

S S
Jacksonville,
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED] [PUC](#)
Subject: FW: Comment in Docket US 1908/2206
Date: Tuesday, September 5, 2023 11:54:04 AM

[REDACTED] - comments received.
[REDACTED]

From: S [REDACTED] S [REDACTED]
Sent: Monday, September 4, 2023 11:32 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Comment in Docket US 1908/2206

[REDACTED]

Please add this comment to the ongoing investigation in Docket UM 1908/2206.

As you know, we experienced our second day of an area-wide outage of our CenturyLink landlines after a brief power outage. Both our lines [REDACTED] were out from approx. 2 pm Sat 9/2 to approx. 8 pm Sun 9/3 (roughly 30 hrs).

Several people who reported this outage were given various dates that technicians would be out--Sept 6, 7, or even later. CenturyLink obviously shut down for the long weekend, leaving us extremely vulnerable. Neighbors who tried to report for other customers, including for those *who had no other way to report*, were told the operator could not take reports for others, a direct violation of the Orders in place for our area. So my questions remain:

WHY, when there's a power outage, do the "backup" batteries that are supposed to be in place still not work?

WHY, when multiple people call the dedicated phone number to report AREA-WIDE OUTAGES, does CL continue to instruct their CS people to lie to us that 1) they "can't take reports of an area-wide outage," and 2) "no one else has reported an area-wide outage" when we know that they have?

WHY, when CL knows when it's an area-wide outage, do they continue to give people different dates for when a tech will come out? It should be, "We know there's a problem and it will be fixed by _____" (certainly within the mandated 48 hours).

My husband told me that he woke up around 2 a.m. Sunday morning (9/3/23) and both the power and phones were out, so without even having Wi-Fi, we had no way to report our phone outage or call for help. He said the power was out for approximately 3.5 hrs.

This is a serious public safety issue when an entire community continues to be vulnerable to potential loss of life and unable to call or get emergency help or (in case of wildfire) emergency information. For the life of me, I cannot understand how the PUC would issue CL a license at all, let alone give them a rate increase in their new "Price Plan." The PUC should be fining CL, not rewarding them for miserable service. And this is not new--it has been getting worse and worse since we moved to the Little Applegate Valley 20 yrs ago.

Frustrating to say the least, and deeply troubling.

S [REDACTED] S [REDACTED]
[REDACTED]
Jacksonville, OR
[REDACTED]