

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: UM 1908
Date: Sunday, September 17, 2023 12:30:42 PM

Comments received.

Deanna

From: RIOS Deanna * PUC <Deanna.RIOS@puc.oregon.gov>
Sent: Friday, September 15, 2023 4:20 PM
To: PUC CONSUMER PUC * PUC <PUC.CONSUMER@puc.oregon.gov>
Cc: ROEBKE Kevin * PUC <Kevin.ROEBKE@puc.oregon.gov>
Subject: UM 1908

David Atwood 503-621-3055

Mr. Atwood called to submit comments about why he cancelled his service with CenturyLink. He said he lives up on Dixie Mtn at about 14,000' elevation. He and the community rely on the phone service especially when the snow is deep, and the power goes out. There used to be backup power for the phone service; however, it has gotten to the point where the backup power only lasted 3 hours during an outage that occurred 2 weeks ago. He said he cancelled his service with CenturyLink due to their lack of emergency response support. He stated "why would anyone pay that kind of money" for poor or no service.