

**From:** [PUC PUC.PublicComments \\* PUC](#)  
**To:** [BARTHOLOMEW Joseph \\* 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:** Friday, October 6, 2023 4:50:39 PM

---

Comments received.

Deanna

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

From: brassrng@everyactioncustom.com <brassrng@everyactioncustom.com>  
Sent: Thursday, October 5, 2023 8:31 AM  
To: PUC PUC.PublicComments \* PUC <puc.publiccomments@puc.oregon.gov>  
Subject: Public Comments on UM 1908

[You don't often get email from brassrng@everyactioncustom.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Dear Oregon Public Utility Commission,

As a telephone customer of Lumen/CenturyLink, I have not been receiving adequate service. I am submitting my comments for docket UM 1908.

I am a landline internet customer and have been having issues with CenturyLink that I would like to report for your investigation.

I am using the "SAM KNOWS" app to monitor the quality of my landline.

In every month I see outages documented on a graph and many months I may have as many as 35 outages during the month. most of these outages are short term but not all.

During September, my download speeds dropped a noticeable amount for an entire week.

In the past I have tried to contact support but it is never with a good outcome.

Complaints fall on deaf ears.

In every case, the support staff on the phone is in another country and even understanding their speech can be impossible.

Thank you for your investigation into this issue with CenturyLink in my area and for considering my comments.

Sincerely,

Jim Wilson

6269 SW Badger Rd Terrebonne, OR 97760-9074 brassrng@gmail.com