

**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](mailto: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 through 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...