

From: [REDACTED]
To: [REDACTED]
Subject: FW: Continued phone outage
Date: Tuesday, September 5, 2023 11:48:47 AM

[REDACTED] - comments received.
[REDACTED]

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

From: C [REDACTED] E [REDACTED]
Sent: Monday, September 4, 2023 11:26 AM
To: [REDACTED]
Subject: Continued phone outage

[REDACTED]

Hello ~ I am reporting a Century Link phone outage which began on the morning of September 3, 2023 and is predicted to end no later than 6 P.M. September 7, 2023. This is a widespread outage ~ affecting @ 50 households. I reported this outage to Century Link on September 4, 2023.

Ticket Number: [REDACTED]

Please acknowledge receipt of this message and keep me apprised of any developments related to this outage. Thank you, C [REDACTED] E [REDACTED]

[REDACTED]

From: [REDACTED]
Cc: [REDACTED]
Subject: FW: Docket # 1908/2206
Date: Tuesday, September 5, 2023 11:57:36 AM

[REDACTED] - comments received.
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED] Original Message-----

From: C [REDACTED] E [REDACTED]
Sent: Tuesday, September 5, 2023 8:58 AM
To: [REDACTED]
Subject: Docket # 1908/2206

[REDACTED]
[REDACTED]

I am providing additional comments and an update on Ticket [REDACTED] given me by Century Link regarding my phone outage.

I called Century Link this morning and asked about the status of repairs with respect to my phone outage. I asked specifically what the problem was. I was told the following:

- 1). It could be equipment area issue;
- 2). It could be resolved remotely;
- 3). Possibly technicians could repair the problem remotely or they might have to come on site.

Sincerely, C [REDACTED] E [REDACTED]
[REDACTED]
[REDACTED]