

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Public Comments on UM 1908  
**Date:** Thursday, August 31, 2023 4:37:00 PM

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[REDACTED] comments received.  
[REDACTED]  
[REDACTED]

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

**From:** [REDACTED]  
**Sent:** Wednesday, August 30, 2023 5:43 PM  
**To:** [REDACTED]  
**Subject:** Public Comments on UM 1908

[REDACTED]

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 phone customer and have been having issues with CenturyLink that I would like to report for your investigation.

I was out of service for 9 days, no dial tone, no incoming calls plus my internet was down for 9 days.

First call the person was trying to sell me services, I had to ask did you hear my reason for calling "I do not have a dial tone or internet service at all. this call was made on day 2. From there it went downhill. I talked to at least 3 more people before someone could help with a repair ticket. They gave me a date for tech to come out, tech was a no show. My service went out on a Tuesday, the next week on Monday I had to call and start all over. It was a night mare. 9 days and no home service. I inquired about no charges for days w/o dial tone. I was reassured I would get credit on my bill, that did not happen. I had to make another call to get credit for the 9 days after the billing. Service is so bad please help us customers to have Good working service from Lumen/CTL. They want to be paid on time..... Internet barely works on a daily basis.....Help!

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

Sincerely,

M. C. [REDACTED]  
[REDACTED] Portland, OR [REDACTED]