

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Thursday, August 24, 2023 2:43:20 PM

[REDACTED] omments received.
[REDACTED]

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

From: [REDACTED]
Sent: Thursday, August 24, 2023 7:09 AM
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 am a landline phone customer and have been having issues with CenturyLink that I would like to report for your investigation.

My landline wasn't working and it took three and a half weeks and dozens of calls with long waits on hold before it was repaired. Three times repairs were scheduled, and I made arrangements to be home during the 4 hour window they required, only to have them no-show, without any notice. They also said that they would give me a credit on my bill in recognition of the inconvenience I experienced. That never happened.

I would cancel my landline except for the fact that we have very poor cell phone reception in my neighborhood.

Thank you for your investigation into this issue with CenturyLink in my area and for considering my comments.

Sincerely,

S [REDACTED]
[REDACTED] Portland, OR [REDACTED]