

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 2:15:01 PM

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

From: slondon27@everyactioncustom.com <slondon27@everyactioncustom.com>
Sent: Saturday, November 4, 2023 12:32 PM
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. We are paying customers who are not receiving the service we pay for. The fact that CenturyLink (LUMEN) will not replace ancient hardware out in rural Jackson County, where there is zero cell service for many miles, is criminal. Personally, I have to drive 20 miles one way to get cell service. With the landline regularly going dead, we have no 911 service to call if there is an emergency. Being told for 10 years that they will not replace hardware because of impending fiber optics installation is ridiculous. No fiber optics have been installed in rural Jackson County, nor will it be for years to come. As living citizens of Jackson County, we need to be ensured that we have 911 services available 24 hours a day; services we are paying for. Will one of us have to die, due to not being able to call 911? Is that what has to happen before the PUC takes action to help Jackson County citizens?

I urge you to keep the Jacksonville Order in place.

Sincerely,
Stacey Lehnen
3998 Little Applegate Rd Jacksonville, OR 97530-9088 slondon27@yahoo.com