

**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: Comment for Docket 1908/2206  
**Date:** Monday, November 6, 2023 2:17:57 PM

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**From:** Marion Hadden <mhts155@gmail.com>  
**Sent:** Sunday, November 5, 2023 6:14 PM  
**To:** PUC PUC.PublicComments \* PUC <puc.publiccomments@puc.oregon.gov>  
**Subject:** Comment for Docket 1908/2206

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Please add this comment to the consolidated docket 1908/2206.

I noticed my landline, 541-899-9513, was out at 2:30 pm today, 11/5/2023, on Little Applegate Road, Jacksonville and I have had no power glitches or power outages.

My husband called the dedicated line and reached [CenturyLink](#) to report the problem. After a 45 minute call (see below) he received dispatch ticket number 405260669. The rep did not know anything about our dedicated number or the ability to report multiple outages. She said the repair date would be 11/9, not within the 2 day limit as prescribed.

The call was unprofessional and frustrating. The dedicated service line is obviously not staffed 24 hours a day, 7 days a week as imposed by the PUC. The only bright spot to the call was the serenade of chickens in the background when I was not on hold.

A timetable of the call:

Call started approximately 2:45 PM

2 -3 minutes of preliminaries. Put on hold.

Minute 11 - Rep thanked him for waiting, still checking account information. Put on hold.

Minuted 16 - Rep will do a test call. He repeats that this is an area wide problem. Put on hold.

Minute 25 - Rep returns and asks how many phones are connected to the line and if they are all out, he tells her 4 and they are all out since the problem is area wide. Rep needs to do some other test. Put on hold.

Minute 31 - Rep returns, she has to contact internal support. Put on hold.

Minute 39 - Rep returns, says she is preparing ticket. Put on hold.

Minute 41 - Rep returns, still has no ticket and wants a second telephone # so they can call it when the repair is complete. He tells her to use the 541-899-9513 since it will be repaired. She says she needs a second number to inform us when the line is repaired, he tells her [Centurylink](#) doesn't need another number and repeats just use the landline number since it will supposedly be working.

Minute 45 - Finally dispatch number and scheduled repair date are provided and call concludes.

I'm sure glad we have a dedicated line to speed up service!!

Marion Hadden  
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