

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [JENKINS Danielle * 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 2:13:57 PM

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

From: gailbee@everyactioncustom.com <gailbee@everyactioncustom.com>
Sent: Saturday, November 4, 2023 10:50 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.

Centurylink has not proved that they will be responsible or accountable to our landline issues. In the past year, we have had several outages that have lasted more than 24 hours. We finally got a dedicated phone line for us to report our outages but it still takes time to report it and most of the time we are not able to report outages for our neighbors. The representatives I've talked to don't even realize it's a dedicated phone number for our area.

Where we are located has very poor to no cell service. We pay the full price for our landline as people "in town" yet receive inferior service compared to theirs. When we have a minor power outage that lasts for less than a minute, our land lines all go down.

With the Jacksonville order in place, CenturyLink has had to be more accountable and I have seen a slow improvement when calling for repairs. I am concerned with the Jacksonville order removed, CenturyLink will have no one to be accountable to.

Please! Keep the Jacksonville order in place.

I urge you to keep the Jacksonville Order in place.

Sincerely,
Gail Battaglia
3996 Little Applegate Rd Jacksonville, OR 97530-9088 gailbee@ccountry.net