

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

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> 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. 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. 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