

**From:** [Peter Lee](#)  
**To:** [PUC PUC.PublicComments \\* PUC](#)  
**Subject:** UM 1908 or UM 2206  
**Date:** Friday, September 8, 2023 1:08:06 PM

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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

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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???

PeterPeter Lee  
Cell: 310.430.4891

[reachpeterlee@gmail.com](mailto: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

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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](mailto:No-reply@notifications.lumen.com)>  
Date: Mon, Sep 11, 2023 at 11:36 AM  
Subject: CenturyLink appointment update  
To: <[reachpeterlee@gmail.com](mailto: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.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  
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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](mailto: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](mailto:No-reply@notifications.lumen.com)>  
**Date:** Mon, Sep 11, 2023 at 11:36 AM  
**Subject:** CenturyLink appointment update  
**To:** <[reachpeterlee@gmail.com](mailto: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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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

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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](mailto:No-reply@notifications.lumen.com)>  
Date: Mon, Sep 11, 2023 at 12:32 PM  
Subject: CenturyLink appointment update  
To: <[reachpeterlee@gmail.com](mailto: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



[Service  
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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

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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](mailto:reachpeterlee@gmail.com)

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

**From:** CenturyLink <[No-reply@notifications.lumen.com](mailto:No-reply@notifications.lumen.com)>  
**Date:** Mon, Sep 11, 2023 at 2:22 PM  
**Subject:** CenturyLink appointment update  
**To:** <[reachpeterlee@gmail.com](mailto:reachpeterlee@gmail.com)>



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## Repair appointment update

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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.

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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](#); [mfreeserflawlobby.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](#); [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@fjdixon.com](#); [brianhdonohue@yahoo.com](#); [cecileeverson@gmail.com](#); [gfportland@fastmail.fm](#); [suzigiven@icloud.com](#); [pkggoldman51@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

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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](mailto: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

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**From:** DAVIS Diane \* PUC <[Diane.DAVIS@puc.oregon.gov](mailto:Diane.DAVIS@puc.oregon.gov)>  
**Sent:** Monday, September 11, 2023 5:12 PM  
**To:** [ecoeditor@gmail.com](mailto:ecoeditor@gmail.com); [roarkeball@yahoo.com](mailto:roarkeball@yahoo.com); [gailbattaglia2@gmail.com](mailto:gailbattaglia2@gmail.com);  
BARTHOLOMEW Joseph \* PUC <[Joseph.BARTHOLOMEW@puc.oregon.gov](mailto:Joseph.BARTHOLOMEW@puc.oregon.gov)>;  
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[7c15odt6f@relay.firefox.com](mailto:7c15odt6f@relay.firefox.com); [clintdriver@mac.com](mailto:clintdriver@mac.com); [kawnee.cc@gmail.com](mailto:kawnee.cc@gmail.com);  
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[jlgood30@gmail.com](mailto:jlgood30@gmail.com); [thegrosers@yahoo.com](mailto:thegrosers@yahoo.com); [richardhassanein@gmail.com](mailto:richardhassanein@gmail.com);  
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[wobobr123@yahoo.com](mailto:wobobr123@yahoo.com); [cobiadmin@kobi5.com](mailto:cobiadmin@kobi5.com); [jfsconstruction@hotmail.com](mailto:jfsconstruction@hotmail.com);  
[ruthillman50@gmail.com](mailto:ruthillman50@gmail.com); [erinwildingcenter@gmail.com](mailto:erinwildingcenter@gmail.com); [john@oregoncub.org](mailto:john@oregoncub.org);  
[jennifer@oregoncub.org](mailto:jennifer@oregoncub.org); [dockets@oregoncub.org](mailto:dockets@oregoncub.org); [oregondockets@pacificcorp.com](mailto:oregondockets@pacificcorp.com); Gay  
Bradshaw <[bradshaw@kerulos.org](mailto:bradshaw@kerulos.org)>; Sen Golden  
<[Sen.JeffGolden@oregonlegislature.gov](mailto:Sen.JeffGolden@oregonlegislature.gov)>; [redg16@aol.com](mailto:redg16@aol.com); Jennifer Joly  
<[jenniferjoly@omeu.org](mailto:jenniferjoly@omeu.org)>; Rep Marsh <[Rep.PamMarsh@oregonlegislature.gov](mailto:Rep.PamMarsh@oregonlegislature.gov)>;  
[matthew.mcvee@pacificcorp.com](mailto:matthew.mcvee@pacificcorp.com); [spark10300@gmail.com](mailto:spark10300@gmail.com); [law.ads2019@outlook.com](mailto: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](mailto: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](mailto: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](mailto: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

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**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](mailto: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](mailto: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](mailto: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