW Broadway, Suite 400
Portland, OR 97205

(503) 227-1984
www.oregoncub.org

September 20, 2023

Public Utility Commission
Attn: Filing Center
P.O. Box 1088
Salem, OR 97308-1088

RE: UM 1908 – Oregon Citizens' Utility Board Comments on PUC Staff Report

The Oregon Citizens' Utility Board submits the following brief comments in response to the Commission Staff Report submitted in this docket on September 18, 2023. CUB appreciates that Commission Staff has brought the CenturyLink Jacksonville/Little Applegate Labor Day weekend outages issue before the Commission for its consideration. And CUB appreciates Staff's efforts to timely respond to customer complaints about these outages. However, CUB cannot agree with Staff's recommendation based upon the information provided in the Report alone. We believe more public process is necessary before a determination of compliance with Order No. 22-340, as modified by Order NO. 22-422 and affirmed in Order No. 23-109 ("the Orders") can be made.

As the Staff Report explains, the Orders require CenturyLink to address all tickets and make repairs within 48 hours of the creation of the ticket from the Jacksonville/Little Applegate service territories, specifically:

Lumen must address all tickets and make repairs in a manner that results in a consistent and functional dial tone and ability to reliably make and receive calls, or provide the customer with a functionally equivalent substitute service, as defined by Lumen's current tariffs, at no additional customer cost, within 48 hours of creation of the ticket until service issues in the area are remedied. Where repairs are not feasible because of a customer-premise issue preventing such dial tone and the ability to receive and make calls, Lumen must provide documentation of such issue to the customer and the Commission's Consumer Services Division.

The Orders also state that:

Lumen must track and retain information on all tickets generated through this customer support line. The information to be tracked must include but is not limited to the address, name, and contact information for the customer for whom the ticket has been generated; a description of the service issue, logs of customer contact regarding the service issue, actions taken to resolve the service issue, and information on the results. Dates and times for all of the foregoing information must be logged. This information must be tracked until the conclusion of the investigation.

It is unclear from the information provided in the Staff Report and the attachments whether customers experiencing the September 2 outage had their service restored prior to the September 3rd outage. It is unclear what the cause and remedy of the September 2 outage was and if this issue was the result of a new or ongoing issue. A quick review of CenturyLink's most recent compliance filing appears to show a few customers' service was not restored within 48 hours. Finally, as customers have explained in their complaints and as Ms. Weaver has detailed in her comments to the Commission on this matter, the toll-free number CenturyLink has provided does not appear to be working as CUB believes the Commission intended.

CUB believes a more transparent process is appropriate to determine whether or not CenturyLink was in fact in compliance with the Orders, particularly related to the September 2 outage. CUB believes it would be appropriate for the Company to make a filing demonstrating how it was following each aspect of the Commission's order related to the outage, with documentation. Then provide an opportunity for public comments and schedule this issue for a future public meeting to allow the Commission to decide whether CenturyLink has been in compliance with the Orders. CUB proposes the following schedule for the Commission's consideration:

- October 4, 2023: Deadline for Lumen to file compliance report
- October 11, 2023: Deadline for public comments
- October 17, 2023: Public Meeting for Commission review and compliance determination

Respectfully submitted,

/s/ Jennifer Hill-Hart

Jennifer Hill-Hart, OSB #195484
Policy Manager
Oregon Citizens' Utility Board

From: [Peter Lee](#)
To: [WALKER Cheryl * PUC](#); [PUC CONSUMER PUC * PUC](#); [PUC PUC.PublicComments * PUC](#)
Subject: Re: Docket Number UM 1908--Notice of Filing--Oregon PUC
Date: Wednesday, September 20, 2023 4:17:14 PM

To all concerned,

Two things to note and clarify here...

For the record, my Labor Day outage on the 5th lasted 6-7 days, not 4 days.

Also, please understand, you can't replace copper lines with "fiber" optic lines. The whole purpose of copper landline infrastructure is that it carries with it, its own power, and is not dependent on area power, or internet connectivity. There is no effective replacement for old school copper landlines. In the event of areawide power outages, landline calls can still be made, incoming and outgoing calls still work, reverse 911 still works and EMERGENCY 911 calls still work.

THEY NEED TO FIX AND MAINTAIN THE "**COPPER**" LINES INFRASTRUCTURE

PHONE COMPANIES / UTILITY COMPANIES ALL OVER THE COUNTRY ARE TRYING TO DO AWAY WITH COPPER. IF THIS HAPPENS RURAL AREAS AND REMOTE LOCATIONS WILL NOT BE ABLE TO MAKE OR RECEIVE CALLS DURING POWER OUTAGES OR INTERNET OUTAGES

On Wed, Sep 20, 2023 at 3:31 PM WALKER Cheryl * PUC
<Cheryl.WALKER@puc.oregon.gov> wrote:

Description: Priscilla Weaver's comments for 9/21/23 public meeting.
Docket Name: UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER
Utility Company: CENTURYTEL OF OREGON INC -- TELE, UTIL_T
Type of Activity: COMMENTS/RESPONSE, filed on 9/20/2023.
To view this document, please click on the below link:

<http://edocs.puc.state.or.us/efdocs/HAC/um1908hac152855.pdf>

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Written comment in consolidated docket UM 1908/2206 and for item RA3 of the September 21, 2023 public meeting of the OPUC

Commissioners Decker, Tawney, and Thompson,

Thank you for including our rural Jacksonville community in today's meeting. My comments are based on my first-hand experience with the Labor Day weekend outages, the comments from the community already in the public files (including my comments about my own reporting), and the almost two years I have actively participated in trying to get safe and reliable land line phone service for our community.

It is regrettable that for the third year in a row, our CenturyLink land lines went out over Labor Day weekend. What matters now is that the two outages were very revealing about Lumen's response to your Orders. There is good news and bad news.

The Staff Report lays out some of the details of two new outages, but key information is missing. More troubling is the report's conclusion that CenturyLink did not violate your Orders. To the contrary, CenturyLink has utterly failed to comply with a key element the Orders require— an effective mechanism for immediately initiating repairs.

GOOD NEWS: the 48-hour deadline with fines for non-compliance works and is necessary.

We learned from our two separate Labor Day weekend outages that the 48-hour repair requirement, with stiff fines for non-compliance, can work as you intended. Coupled with working batteries, outages are less frequent and are shorter. Not only that: there now is hard data confirming it is your Orders that make the difference and that will keep us safe until CenturyLink replaces its antiquated buried copper wire delivery system with reliable new wire or fiber.

How do we know it is the Orders, and not just some corporate change of heart about customer service, that is responsible for more timely repairs? The answer is easy. It just so happens we have three years of solid, comparable data:

Labor Day weekend 2021: As the evidentiary record in UM 2206 confirms, our phones were out for nine days (Aug 30-Sept 7), including several days when the CenturyLink crew simply stopped working for the holiday. No order compelled prompt repairs, much less the threat of a fine.

Labor Day weekend 2022: As the record also confirms, starting in August and through September, varying parts of our community experienced random dropped calls, *i.e.*, no reliable service or assurance that our calls for help would go through (est. 30-45 days). No order was in place until the last week of September and only then were the problems finally resolved.

Labor Day weekend 2023. Our land lines went out because of a CenturyLink equipment failure on September 2 and service was restored in the evening of September 3 – two days. The Orders were in place for this outage.

Ironically, the “force majeure” second outage this Labor Day weekend, when a vehicle ran over one of CenturyLink’s green boxes, also shows the efficacy of and need for the Orders. We also had a Labor Day weekend green box outage in 2021, before you initiated your investigation and before you issued the Orders. The 2021 green box outage is the one we complained about back then with pictures of broken boxes tipped over on Little Applegate Road and covered with orange plastic and duct tape against the elements. That outage happened after the boxes had sat unrepaired for over eight months. This year, with the Order in place, the repair took only four days. What has changed? CenturyLink’s recognition that even if an outage could not be helped, the Order requires it to be “treated as high priority for immediate resolution.”

The conclusion? Without the Orders, we experience long, life-threatening outages. With the Orders in place, *i.e.*, with the deadline and the assurance of fines for non-compliance, we experience significantly shorter periods of time when our safety is imperiled. We are grateful for the safety net of the Orders.

THE BAD NEWS: CenturyLink is in pervasive violation of the requirement to have an outage reporting system that promptly initiates prioritized repairs.

The bad news is that CenturyLink unquestionably is in ongoing violation of the other key component of the Orders – a mechanism for getting repairs initiated immediately. For this reason, the Report’s conclusion that no violation occurred is either wrong or not meant to encompass the “initiate immediate repair” mechanism you ordered.

As staff reported, this time we were lucky: one customer happened to pick up his phone, realized there was an outage, happened to have a contact for a CenturyLink tech he knows, who happened to answer his phone on the holiday weekend and apparently reported it up the chain. But that’s not how it is supposed to work. It was precisely this kind of bandaids-and-bubblegum business model that your Orders were intended to change. Luck has no place in making a regulated utility’s services safe and reliable. Luck is for Los Vegas.

You could not have been more clear: CenturyLink is required to have a system for reporting outages (in shorthand, “a dedicated line”) that *“ensure[s] outage/service quality reports will be treated as high priority for immediate resolution, so that immediate initiation of onsite repair results from calls.”* (Order 22-340 and Att. A). None of this happens now.

The Staff Report includes a summary of calls for the 2023 Labor Day weekend outages, including at least 3 customers who were explicitly denied the opportunity to report for others; several who were told that the company knew of no other outages besides the calling customer; and at least 11 customers who were given repair dates longer than the required 48 hours. There is no

way to know how many more customers who could not report because they had no alternate telecommunications would have doubled or tripled these numbers of violations.

What we do know from this data is that Lumen either never set up the mandated outage reporting mechanism or set it up initially in September 2022 and then let it fall into disrepair, just like their land lines. And yet, the Staff Report then concludes that “any Lumen non-compliance with Order No. 22-340 is excused by force majeure.” The problem with this conclusion is that force majeure has nothing to do with the requirement for an effective outage reporting system, the requirements of which are clearly spelled out in the Orders.

Your Orders require that whoever answers the dedicated line for Lumen must take “report[s] of service issues for multiple addresses and create multiple repair tickets.” (Order NO. 22-340 at 1) This is a critical component because many of us cannot report outages when our phones don’t work. It’s that simple. And it is a necessary first step for immediately initiating repairs.

You also directed Lumen to staff the reporting system for our vulnerable area “so that immediate initiation of onsite repair results from calls.” (Order No. 22-340, Att. A, page 8). Lumen has simply disregarded this part of the Order, hoping you won’t enforce it.

On September 12, I received an unsolicited call from Lumen’s April ____, who identified herself as Manager of Lumen’s Overseas Call Center in the Philippines, where our outage reporting calls to the “dedicated” line are sent. In addition to apologizing for the outages and my difficulty reporting to a person of limited English capability on a scratchy connection with roosters crowing in the background who told me to “get a cup of coffee and try to relax,” Manager April explained what the so-called “dedicated line” system actually does and does not do:

Lumen only “prioritizes” our calls to the extent of putting us first in line to talk to someone in the Philippines. The operators do nothing to prioritize or flag our reports. They “only do a ticket” which then goes electronically to a dispatch unit which moves it forward to a team in the field, who “get tickets every day” and then prioritize and assign to techs in our area. “It takes 6 or 7 tickets to get the system to recognize it as a [widespread] outage rather than an individual problem. One or two won’t create” prioritized treatment as a widespread outage.

So there you have it. At best, the single reports we are allowed to make have to accumulate on someone’s desk or screen until a “team in the field” realizes there are “six or seven” and decides to move us up the line for repair. Nothing in your Orders can even remotely be read to include a 6 or 7 report requirement or the unavoidable delays of the four or five levels the single reports need to get through before priority might take place.

Ironically, it is the “estimated day to repair” information on almost a dozen of the 2023 Labor Day calls to the Philippines that confirms the “dedicated” operators do nothing to comply with the Orders and in fact may not even know about the 48-hour requirement. As Manager April acknowledged, “agents would not know we get prioritized” for repairs.

In summary, Lumen has complied with none of the requirements for reporting outages clearly spelled out in the Orders. No further “assessment” and delay is needed to conclude they have ignored your clear directions and they are in violation of your Orders. At a minimum, Lumen should be directed to come into compliance immediately with an effective mechanism for initiating prioritized repairs. A substantial fine also would be in order.

Finally, in view of Lumen’s disregard for your Orders, I urge you not to allow Lumen to raise its rates and receive the other relief it seeks in the Price Plan proceeding when Lumen is in continuing violation of both Commission orders and the overall requirement for safe and reliable service. To reward Lumen with any of the relief it seeks, rates or otherwise, could be contrary to the public interest.

Respectfully submitted,

Priscilla Weaver, Lumen customer and intervenor
6268 Little Applegate Road
Jacksonville OR 97530
541-899-1672

On Thu, Sep 7, 2023 at 12:52 PM Susan Shaffer <flyingpigranch206@gmail.com> wrote:

We are experiencing our **2nd phone outage in six (6) days**. Our phones went out at approx. 10:30 am today, Thursday, 9/7/23.

After texting with several neighbors, I reported the area-wide outage to our dedicated CL phone line (844-304-5337), and this is what I got:

1) The CS line was answered by a woman "MAE" whose speech was extremely difficult to understand. I repeatedly had to ask her to repeat words--slowly--so I could understand her, adding greatly to my frustration.

2) When I told her I was reporting an area-wide outage and asked that she confirm that she was taking down a report of an area-wide outage, she simply voiced "um hm," several times. I asked her to say yes or no, and she just mumbled something I could not understand. I gave up trying to get an answer from her.

3) Before she would give me a ticket number, she insisted, *insisted*, on continuing to ask me her scripted questions: *What is your address? Is there a gate? Are there any animals? Are there any health issues? Will there be someone over the age of 18? What is the best number to reach you?* Can't express my continued frustration at how many times I had to repeat my cell #--that I was calling her from [for which reception is spotty at best even IF we have power and WiFi and, timely enough, our call was dropped 2x]. Or how many times I had to tell her that she or the tech could not reach me on my landlines *because they did not work*.

4) Finally, I was given Ticket #383676246, with a technician fix date of Monday, 9/11/23 between 8-5pm. I told her that pursuant to the PUC Order of 9/22, CL was required to fix our phone lines within 48 hrs. However, the date I was given was between 72-96 hrs. When I asked her if she understood that she was scheduling me outside of the mandated 48 hrs, she said it was up to the technician who was responsible for getting it fixed in time.

Our Order of 9/22 from the PUC should never expire; it must continue in place for all of us as long as CL is given a license to operate in the State of Oregon and it must be enforced. CL will never fix the problems or invest in the infrastructure needed because they don't care. Period. They should not be allowed a price increase to customers to whom they refuse to maintain working service.

Today, there was no power outage to blame it on, but neighbors have also reported their internet went out last night (Weds, 9/6/23), and whose dates of fix were pushed out (from 24 to 48 hrs) because CL was doing "upgrades." Perhaps there's no connection at all, and I only mention this as it might provide a clue as to why our phones are out, again, today.

Some of us have satellite WiFi giving us the ability to make (granted, less than

reliable) calls, but there are many out here that don't. Their landlines are their only lifeline, so it is critical that we have a company that will provide RELIABLE phone service. CenturyLink will not. They have become a liability to all, and should not be allowed to operate here or anywhere.

Please, please, please, help us to make them give us the service we have paid for but not received.

Susan Shaffer

541-899-5963 and -5973 landlines not working

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: ANOTHER FAILURE / Docket Number UM 1908 : ONGOING "LIFE SAFETY" CenturyLink Landline Debacle
Date: Tuesday, September 26, 2023 8:52:46 AM

Comments received for docketing. Consumers has opened a new case for the comments below.

Deanna

From: Gay Bradshaw <bradshaw@kerulos.org>
Sent: Monday, September 25, 2023 1:27 PM
To: Peter Lee <reachpeterlee@gmail.com>; PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>; PUC PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>; HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>; Priscilla Weaver <priscilla@saltmarshranch.com>
Subject: RE: ANOTHER FAILURE / Docket Number UM 1908 : ONGOING "LIFE SAFETY" CenturyLink Landline Debacle

Some people who received this message don't often get email from bradshaw@kerulos.org. [Learn why this is important](#)

Dwar All,

I second Mr Lee's statement. Our phones are not only continually scratchy as to make unintelligible but most of the time without tone meaning they do not receive calls in-- emergency or otherwise- and we can not call out. So what are we supposed to do in October when a "test" nationwide call is being made? Will we receive it? Will we receive The Real Thing?

Are there avenues being pursued by the PUC outside the "normal " paths and channels that is this has reached a level of mere "poor service" to the level of life threatening because of lack of service. Does nt this qualify as a emergency situation requiring action and intervention by the government?

Gay Bradshaw

G.A. Bradshaw
The Kerulos Center for Nonviolence
www.gabradshaw.com
www.kerulos.org

From: Peter Lee <reachpeterlee@gmail.com>
Sent: Monday, September 25, 2023 1:01 PM
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>; puc.publiccomments@puc.oregon.gov; HARRISON Danielle PUC

<Danielle.HARRISON@puc.oregon.gov>; Gay Bradshaw <bradshaw@kerulos.org>; Priscilla Weaver <priscilla@saltmarshranch.com>

Subject: ANOTHER FAILURE / Docket Number UM 1908 : ONGOING "LIFE SAFETY" CenturyLink
Landline Debacle

To whom it may concern,

Phone lines have a lot of static, and I am continually dropping calls. Possibly due to rain in the area. Infrastructure is in constant disrepair.

Please log the call on my behalf. I am not going to waste my time calling CenturyLink. It's an exercise in futility.

Thank you.

Peter

From: [RIOS Deanna * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [NOTTINGHAM Melissa * PUC](#); [BONTRAGER Richard * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: UM 1908
Date: Tuesday, September 26, 2023 3:36:33 PM

Comments received.

Deanna

From: Larry & Susan Fildes sunrisevalleyranch@hotmail.com
Sent: Sunday, September 24, 2023 8:05 PM
To: PUC CONSUMER PUC * PUC puc.consumer@puc.oregon.gov
Subject: Re: CenturyLink complaint-OPUC

I do not have a copy of the original as it was a separate form. But Beginning June 26 of this year our phones were out for 19 days. I submitted several phone complaints on this outage. Since then the phones have not been working consistently during any time period. They go out for 2-3 days, they go out during a phone conversation. They go out for 2-4 hours. Recently they were out Sept 10,11,12 and Sept 21 and they are out now. We have lost so much business that I am in jeopardy of losing my ranch and means of making a living. I have a pregnant lady, wife of employee, that if she has a problem we cannot call 911. I have 2 small grandchildren and three employees that do not have access to 911 in case of emergency. Originally if you look up my case, I have made numerous phone calls to complain, complain and etc. We do not have cel service on the ranch so that is not an option.

Originally someone in Century Tel office order the disconnect of several electric meters because they were so low cost they decided they didn't need them. The power company came and disconnected them, one of them powered our phone lines. After 19 days the phone company placed a generator by the side of the road to power our lines. When it ran out of fuel we had no phones, so they replaced it with a propane generator with a monitor in their office. Guess what, no one is in the office on the weekend. So the phones still go off. The phone company says it is power company fault and power company says it is the phone company fault because the lines are so outdated that legally they cannot reconnect to them. They are outdated to the point that when it rains, the phones go out because there is an apparent short somewhere. I have complained about this for over 10 years with no resolution. If the issue is not fixed soon, winter will be here and we will be without service all winter. That simply cannot happen with bad roads and need for emergency services. I recently filed my second complaint in the form of the internet CUB form. If you took your phone service, be it land or cel away for 4 months I am thinking something would have been reconciled by now.

Regards, Susan Fildes

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: ANOTHER FAILURE / Docket Number UM 1908 : ONGOING "LIFE SAFETY" CenturyLink Landline Debacle
Date: Tuesday, September 26, 2023 8:31:40 AM

Comments received for docketing. Consumers has already opened a new case for follow-up.

Deanna

From: Peter Lee <reachpeterlee@gmail.com>
Sent: Monday, September 25, 2023 1:01 PM
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>; PUC PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>; HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>; Gay Bradshaw <bradshaw@kerulos.org>; Priscilla Weaver <priscilla@saltmarshranch.com>
Subject: ANOTHER FAILURE / Docket Number UM 1908 : ONGOING "LIFE SAFETY" CenturyLink Landline Debacle

To whom it may concern,

Phone lines have a lot of static, and I am continually dropping calls. Possibly due to rain in the area. Infrastructure is in constant disrepair.

Please log the call on my behalf. I am not going to waste my time calling CenturyLink. It's an exercise in futility.

Thank you.

Peter

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [JENKINS Danielle * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: Attached Report to PUC of CL Phone outage 9/29/23
Date: Friday, September 29, 2023 3:26:02 PM
Attachments: [2023-9-29 SJS's Claim submitted to Oregon Public Utility Commission Website.pdf](#)

Comments received.

Deanna

From: Susan Shaffer <flyingpigranch206@gmail.com>
Sent: Friday, September 29, 2023 12:34 PM
To: Priscilla Weaver <priscilla@saltmarshranch.com>; Jennifer Hill-Hart <jennifer@oregoncub.org>; PUC PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>
Subject: Attached Report to PUC of CL Phone outage 9/29/23

You don't often get email from flyingpigranch206@gmail.com. [Learn why this is important](#)

We experienced a phone outage along with a power surge at 9:50 a.m. I called our dedicated phone line and reported it, and was given Ticket #72168814, with a date of service (DOS) of 10/4/23--4 days or 96 hrs away. It lasted approx. 1 hr. I then canceled the ticket, and when doing so noticed online that CL showed a different ticket (#0403312).

I reported it via the claim page on the PUC website, but since it had no mechanism to include other recipients, I am copying you with the attachment. I imagine it will get posted sometime in the next few days.

At 11:59 am, tech MATT called to confirm my phone was now working. Said the brownouts cause most of their issues and that Ruch has a lot of them, which makes me wonder if PAC PWR needs to upgrade their system as well.

Susan

If you have not contacted your utility company with this complaint, please do that as a first step.

If you have already contacted your utility and are not satisfied with its response, please fill out this form and click the SUBMIT button at the bottom of the page. If you have entered all the data correctly you will be redirected to a confirmation page. If you are not redirected to the confirmation page, data that is missing or entered incorrectly will have a red error message next to it. Please correct any errors and click the SUBMIT button until you are directed to the confirmation page.

DISCONNECTIONS:

If you are currently without service or concerned your service may be disconnected, please call the Consumer Services Section at 503-378-6600 or toll free within Oregon 1-800-522-2404.

Account Information

Name As It Appears on the Account

(Prefix) (First) (M.I.) (* Last or Business Name) (Suffix)

Service Address

(* Street) (Apartment)
(* City) (County)
(* State)
(* Zip Code)

Utility

Telephone (* Service) (* Company Name) (* Service Type)

Involved Telephone Number

(If the complaint is concerning telephone service, please enter the telephone number involved. If your complaint involves additional phone numbers, include them in your complaint description below.)

(Format: 999-999-9999) (ext.)

Person Making Complaint

Note: Complaints must be submitted by the customer of record or a party authorized with the utility company to discuss the account.

Your Name (if different from Account Owner)

(First) (M.I.) (Last or Business Name)

Relation to the Account Owner

Mailing Address (if different from Service Address)

(Choose Type) (Street) (Apartment)
(City) (County)
(State)
(Zip Code)

Email Address (username@host.domain)

(Format: X@X.XYZ)

Home Phone

(Format: 999-999-9999) (ext.)

Work Phone

(Format: 999-999-9999) (ext.)

Other Phone

5418995973

(Format: 999-999-9999)

(ext.)

(Type)

Complaint

Number of Characters: 1940

(Limit to 45,000 Characters. Send additional information to PUC.Consumer@state.or.us)

Today, 9/29/23, our phone went out at 9:50am after a brief power surge. I tried to report it online but could not easily find where to report phone outages, nor did any of the links to submit an outage work. I then called the dedicated outage line (844-304-5337) for our zip code (97530) from my cell phone, for which service is spotty due to no cell towers out here. I first reported the outage to "Carly," who put me on hold and our call promptly dropped. I called again and spoke with "Zena." She claimed no other calls had been received from this area reporting an outage.

After having to answer all the typical BS questions (gate? dog? etc.) she gave me Ticket #72168814 (however, when I checked online, the ticket listed there was #0403312). She then proceeded to give me a date of repair of Weds, 10/4/23, 4 days out and roughly 96hr away. When I told her that CL was by Order mandated to have our phones working within 48 hrs of the creation of the ticket, she simply replied the DOS was "system generated," and she could not change it.

Approximately 1 hr later our phone came back on. It took me almost 10 mins to find on the CL website where to cancel the upcoming appt because it kept telling me I did not have an upcoming appt. Finally at roughly 11:20am, I was able to cancel the appt via text.

The questions remain:

Why is CL still instructing their CS reps on our dedicated phone line that repairs will be made far beyond the mandated 48 hrs of the creation of a ticket?

If the DOS is truly system generated, why has CL still not reprogrammed their system to generate DOS at 48 hrs from creation of ticket?

If there are backup batteries as we are told, why don't they kick in immediately?

We have been dealing with CL phone outages and other service issues, which have sometimes gone on for days and weeks on end, for more than a decade. When will you, the PUC, finally do what you are authorized to do?

(* Nature of the Complaint)

* Have you contacted the utility company representative?

Yes

No

If yes, the name of the representative you have contacted:

(Title)

1) Carly, and 2) Zena

(Name)

The date you contacted your utility company:

9/29/23

(Format: mm/dd/yyyy)

Number of Characters: 133

(Limit to 10,000 Characters. Send additional information to PUC.Consumer@state.or.us)

On 9/29/23, CL gave me Ticket #72168814 (or #0403312, according to online data) and gave me a date of service of 10/4/23--96 hrs out.

(Outcomes of your discussion with the company regarding your complaint)

* What would you like PUC to do?

Provide me with information (describe below)

Record my complaint and initiate investigation

Other (describe below)

Number of Characters: 0

(Limit to 5,000 Characters. Send additional information to PUC.Consumer@state.or.us)

(PUC Action Description)

If your comments pertain to a specific docket, indicate the docket number here (if known):

UM 1908/2206

Contact Preference

* Your preferred method of contact by a PUC representative:

Email

Phone/Fax

Mail (USPS)

* = Required Field

SessionID: gy0UIngeiuxxl0231uwonsmp
85415152-6a67-4dbe-bae6-7d825afbed97

CUB/226
172

By checking this box, I acknowledge and accept the Commission's Privacy Statement and give my consent for the Commission or its representatives to look into my complaint, which may include providing my information to the subject utility.

[Privacy Statement](#)

Submit

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * 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: Friday, October 6, 2023 4:50:39 PM

Comments received.

Deanna

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

From: brassrng@everyactioncustom.com <brassrng@everyactioncustom.com>
Sent: Thursday, October 5, 2023 8:31 AM
To: PUC PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>
Subject: Public Comments on UM 1908

[You don't often get email from brassrng@everyactioncustom.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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 internet customer and have been having issues with CenturyLink that I would like to report for your investigation.

I am using the "SAM KNOWS" app to monitor the quality of my landline.

In every month I see outages documented on a graph and many months I may have as many as 35 outages during the month. most of these outages are short term but not all.

During September, my download speeds dropped a noticeable amount for an entire week.

In the past I have tried to contact support but it is never with a good outcome.

Complaints fall on deaf ears.

In every case, the support staff on the phone is in another country and even understanding their speech can be impossible.

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

Sincerely,

Jim Wilson

6269 SW Badger Rd Terrebonne, OR 97760-9074 brassrng@gmail.com

From: [Larry & Susan Fildes](#)
To: [WALKER Cheryl * PUC](#)
Subject: Re: Docket Number UM 1908--Notice of Filing--Oregon PUC
Date: Friday, October 6, 2023 7:14:34 PM

You don't often get email from sunrisevalleyranch@hotmail.com. [Learn why this is important](#)

Your notice of filing has done nothing to get our phones on permanent. It is the weekend and they are out again, and have again cost me money because I cannot reply to a client that wants to come to our lodge.. Know you are trying to help but still being out of phone service almost every weekend and some weekdays for over three months is damaging our business beyond repair.

Regards Susan Fildes

From: WALKER Cheryl * PUC <Cheryl.WALKER@puc.oregon.gov>
Sent: Friday, October 6, 2023 4:58 PM
To: dockets@oregoncub.org <dockets@oregoncub.org>; lreichman@perkinscoie.com <lreichman@perkinscoie.com>; bmrendar@gmail.com <bmrendar@gmail.com>; matthew.mcvee@pacificorp.com <matthew.mcvee@pacificorp.com>; oregondockets@pacificorp.com <oregondockets@pacificorp.com>; domain@rflawlobby.com <domain@rflawlobby.com>; adam.sherr@lumen.com <adam.sherr@lumen.com>; mfreese@rflawlobby.com <mfreese@rflawlobby.com>; Jennifer Joly <jenniferjoly@omeu.org>; abender@warren-news.com <abender@warren-news.com>; Sen Golden <Sen.JeffGolden@oregonlegislature.gov>; Rep Marsh <Rep.PamMarsh@oregonlegislature.gov>; Smith Natascha B <natascha.b.smith@doj.state.or.us>; peter.gose@lumen.com <peter.gose@lumen.com>; BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>; priscilla@saltmarshranch.com <priscilla@saltmarshranch.com>; redg16@aol.com <redg16@aol.com>; jennifer@oregoncub.org <jennifer@oregoncub.org>; law.ads2019@outlook.com <law.ads2019@outlook.com>; spark10300@gmail.com <spark10300@gmail.com>; bradshaw@kerulos.org <bradshaw@kerulos.org>; candace713@hotmail.com <candace713@hotmail.com>; mpaule1686@gmail.com <mpaule1686@gmail.com>; rushon@q.com <rushon@q.com>; mh155@gmail.com <mh155@gmail.com>; clintdriver@mac.com <clintdriver@mac.com>; jh04843@aol.com <jh04843@aol.com>; nkiskadden@icloud.com <nkiskadden@icloud.com>; crystalclearsat@yahoo.com <crystalclearsat@yahoo.com>; silversprings@q.com <silversprings@q.com>; benyohai@gmail.com <benyohai@gmail.com>; cbkrack@gmail.com <cbkrack@gmail.com>; flyingpigranch206@gmail.com <flyingpigranch206@gmail.com>; roarkeball@yahoo.com <roarkeball@yahoo.com>; gailbattaglia2@gmail.com <gailbattaglia2@gmail.com>; browndogvet@gmail.com <browndogvet@gmail.com>; suzigiven@icloud.com <suzigiven@icloud.com>; mshalloran2605@gmail.com <mshalloran2605@gmail.com>; mediapro1@comcast.net <mediapro1@comcast.net>; mkneuendorf@comcast.net <mkneuendorf@comcast.net>; andyg32@zoho.com <andyg32@zoho.com>; 7c15odt6f@relay.firefox.com <7c15odt6f@relay.firefox.com>; ecoeditor@gmail.com <ecoeditor@gmail.com>; jcksnrlyn@yahoo.com <jcksnrlyn@yahoo.com>; peggyshannon@outlook.com <peggyshannon@outlook.com>; john@oregoncub.org

<john@oregoncub.org>; brook.villa@lumen.com <brook.villa@lumen.com>; reachpeterlee@gmail.com <reachpeterlee@gmail.com>; thegrossers@yahoo.com <thegrossers@yahoo.com>; frank@fjdixon.com <frank@fjdixon.com>; wobobr123@yahoo.com <wobobr123@yahoo.com>; gfportland@fastmail.fm <gfportland@fastmail.fm>; jholmboe@msn.com <jholmboe@msn.com>; joosgalefamily@comcast.net <joosgalefamily@comcast.net>; myboo0055@yahoo.com <myboo0055@yahoo.com>; clee3142@gmail.com <clee3142@gmail.com>; jlgood30@gmail.com <jlgood30@gmail.com>; cobiaadmin@kobi5.com <cobiaadmin@kobi5.com>; rosebarnett44@gmail.com <rosebarnett44@gmail.com>; ead1947@gmail.com <ead1947@gmail.com>; kgjpeterson@gmail.com <kgjpeterson@gmail.com>; erinwildingcenter@gmail.com <erinwildingcenter@gmail.com>; brianhdonohue@yahoo.com <brianhdonohue@yahoo.com>; pkggoldman51@gmail.com <pkggoldman51@gmail.com>; richardhassanein@gmail.com <richardhassanein@gmail.com>; jfsconstruction@hotmail.com <jfsconstruction@hotmail.com>; kawnee.cc@gmail.com <kawnee.cc@gmail.com>; ruthillman50@gmail.com <ruthillman50@gmail.com>; cecileeverson@gmail.com <cecileeverson@gmail.com>; kjinxkathy@gmail.com <kjinxkathy@gmail.com>; mshadleyrose@yahoo.com <mshadleyrose@yahoo.com>; lorenkm@centurytel.net <lorenkm@centurytel.net>; sunrisevalleyranch@hotmail.com <sunrisevalleyranch@hotmail.com>

Cc: BARNES Kay * PUC <Kay.BARNES@puc.oregon.gov>; BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>; BEITZEL Russell * PUC <Russell.BEITZEL@puc.oregon.gov>; BROWN Mark * PUC <Mark.BROWN@puc.oregon.gov>; CASWELL Heide * PUC <Heide.CASWELL@puc.oregon.gov>; COLLINS Kristi * PUC <Kristi.COLLINS@puc.oregon.gov>; DOLPH Emily * PUC <emily.dolph@puc.oregon.gov>; HELLMAN Marc * PUC <Marc.HELLMAN@puc.oregon.gov>; MOSER Nolan * PUC <Nolan.MOSER@puc.oregon.gov>; NOTTINGHAM Melissa * PUC <melissa.nottingham@puc.oregon.gov>; VALLESPER Selena * PUC <Selena.VALLESPER@puc.oregon.gov>; Smith Natascha B <natascha.b.smith@doj.state.or.us>; Smith Natascha B <natascha.b.smith@doj.state.or.us>; SPRUCE Sarah * PUC <sarah.spruce@puc.oregon.gov>; MELLGREN John * PUC <john.mellgren@puc.oregon.gov>

Subject: Docket Number UM 1908--Notice of Filing--Oregon PUC

Description: Jim Wilson's comments.

Docket Name: UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER

Utility Company: CENTURYTEL OF OREGON INC -- TELE, UTIL_T

Type of Activity: PUBLIC COMMENT, filed on 10/6/2023.

To view this document, please click on the below link:

<http://edocs.puc.state.or.us/efdocs/HPC/um1908hpc165427.pdf>

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Public Utility Commission
Administrative Hearing Division
PO Box 1088
Salem, OR 97308-1088

For more information about eFiling, please visit the Filing Center page on the PUC's website at <https://www.oregon.gov/puc/filing-center/Pages/default.aspx>.

From: [Lyn Hennion](#)
To: [PUC.PUC.PublicComments * PUC](#)
Subject: Comment for Docket 1908/2206
Date: Saturday, October 7, 2023 9:41:20 AM

You don't often get email from baroness@buncom.org. [Learn why this is important](#)

Today (10/7/2023) at 7:45am, I noticed that I had no dial tone on my Century Link landline 541-944-0208). From my cell phone, I called 844-304-5337, the Century Link repair number, to report this outage. The call took a full 30 minutes, as the agent went through various verification exercises. Eventually, she told me that there appeared to be “severe impairment with the outside line” and that the soonest a technician could fix it would be October 13th, 6 DAYS from now.

The repair ticket number is 72712043.

In our rural area without cell service, landline outages are a serious concern. If our electricity goes out at the same time, our cell phones that are hooked to our WiFi are ‘dead’ as well, leaving us with no way to contact emergency services, if needed. I resent paying \$86.91 every month for such unreliable service.

Thank you for your attention to this on-going problem,

Lyn Hennion
Cell: 541-944-0208
Home: 541-899-7656
3232 Little Applegate
Jacksonville, OR 97530

Alternate address:
526 Windsor Ave
Medford, OR 97504

From: [Lyn Hennion](#)
To: [PUC.PUC.PublicComments * PUC](#)
Subject: Fwd: Comment for Docket 1908/2206 --- CORRECTED
Date: Saturday, October 7, 2023 10:56:57 AM

You don't often get email from baroness@buncom.org. [Learn why this is important](#)

Inadvertently, I used my cell number in the first line of my comment. My landline number is **541-899-7656**.

Also, I have received both an email and a text message that are now giving me a different repair ticket number than the one I was given over the phone: **0418719**

Thanks again,

Lyn Hennion
Cell: 541-944-0208
Home: 541-899-7656
3232 Little Applegate
Jacksonville, OR 97530

Alternate address:
526 Windsor Ave
Medford, OR 97504

Begin forwarded message:

From: Lyn Hennion <baroness@buncom.org>
Subject: **Comment for Docket 1908/2206**
Date: October 7, 2023 at 9:40:55 AM PDT
To: puc.publiccomments@puc.oregon.gov

Today (10/7/2023) at 7:45am, I noticed that I had no dial tone on my Century Link landline 541-944-0208). From my cell phone, I called 844-304-5337, the Century Link repair number, to report this outage. The call took a full 30 minutes, as the agent went through various verification exercises. Eventually, she told me that there appeared to be "severe impairment with the outside line" and that the soonest a technician could fix it would be October 13th, 6 DAYS from now.

The repair ticket number is 72712043.

In our rural area without cell service, landline outages are a serious concern. If our electricity goes out at the same time, our cell phones that are hooked to our WiFi are 'dead' as well, leaving us with no way to contact emergency services, if needed. I resent paying \$86.91 every month for such unreliable service.

Thank you for your attention to this on-going problem,

Lyn Hennion
Cell: 541-944-0208
Home: 541-899-7656
3232 Little Applegate
Jacksonville, OR 97530

Alternate address:
526 Windsor Ave
Medford, OR 97504

From: [Lyn Hennion](#)
To: [PUC.PUC.PublicComments * PUC](#)
Subject: Re: Comment for Docket 1908/2206 --- UPDATED AND CANCELLED
Date: Saturday, October 7, 2023 1:47:12 PM

You don't often get email from baroness@buncom.org. [Learn why this is important](#)

At 12:45pm today (10/7/2023), I had a call from Robert, a Century Link technician, who was in the area and asked if he could come by and look at the situation with our phone. Turns out the problem was NOT a widespread outage, but rather that my landline phone was not securely plugged into the jack. He graciously fixed that, said he would cancel the repair ticket and would not charge us because "It was so easy." Kudos and congratulations to Robert.

Thanks again,
Lyn Hennion
Cell: 541-944-0208
Home: 541-899-7656
3232 Little Applegate
Jacksonville, OR 97530

Alternate address:
526 Windsor Ave
Medford, OR 97504

On Oct 7, 2023, at 10:56 AM, Lyn Hennion <baroness@buncom.org> wrote:

Inadvertently, I used my cell number in the first line of my comment. My landline number is **541-899-7656**.

Also, I have received both an email and a text message that are now giving me a different repair ticket number than the one I was given over the phone: **0418719**

Thanks again,

Lyn Hennion
Cell: 541-944-0208
Home: 541-899-7656
3232 Little Applegate
Jacksonville, OR 97530

Alternate address:
526 Windsor Ave
Medford, OR 97504

Begin forwarded message:

From: Lyn Hennion <baroness@buncom.org>
Subject: Comment for Docket 1908/2206

Date: October 7, 2023 at 9:40:55 AM PDT

To: puc.publiccomments@puc.oregon.gov

Today (10/7/2023) at 7:45am, I noticed that I had no dial tone on my Century Link landline 541-944-0208). From my cell phone, I called 844-304-5337, the Century Link repair number, to report this outage. The call took a full 30 minutes, as the agent went through various verification exercises. Eventually, she told me that there appeared to be “severe impairment with the outside line” and that the soonest a technician could fix it would be October 13th, 6 DAYS from now.

The repair ticket number is 72712043.

In our rural area without cell service, landline outages are a serious concern. If our electricity goes out at the same time, our cell phones that are hooked to our WiFi are ‘dead’ as well, leaving us with no way to contact emergency services, if needed. I resent paying \$86.91 every month for such unreliable service.

Thank you for your attention to this on-going problem,

Lyn Hennion

Cell: 541-944-0208

Home: 541-899-7656

3232 Little Applegate

Jacksonville, OR 97530

Alternate address:

526 Windsor Ave

Medford, OR 97504

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [PUC CONSUMER PUC * 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: Tuesday, October 17, 2023 9:03:39 AM

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

From: mike.watkins@everyactioncustom.com <mike.watkins@everyactioncustom.com>
Sent: Tuesday, October 10, 2023 9:54 AM
To: PUC PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>
Subject: Public Comments on UM 1908

[You don't often get email from mike.watkins@everyactioncustom.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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.

As Electric Superintendent of a city-owned Electric Utility, I have encountered MANY, MANY frustrating situations regarding the little (mostly zero) communication with the Lumen/Century Link staff. We have had trouble with getting any pole transfers completed after changing out a rotten/broken power pole. There are many still attached to the old pole, even after multiple emails/phone calls to the people listed on our emergency phone contact list.

We have also incurred issues with the new construction/new services side of thier business. Either we do not hear from them at all, or they say "it's in the queue, and we are not sure when we will get to it".

As a utility, we are EXPECTED to provide a service to our customers in a timely manner, with safety, quality, and professionalism. I DO NOT feel that is what Lumen/Century Link offer to their customers, or fellow utilities.

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

Sincerely,

Mike Watkins

722 S Main St Milton Freewater, OR 97862-1453 mike.watkins@milton-freewater-or.gov

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [JENKINS Danielle * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: CenturyLink Concerns
Date: Tuesday, October 17, 2023 9:06:11 AM

From: Peter Lee <reachpeterlee@gmail.com>
Sent: Tuesday, October 10, 2023 3:35 PM
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>; PUC PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>; Priscilla Weaver <priscilla@saltmarshranch.com>; Gay Bradshaw <bradshaw@kerulos.org>
Subject: Re: CenturyLink Concerns

Thanks, Danielle,

You might recall me telling you this switch situation was the issue well over a year and a half ago, and that they constantly switch customers from the good side, to the bad side, and the squeaky wheel gets put back on the good side, then, somehow we magically get migrated back to the bad side. This was told to me by the CL technician two or more years ago... In other words, the same issue which has been going on for years. No change.

We have no word on what they do when they go to the field, or when they will address this ongoing condition and actually fix it.

Peter

reachpeterlee@gmail.com

On Tue, Oct 10, 2023 at 2:51 PM PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov> wrote:

Dear Peter,

Thank you for contacting the Oregon Public Utility Commission (PUC) regarding your concerns with CenturyLink/Qwest (CLQ).

CLQ indicated there was an area wide outage in Jacksonville around September 3, 2023. CLQ found your line was affected by a secondary issue

regarding one of their switches, which was repaired on September 7, 2023. After you said there was static issues with your line on September 25, 2023, I notified CLQ. CLQ then found issues with their pair gain system, which they repaired on September 29, 2023.

The PUC and Commission are very aware of the ongoing issues in Jacksonville, and we will continue to monitor the situation. The PUC will continue to work with CLQ on a resolution as part of the open dockets UM 1908/2206.

I appreciate you taking the time to report your concerns so we can document and investigate each failure further. Please continue to let us know if you have further issues.

Kind regards,

Danielle
Compliance Specialist
Oregon Public Utility Commission
puc.consumer@puc.oregon.gov
503-378-6600 Fax
503-378-5743

From: [PUC PUC.PublicComments * PUC](#)
To: [PUC CONSUMER PUC * PUC](#); [JENKINS Danielle * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: RE: Comment in UM 1908/2206
Date: Friday, October 27, 2023 12:11:45 PM

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Friday, October 20, 2023 1:43 PM
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>
Cc: Jennifer Hill-Hart <jennifer@oregoncub.org>; Susan Shaffer <flyingpigbranch206@gmail.com>
Subject: Comment in UM 1908/2206

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

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Friday, October 27, 2023 8:58 AM
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>; MENZA Candice * PUC <Candice.MENZA@puc.oregon.gov>; PUC PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>
Subject: Comment in UM 1908/2206

Good morning,

This comment apparently went to your spam boxes rather than being posted on the eDocket. Please go ahead and post it. There is a followup that should have been posted as well. I will resend it now.

Thanks. Priscilla

> On Oct 20, 2023, at 1:42 PM, Priscilla Weaver <priscilla@saltmarshranch.com> wrote:
>
> Commissioners:
>
> It is my understanding from fragmentary reports passing among CenturyLink customers in my area that for at least the last 5-6 days, and perhaps stretching back to September, people are once again experiencing dropped calls and otherwise not having the ability to make/receive and complete calls.
>
> One customer, Chris Beekman, 541-899-3992, tried to describe the problem to me today but the call dropped and now I cannot reach him to confirm the details. He told me he had called for several trouble tickets in the last week and that the CenturyLink repair tech told him (Chris) that the problem is widespread and ongoing and as yet is unresolved.
>
> I apologize for not having all the details, but this issue is exactly what our Orders are intended to prevent — lengthy outages caused by CenturyLink’s failure to keep its equipment in reliable operating condition. And, of course, CenturyLink is the only source of the information about when this problem began and how many customers are still without reliable service.
>
> On behalf of my community and consistent with the Orders, I respectfully request that the Commission require

CenturyLink to immediately provide all the details necessary for the Commission to confirm the scope of this outage and then immediately levy the full amount of fines called for by the Orders. This one most assuredly is not an act of God.

>

> As you know, we are at a critical decision point in the Price Plan proceedings. My community and I are looking at you to step up and enforce your Orders now as the only way our phones will be repaired without further delay and our lives will no longer be in jeopardy because of CenturyLink's ongoing negligence.

>

> Thank you.

>

> Priscilla Weaver

> 6268 Little Applegate Road

> Jacksonville OR 97530

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [JENKINS Danielle * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: Update to comment in UM 1908/2206
Date: Friday, October 27, 2023 12:21:14 PM

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Friday, October 27, 2023 8:59 AM
To: PUC PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>; PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>; MENZA Candice * PUC <Candice.MENZA@puc.oregon.gov>
Subject: Update to comment in UM 1908/2206

This comment apparently went into your spam box as well?

Thanks for getting it posted today.

Priscilla Weaver

Begin forwarded message:

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Subject: Update to comment in UM 1908/2206
Date: October 21, 2023 at 12:59:13 PM PDT
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>

Please file this additional information about the multi-customer outage for which I filed a comment yesterday, October 20, 2023.

"Matt" is a CenturyLink technician.

The "Star Ranger" station is a Forest Service/BLM location on Upper Applegate Road between Ruch and McKee Bridge, approximately 10-20 miles from Jacksonville.

Now that it can be confirmed that the outage affects many customers and is happening because of CenturyLink's unreliable and unsafe equipment and is in at least its 11th day, the violation of Orders 22-340, 2-422, and 23-109 would seem ripe for Commission action.

Thank you.

Priscilla Weaver

Begin forwarded message:

From: "Crystal Clear Satellite, llc" <crystalclearsat@yahoo.com>
Subject: October outages
Date: October 20, 2023 at 3:21:21 PM PDT
To: priscilla@saltmarshranch.com, crystalclearsat@yahoo.com

Here ya go!

No dial tone:

10/10 & 10/15/23

Ticket# 043699 10/16/23

Credit for 1 month no service issued 10/16/23

Ticket# 398538015 10/17/23

No dialtone again:

10/20/23 1:15

Ticket# 73614293 10/25/23

Matt called to confirm a system wide outage today. They are scheduled to replace cards at the Star Ranger remote station on Monday.

Chris

541-899-3999

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [JENKINS Danielle * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: UM 1908/2206
Date: Tuesday, October 31, 2023 12:20:24 PM

From: Gail Battaglia <gailbattaglia2@gmail.com>
Sent: Saturday, October 28, 2023 10:17 AM
To: PUC PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>
Subject: UM 1908/2206

You don't often get email from gailbattaglia2@gmail.com. [Learn why this is important](#)

Hello,

We are CenturyLink customers. On October 27, we experienced a brief power outage roughly around 3 PM which caused our landline to go down. We were both at work but were able to report it to CenturyLink/lumen around 6 PM. I called the 97530 dedicated number 844-304-5337 and spoke to Ryan. I was given ticket number 74112116. This was again, another outage that affected many of our neighbors as confirmed on our group neighborhood text.

On Saturday morning, October 28 at 8:00 am, I did receive a call from the Centurylink technician checking to see if our line was working, which it was.

This is so frustrating as a continual, ongoing issue with CenturyLink. The process to call and get a repair ticket takes about a half hour and is quite tedious.

Thank you for your attention to this matter.

Gail Battaglia
Roarke Ball
3996 Little Applegate Rd
Jacksonville, Or 97530
541-899-7922

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [JENKINS 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, November 6, 2023 2:13:57 PM

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

From: gailbee@everyactioncustom.com <gailbee@everyactioncustom.com>
Sent: Saturday, November 4, 2023 10:50 AM
To: PUC PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>
Subject: Public Comments on UM 1908

[You don't often get email from gailbee@everyactioncustom.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

Dear Oregon Public Utility Commission,

As a telephone customer of CenturyLink, I strongly oppose removing consumer protections. I am submitting my comments for docket UM 1908.

Please do not remove the order protecting landline customers most impacted by service issues. CenturyLink has not put a remedy in place to fix the pattern of service quality issues in Jacksonville and surrounding areas.

Centurylink has not proved that they will be responsible or accountable to our landline issues. In the past year, we have had several outages that have lasted more than 24 hours. We finally got a dedicated phone line for us to report our outages but it still takes time to report it and most of the time we are not able to report outages for our neighbors. The representatives I've talked to don't even realize it's a dedicated phone number for our area.

Where we are located has very poor to no cell service. We pay the full price for our landline as people "in town" yet receive inferior service compared to theirs. When we have a minor power outage that lasts for less than a minute, our land lines all go down.

With the Jacksonville order in place, CenturyLink has had to be more accountable and I have seen a slow improvement when calling for repairs. I am concerned with the Jacksonville order removed, CenturyLink will have no one to be accountable to.

Please! Keep the Jacksonville order in place.

I urge you to keep the Jacksonville Order in place.

Sincerely,
Gail Battaglia
3996 Little Applegate Rd Jacksonville, OR 97530-9088 gailbee@ccountry.net

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [JENKINS Danielle * PUC](#); [PUC CONSUMER PUC * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: Comment for Docket 1908/2206
Date: Monday, November 6, 2023 2:17:57 PM

From: Marion Hadden <mhts155@gmail.com>
Sent: Sunday, November 5, 2023 6:14 PM
To: PUC PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>
Subject: Comment for Docket 1908/2206

You don't often get email from mhts155@gmail.com. [Learn why this is important](#)

Please add this comment to the consolidated docket 1908/2206.

I noticed my landline, 541-899-9513, was out at 2:30 pm today, 11/5/2023, on Little Applegate Road, Jacksonville and I have had no power glitches or power outages.

My husband called the dedicated line and reached [CenturyLink](#) to report the problem. After a 45 minute call (see below) he received dispatch ticket number 405260669. The rep did not know anything about our dedicated number or the ability to report multiple outages. She said the repair date would be 11/9, not within the 2 day limit as prescribed.

The call was unprofessional and frustrating. The dedicated service line is obviously not staffed 24 hours a day, 7 days a week as imposed by the PUC. The only bright spot to the call was the serenade of chickens in the background when I was not on hold.

A timetable of the call:

Call started approximately 2:45 PM

2 -3 minutes of preliminaries. Put on hold.

Minute 11 - Rep thanked him for waiting, still checking account information. Put on hold.

Minuted 16 - Rep will do a test call. He repeats that this is an area wide problem. Put on hold.

Minute 25 - Rep returns and asks how many phones are connected to the line and if they are all out, he tells her 4 and they are all out since the problem is area wide. Rep needs to do some other test. Put on hold.

Minute 31 - Rep returns, she has to contact internal support. Put on hold.

Minute 39 - Rep returns, says she is preparing ticket. Put on hold.

Minute 41 - Rep returns, still has no ticket and wants a second telephone # so they can call it when the repair is complete. He tells her to use the 541-899-9513 since it will be repaired. She says she needs a second number to inform us when the line is repaired, he tells her [Centurylink](#) doesn't need another number and repeats just use the landline number since it will supposedly be working.

Minute 45 - Finally dispatch number and scheduled repair date are provided and call concludes.

I'm sure glad we have a dedicated line to speed up service!!

Marion Hadden
4035 Little Applegate Rd
Jacksonville OR 97530
541 899 9513

From: [PUC.PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [JENKINS Danielle * PUC](#); [PUC CONSUMER PUC * 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, November 6, 2023 1:39:42 PM

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

From: Leenstra2@everyactioncustom.com <Leenstra2@everyactioncustom.com>
Sent: Saturday, November 4, 2023 10:29 AM
To: PUC.PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>
Subject: Public Comments on UM 1908

[You don't often get email from leenstra2@everyactioncustom.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

Dear Oregon Public Utility Commission,

As a telephone customer of CenturyLink, I strongly oppose removing consumer protections. I am submitting my comments for docket UM 1908.

Please do not remove the order protecting landline customers most impacted by service issues. CenturyLink has not put a remedy in place to fix the pattern of service quality issues in Jacksonville and surrounding areas. I can't check my voice-mail because I was given a number that was formerly used and it still has the voice-mail greeting from that user. CenturyLink's customer service is horrible. I used them for my internet in Washington. They are unfortunately the only provider here in Jacksonville.

I urge you to keep the Jacksonville Order in place.

Sincerely,
Nick Leenstra
10254 Sterling Creek Rd Jacksonville, OR 97530-9333 Leenstra2@hotmail.com

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [JENKINS 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, November 6, 2023 2:15:01 PM

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

From: slondon27@everyactioncustom.com <slondon27@everyactioncustom.com>
Sent: Saturday, November 4, 2023 12:32 PM
To: PUC PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>
Subject: Public Comments on UM 1908

[You don't often get email from slondon27@everyactioncustom.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

Dear Oregon Public Utility Commission,

As a telephone customer of CenturyLink, I strongly oppose removing consumer protections. I am submitting my comments for docket UM 1908.

Please do not remove the order protecting landline customers most impacted by service issues. We are paying customers who are not receiving the service we pay for. The fact that CenturyLink (LUMEN) will not replace ancient hardware out in rural Jackson County, where there is zero cell service for many miles, is criminal. Personally, I have to drive 20 miles one way to get cell service. With the landline regularly going dead, we have no 911 service to call if there is an emergency. Being told for 10 years that they will not replace hardware because of impending fiber optics installation is ridiculous. No fiber optics have been installed in rural Jackson County, nor will it be for years to come. As living citizens of Jackson County, we need to be ensured that we have 911 services available 24 hours a day; services we are paying for. Will one of us have to die, due to not being able to call 911? Is that what has to happen before the PUC takes action to help Jackson County citizens?

I urge you to keep the Jacksonville Order in place.

Sincerely,
Stacey Lehnen
3998 Little Applegate Rd Jacksonville, OR 97530-9088 slondon27@yahoo.com

From: [William C Driver](#)
To: [WALKER Cheryl * PUC](#)
Subject: Re: Docket Number UM 1908--Notice of Filing--Oregon PUC
Date: Tuesday, November 7, 2023 9:10:25 AM
Attachments: [On Sundays.docx](#)

Folks from PUC,
Attached please find my description of the last outage reporting episode.

On Nov 6, 2023, at 3:09 PM, WALKER Cheryl * PUC
<Cheryl.WALKER@puc.oregon.gov> wrote:

Description: Stacey Lehnen's comments.
Docket Name: UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER
Utility Company: CENTURYTEL OF OREGON INC -- TELE, UTIL_T
Type of Activity: PUBLIC COMMENT, filed on 11/6/2023.
To view this document, please click on the below link:

<http://edocs.puc.state.or.us/efdocs/HPC/um1908hpc15347.pdf>

All parties on the Commission's service list will receive email notices of all documents filed in this docket. The Commission will also provide electronic service of all related rulings, notices, and orders via email. If you are unable to view documents electronically and therefore need to receive hard copies, please send a statement of need to:

Public Utility Commission
Administrative Hearing Division
PO Box 1088
Salem, OR 97308-1088

For more information about eFiling, please visit the Filing Center page on the PUC's website at <https://www.oregon.gov/puc/filing-center/Pages/default.aspx>.

On Sundays, I watch football because I enjoy playing Fantasy Football with my kids. This Sunday it went less than well.

At 2:46 PST I received a text from one of my neighbors who is part of my CenturyLink Support Group thread. He reported no dial tone; I checked my phone line. No dial tone as well. Apparently, his phone service is through Clear Rate, as that's where he made his report. Mine is through CenturyLink, so I called our reportedly newer, better, dedicated reporting service that makes sure that we're protected from these types of interruptions.

Within 5 minutes I started calling 844-304-5337, which I understood to be our 24/7 reporting line that allowed us to reach a native English speaker, who would be able to consolidate our information to provide a more cogent, useful snapshot of our outage area that would help CenturyLink be able to respond to our collective outage in a timely manner.

I reached a lovely young woman, not a native-English speaker, who walked me through a series of questions (all of which I've heard before) including my name, address, number from which I'm calling (because it obviously can't be the CenturyLink number), etc. At this point, with some insistence, I was also able to give her two other addresses of people without service. She obligingly took these addresses as well. She asked me two or three times to remain on the line while she did other checks. During one of these checks, I noticed a call coming though from a 1(800) line, identified as being CenturyLink. I answered it.

At this point I'm sure this was a mistake because it was an automated line that took me through 5- or 10-minutes worth of everything I'd already done. Eventually, it delivered me to another CenturyLink answering person who could have been the sister of the original non-native English speaker to whom I had originally been connected. I'm sure that I expressed frustration at having to start over again, but I complied with her need to start over with my name, address, phone I was reporting, phone that I was calling from, when this started, etc.

I labored through reporting all this again and was able to add three new addresses to the report by this time. It's now 4:20 PM, and I've spent more than an hour and a half of my Sunday trying to comply with the needs of a company that I feel has remarkably little interest in my needs. I feel privileged in that I have Starlink high speed internet service that allows my cell phone to stay connected through virtually all these outages.

While I was waiting online for all these things to proceed, I looked up the 2022 Compensation that CEO of CenturyLink received. I wasn't even too startled to learn that it was around 20 million dollars/year. However, almost 15 million of this was in CenturyLink stock. I'm totally willing to ignore this. But the standard comp for this (in my opinion compromised) CEO works out to be around \$2400/hr. I recognize that I'm retired and less valuable, but still feel with my business acumen and experience I'm worth at least 1/10 of his remuneration, I hereby request 360 dollars as appropriate compensation for the unenviable timer I spent on this duty...

From: [Susan Shaffer](#)
To: [PUC CONSUMER PUC * PUC](#); [PUC PUC.PublicComments * PUC](#); [MENZA Candice * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#); [BARTHOLOMEW Joseph * PUC](#); [Jennifer Hill-Hart](#); [KNOLL Ellie * PUC](#)
Subject: Fwd: CenturyLink Concerns
Date: Saturday, November 11, 2023 12:44:40 PM

Please post this comment and the one I submitted to you on 11/7/23 (see those comments below) to the Public Comments for UM 1908/UM 2206.

Good afternoon. It is Saturday, 11/11/23, Veterans Day holiday, and surprise, surprise, our neighborhood phones are out again, not even a full week since the last outage on 11/5/23 (~2.5 hrs). This time they were out for approximately 2.0 hrs.

This is so beyond ridiculous it is not funny. How dare CL request and receive a plan price increase when they can't even keep their equipment functioning? And they expect us to pay more--for nothing?

Susan Shaffer
2459 Little Applegate Rd.
Jacksonville, OR 97530
541-899-5963 and -5973 landlines

----- Forwarded message -----

From: Susan Shaffer <sjshaffer206@gmail.com>
Date: Tue, Nov 7, 2023 at 12:19 PM
Subject: Re: CenturyLink Concerns
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>
Cc: sjshaffer206@gmail.com <sjshaffer206@gmail.com>, <Ellie.KNOLL@puc.oregon.gov>, MENZA Candice * PUC <Candice.MENZA@puc.oregon.gov>, Jennifer Hill-Hart <jennifer@oregoncub.org>

Thank you, Danielle. Since my last reported CL landline phone service outage on 9/29/23, another outage occurred on Sunday, 11/5/23, at roughly 2:25 pm which lasted for about 2.5+ hrs. This report should be added to the dockets UM 1908/UM 2206.

After confirming with several neighbors that their phones also were out I reported my phone service outage to our "dedicated priority phone line" but, guess what? The woman with whom I spoke ("Kizzie", but had a hard time understanding due to her thick accent), claimed, "*They had not received any other calls reporting outages in our area.*" I knew this was

untrue as neighbors reported to me they had indeed already called CL.

It took more than 40 mins to report my outage, after having to answer the questions she read from her phone script. I kept asking for and finally received Ticket #0482424, and a repair date of 11/9/23--4 days away, which was more than double the mandated timeframe required for CL to fix an issue once a ticket is created.

At approximately 5:15 pm I received a call from (a requested live) tech that the phone service was back on. While all of this is an incredibly time-consuming annoyance, the real issue is the fact that our phone service is still intermittent at best, and can be predicted just about every time we get some moisture. No power outage or surge this time.

We have all been reporting for years that our CL landlines are not reliable. God forbid, we have a death as a result of not having the ability to call 911 for help (for which we are charged \$2.50/mo for Oregon 911). Our only salvation this past year has been the PUC Order. For each and every one of us who have reported outages to the PUC since the Order has been in place, can you tell me exactly 1) what sanctions have you enacted on CL?, and 2) how much CL has been fined? If they aren't held accountable with fines, they won't lift a finger to fix things, and if the PUC won't make good on the sanctions and fines as specified in the Order, what good are they doing? Who is left to help us?

I have personally been told several times over the years by a "supervisor" that, "...CL is not going to put any money into fixing the equipment issues out there." While the CL "fix times" have seemed to speed up recently (regardless of the 4+ days out timeframes given), the continued need for the PUC Order to remain in place should be obvious. Please, do not eliminate the Order and dismiss the efforts all of us have spent getting that order in place. CL must FIRST fix or replace the equipment as they've been promising for years BEFORE you remove the only leverage we have of getting any reliable landline phone service here in the Applegate/Little Applegate/97530 area.

Susan Shaffer
2459 Little Applegate Rd.
Jacksonville, OR 97530
541-899-5963 & -5973 landlines

On Thu, Nov 2, 2023 at 8:07 AM PUC CONSUMER PUC * PUC
<puc.consumer@puc.oregon.gov> wrote:

Dear Susan,

Thank you for contacting the Oregon Public Utility Commission regarding your concerns with CenturyLink.

I understand you stated there was a loss of phone service after a power outage on September 29, 2023. After further review, CenturyLink determined the cause was related to their equipment, and not a power outage.

The PUC is aware of ongoing issues in Jacksonville, and this will continue until fiber is installed. If you have issues, please continue to file tickets with the company and leave them open, even if the issue is resolved. This helps the company track and determine the cause.

The intermittent issues in your area are difficult for company to troubleshoot. It's like a car that makes a noise and then stops when you take it into the mechanic. This is why the PUC is working hard to encourage CenturyLink to bring fiber into the area as soon as possible. It's part of the open and ongoing docket UM 1908, which you can view any time from our website.
<https://apps.puc.state.or.us/edocketsSearch/eDocketsSearch/>

Your concerns will be documented as part of public record, and we appreciate you bringing it to our attention.

Sincerely,

Danielle

Compliance Specialist

Oregon Public Utility Commission

puc.consumer@puc.oregon.gov

503-378-6600

Fax 503-378-5743

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