

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

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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

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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:

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Medford, OR 97504

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Subject: Comment for Docket 1908/2206

Date: October 7, 2023 at 9:40:55 AM PDT

To: puc.publiccomments@puc.oregon.gov

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