

**From:** [PUC PUC.PublicComments \\* PUC](#)  
**To:** [BARTHOLOMEW Joseph \\* PUC](#); [JENKINS Danielle \\* PUC](#); [PUC CONSUMER PUC \\* PUC](#)  
**Cc:** [MENZA Candice \\* PUC](#); [TOEWS Kimberly \\* PUC](#); [KNOLL Ellie \\* PUC](#); [WALKER Cheryl \\* PUC](#); [DAVIS Diane \\* PUC](#)  
**Subject:** FW: Public Comments on UM 1908  
**Date:** Monday, November 6, 2023 1:39:42 PM

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-----Original Message-----

From: Leenstra2@everyactioncustom.com <Leenstra2@everyactioncustom.com>  
Sent: Saturday, November 4, 2023 10:29 AM  
To: PUC PUC.PublicComments \* PUC <puc.publiccomments@puc.oregon.gov>  
Subject: Public Comments on UM 1908

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Dear Oregon Public Utility Commission,

As a telephone customer of CenturyLink, I strongly oppose removing consumer protections. I am submitting my comments for docket UM 1908.

Please do not remove the order protecting landline customers most impacted by service issues. CenturyLink has not put a remedy in place to fix the pattern of service quality issues in Jacksonville and surrounding areas. I can't check my voice-mail because I was given a number that was formerly used and it still has the voice-mail greeting from that user. CenturyLink's customer service is horrible. I used them for my internet in Washington. They are unfortunately the only provider here in Jacksonville.

I urge you to keep the Jacksonville Order in place.

Sincerely,

Nick Leenstra

10254 Sterling Creek Rd Jacksonville, OR 97530-9333 [Leenstra2@hotmail.com](mailto:Leenstra2@hotmail.com)