

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]