

**From:** [Peter Lee](#)  
**To:** [WALKER Cheryl \\* PUC](#); [puc.puliccomments@puc.oregon.gov](mailto: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

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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](mailto: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](mailto: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](#)

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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](mailto:reachpeterlee@gmail.com)

On Mon, Sep 11, 2023 at 9:28 AM HARRISON Danielle \* PUC  
<[Danielle.HARRISON@puc.oregon.gov](mailto: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](mailto:puc.puliccomments@puc.oregon.gov) and the address should be [puc.publiccomments@puc.oregon.gov](mailto: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](mailto:puc.consumer@puc.oregon.gov)

503-378-6600

Fax 503-378-5743

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**From:** Peter Lee <[reachpeterlee@gmail.com](mailto:reachpeterlee@gmail.com)>

**Sent:** Sunday, September 10, 2023 8:36 AM

**To:** HARRISON Danielle \* PUC <[Danielle.HARRISON@puc.oregon.gov](mailto:Danielle.HARRISON@puc.oregon.gov)>; Priscilla Weaver <[priscilla@saltmarshranch.com](mailto:priscilla@saltmarshranch.com)>

**Subject:** Fwd: Delivery Status Notification (Failure)

You don't often get email from [reachpeterlee@gmail.com](mailto:reachpeterlee@gmail.com). [Learn why this is important](#)

Danielle,

BLOCKED AGAIN

Please submit on my behalf, since nothing seems to work.

Ticket numbers given for this call -

Over the phone, after a 37 minute call they gave me 70464271 and...

this email says ticket# 0368003

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Why are we paying our taxes???

Peter

----- Forwarded message -----

From: **Mail Delivery Subsystem** <[mailer-daemon@googlemail.com](mailto:mailer-daemon@googlemail.com)>

Date: Sun, Sep 10, 2023 at 8:24 AM

Subject: Delivery Status Notification (Failure)

To: <[reachpeterlee@gmail.com](mailto:reachpeterlee@gmail.com)>

Error Icon



## Message blocked

Your message to [puc.puliccomments@puc.oregon.gov](mailto: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](mailto:reachpeterlee@gmail.com)>

To: "WALKER Cheryl \* PUC" <[Cheryl.WALKER@puc.oregon.gov](mailto:Cheryl.WALKER@puc.oregon.gov)>, [puc.puliccomments@puc.oregon.gov](mailto:puc.puliccomments@puc.oregon.gov), "PUC CONSUMER PUC \* PUC" <[puc.consumer@puc.oregon.gov](mailto:puc.consumer@puc.oregon.gov)>, Priscilla Weaver <[priscilla@saltmarshranch.com](mailto: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 -----