

CASE: UM 1908
WITNESS: MELISSA NOTTINGHAM

**PUBLIC UTILITY COMMISSION
OF
OREGON**

STAFF EXHIBIT 200

Staff Testimony

November 23, 2022

1 **Q. Please state your name, occupation, and business address.**

2 A. My name is Melissa Nottingham. I am the Consumer Services and Residential
3 Service Protection Fund (RSPF) Manager for the Public Utility Commission of
4 Oregon (Commission). My business address is 201 High Street SE, Suite 100,
5 Salem, Oregon 97301.

6 **Q. Please describe your educational background and work experience.**

7 A. My witness qualification statement is found in Exhibit Staff/202

8 **Q. What is the purpose of your testimony?**

9 A. The purpose of my testimony is to provide data, analyze of consumer
10 complaints, and express residents' concerns for Lumen's service quality issues
11 in Jacksonville, Oregon.

12 **Q. Did you prepare any exhibits for this docket?**

13 A. Yes. I prepared Exhibits Staff/201, my witness qualification statement;
14 Staff/202, Consumer Services Complaint Records; and Staff/203, Public
15 Comment Summary.

16 **Q. How is your testimony organized?**

17 A. My testimony is organized as follows:

18	Issue 1. ANALYSIS OF COMPLAINTS FROM CONSUMERS.....	1
19	Issue 2. PUBLIC COMMENTS	2
20	Issue 3. CONCLUSION	15

21 **ISSUE 1. ANALYSIS OF COMPLAINTS FROM CONSUMERS**

22 **Q. Why is the analysis of consumer complaints important to this**
23 **proceeding?**

1 A. The Commission has an interest in resolving consumer issues and over the
2 years, the Commission has directed the Consumer Services Section Staff to
3 investigate various issues raised by consumers.

4 **Q. Please describe the complaint process.**

5 A. Consumer Services receives complaints from customers of both regulated and
6 unregulated energy, water, and telecommunication companies in Oregon.
7 Several channels are available for a customer to file a complaint: by phone,
8 online, by email and mail, or an appointment at the office in Salem. After a
9 complaint is received, the information is entered into a database and assigned to
10 a Compliance Specialist.

11 The Compliance Specialist reviews the complaint, identifies the issues,
12 and determines whether the issue is regulated or unregulated. One complaint
13 may have several issues and include both regulated and unregulated
14 components.

15 The Compliance Specialist works with the customer and the company to
16 investigate the complaint. During this process, the Compliance Specialist will
17 determine compliance with the applicable Oregon Administrative Rules, each
18 company's tariff, or other areas within the jurisdiction of the Commission.

19 On unregulated complaints, Consumers Services' goal is to provide the
20 consumer with assistance to resolve the problem with the company or refer
21 them to other agencies for assistance. Unregulated complaints are tracked to
22 identify any trends in business practices and may be referred to the
23 Department of Justice for further investigation.

1 Customer complaints are investigated to ensure compliance to the existing
2 rules and tariffs, provide input on service quality measures, and provide data
3 for regulatory filings. Consumers Service acts as a bridge between the
4 company and the customer and assists consumers with navigating various
5 regulations, company jargon, and other complex issues. When a complaint is
6 closed, the company receives a summary of the investigation and if applicable,
7 a determination on whether a rule or tariff was violated.

8 **Q. What happens if Staff determines a rule or tariff was violated?**
9

10 A. A violation is assessed after an investigation determines the company is out of
11 compliance with the company's tariff, the Oregon Administrative Rules, or
12 safety issue as identified in the National Electric Safety Code (NESC). The
13 company is notified of the violation in the closing case summary. For purposes
14 of this testimony, I will focus on the violations associated with the administrative
15 rules and customer service.

16 Rule violation is assessed when the telecommunication company fails to
17 comply with Oregon Administrative Rules. As an example, OAR 860-023-0005
18 requires the company to provide safe, adequate, and/or continuous service.
19 When the company's equipment fails resulting in either no phone service,
20 dropped calls, or interference on the line, a violation of the rule may be
21 assessed to the company. Consumer Services also will assign violations of
22 OAR 860-23-0055 (6) when a repair order is not cleared in 48 hours. The
23 violations are tracked and reconciled with the Service Quality Measurement
24 Report which determines if the company is meeting the standard requiring that

1 90% of repair orders be cleared within 48 hours. If the Company is not meeting
2 the thresholds, a rule violation is assessed to the company.

3 Customer Service violations focus on the Company's interactions with
4 customers. Missing a commitment on service repairs, extending due dates on
5 commitments, and billing issues are a few of the examples of a customer
6 service violation.

7 **Q. Was Lumen assessed any violations for issues in Jacksonville and**
8 **surrounding areas?**

9 **A.** Yes. Since 2013, Lumen has received 43 violations in total: 31 rule and 12
10 customer service. In 2015, the company received 20 rule violations for service
11 reliability.

12 **Q. Please describe the number and type of regulated complaints received**
13 **from Lumen Customers.**

14 **A.** Table 1 includes the total number of regulated Lumen complaints for the last
15 five years.¹

16 *Table 1 Complaint Totals*

Lumen Regulated Complaints by Year*	
2018	227
2019	196
2020	255
2021	323
2022	337
Total	1338

*Qwest Service Territory

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¹ Table 1 is included as part of Exhibit Staff /202 and reproduced here for convenience.

1 **Q. What types of complaints were received?**

2 A. Each issue is coded by type: Billing, Customer Service, or Service. For this
3 reason, the type of complaint in Table 2² will exceed the number the total
4 number of complaints from Table 1. One complaint may have several
5 regulated components. A customer will open a complaint about service
6 reliability and a missed commitment on a repair and it will be coded as one
7 repair and one customer service.

8 *Table 2 Complaints by Type*

Lumen Regulated Complaints by Type				
	Billing	Customer Service	Service	Total
2018	117	39	120	276
2019	81	30	122	234
2020	81	60	178	319
2021	81	81	249	411
2022	64	123	283	470

9

10 **Q. Were any of the complaints about service quality?**

11 A. Since 2018, service complaints are increasing, and 2022 is on track to be
12 highest number of service complaints in the past five years. Service complaints
13 include service reliability and any associated repairs, NESC or line clearance
14 concerns, or other safety issues.

15 **Q. What is an At-Fault?**

16 A. Consumer Services will assign an At-Fault any time a company is not in
17 compliance with the Oregon Administrative Rules, the company's filed tariffs, or

² Table 2 is included as part of Exhibit Staff/202 and reproduced here for convenience.

1 demonstrates poor customer service. Lumen's rule at-faults are primarily
 2 compliance violations to OAR 860-023-0005, Maintenance of Plant and
 3 Equipment and OAR 860-023-0055 (6) Retail Telecommunication Service
 4 Standards for Large Telecommunication Utilities. OAR 860-023-0055 will also
 5 include Customer Service at-faults. This table is based on violations of
 6 CenturyLink tariffs.³ In Table 3, Staff was able to provide the at-fault data back to
 7 2015.⁴ Like type, a single complaint may receive more than one at-fault violation
 8 or could also result in no at-faults being assessed.

9 *Table 3 Lumen At-Faults*

Assigned At Faults by Type				
	Customer Service	Rule	Tariff	Total per Year
2015	96	66	4	175
2016	122	118	25	265
2017	71	42	5	118
2018	33	29	3	65
2019	34	17	1	52
2020	35	23	1	59
2021	38	39		77
2022	103	58		161
Total per Type	532	392	39	972

10
 11
 12 **Q. Please describe the number and type of complaints received from the**
 13 **Jacksonville area.**

³ CenturyLink's tariffs are available at https://www.centurylink.com/tariffs/or_gc_ens_t_no_33.pdf.

⁴ Table 3 is included as part of Exhibit Staff/202 and reproduced here for convenience; Because the coding for at-faults has not changed in the program used to track consumer complaints, Staff is able to provide additional years of data.

1 A. The number of complaints received in the past three years as also increased in
2 the Jacksonville area, as indicated by Tables 4 and 5.⁵

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4

Table 4 Jacksonville Service Complaints

Service Complaints Jacksonville	
2015	23
2016	32
2017	12

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Table 5 Jacksonville All Complaint Types

Regulated Complaints by Type Jacksonville			
	Billing	Customer Service	Service
2018	1		
2019	1		1
2021		1	4
2022	1	4	13

8
9

10 Complaints peaked in Jacksonville in 2016. Customers were experiencing outages
11 and poor service quality.

12 **Q. Please summarize the complaints Staff is receiving from Lumen**
13 **customers in the Jacksonville area over the past year.**

14 A. Customers are reporting frequent and prolonged outages, dropped calls, and
15 other service quality problems including busy signals and static on the lines.

16 **Q. Please provide some examples of the type of service quality complaints**
17 **Staff is receiving?**

⁵ Tables 4 and 5 are included as part of Exhibit Staff/202 and reproduced here for convenience

1 A. Consumer Services received a complaint in September from a customer on
2 Sterling Road. She reported intermittent outages since August 27, 2022.
3 Multiple repair tickets were issued, and the customer stated the company did
4 not follow up on the closed repair tickets. The problem was fixed on September
5 22. Since the service was either out or intermittent from August 27 to
6 September 22, she received a \$112.74 bill credit.

7 In January 2022, a customer opened a complaint as the phone service was out
8 for 4 days. After nine repair tickets were issued, the customer continued to
9 experience intermittent outages and static on the line. The company identified
10 the a “pair gain” problem and worked to correct it. Unfortunately, the service
11 was not repaired until March. The customer received a 1.5-month credit of \$309
12 for intermittent service during this time, and a credit for missed commitment in
13 February.

14 A customer on Sterling Road contacted Consumer Services when he reported
15 an outage on August 30th and was provided a commitment date of September
16 23. The repair was completed on September 22. In this case, the company met
17 the commitment time but not the requirement to clear repair tickets in 48 hours.
18 The customer was without service for over a month.

19 Eight complaints were opened as the result of public comments. Most of the
20 complaints were about the loss of service after an electric power outage on
21 October 4. Customers reported no dial tone or dropped calls for several days
22 after the outage. The reports received back from the Company indicated no
23 power outages were recorded at the central office, the outage alarms were not

1 triggered, and no problem was identified when the technician visited the site. A
2 follow up from Consumer Services indicated the problems specific to the
3 October 4 power outage were resolved after a few days of problems.

4 **Q. Are these complaints representative of the type of complaints filled by**
5 **Jacksonville area customers?**

6 **A.** Yes. These customers, all located in the Jacksonville area, experienced
7 prolonged service quality issues, struggled to have their issues addressed by
8 Lumen, and expressed frustration with their experience. These experiences
9 can be found in almost every complaint coming from the Jacksonville area.

10 **Q. What is the basis for a credit being applied to customer's accounts?**

11 **A.** Under Lumen's filed tariff, Qwest Corporation, PUC Oregon No. 33, Section
12 2.3.4, credits are applied to a customer's account if the service is not restored
13 within 48 hours of notification by the customer. The tariff provides the
14 calculation based on the monthly rate and the number of days the service is
15 out. Outages due to customer equipment or action by the customer, force
16 majeure, or third-party outages do not result in a credit. Customer can also
17 receive a \$25 dollar credit when a commitment is missed under the same tariff,
18 Section 2.2.2. Lumen applies the credits when customers have intermittent
19 outages.

20 **Q. Please describe the intermittent service quality issues reported by**
21 **Jacksonville customers in the last year?**

22 **A.** Customers report dropped calls, busy signals, and static on the line. One such
23 customer, on Sterling Road, began experiencing dropped calls and no dial tone

1 on October 23, 2022. She opened a repair ticket with Lumen and began to
2 track each incident. Between October 23 and November 11th, the customer
3 recorded eight days with dropped calls and intermittent dial tone. Several repair
4 tickets that were issued, and closed by Lumen, note that the problem was with
5 the customer's equipment. However, several neighbors were =-experiencing
6 similar issues. When Lumen visited the home on November 11th to repair a
7 phone jack, the technician informed the customer the problem was not inside
8 the home but believed to be the problem may be with a box located at Little
9 Applegate and Sterling. This complaint is still under investigation.

10 **Q. What challenges are customers reporting in having intermittent service**
11 **quality issues addressed?**

12 A. The Company's ability to identify and correct intermittent problems is difficult. If
13 the problem is not occurring at the time a technician visits the home, the repair
14 ticket is closed, and the customer must wait until the next instance to start the
15 process again.

16 **Q. Please provide a list of some of the concerns customer express about the**
17 **reliability of telephone service in Jacksonville in the last year.**

18 A. Customers are concerned about accessing 911 emergency services when the
19 telephone service is out. Jacksonville is in a rural area with limited cellular
20 phone service. When the landline is down, residents may not receive
21 evacuation orders during a wildfire or other emergency notifications. Customers
22 feel isolated and at risk when their communication channel is not an option.

23 **Q. What are the limitations of the complaint information provided?**

1 A. Complaints only represent the number of customers who contact Consumer
2 Services and request to open an investigation. Each complaint provides the
3 voice of these customers but does not represent the totality of Lumen's service
4 reliability problems in Jacksonville. Another barrier expressed by customers is
5 fatigue with opening multiple repair tickets. Consumer Services encourages
6 customers to report each issue. The repair ticket helps Lumen track problems
7 in the area and assist during a complaint investigation.

ISSUE 2. PUBLIC COMMENTS

1
2 **Q. What other channels are available for consumers to contact the**
3 **Commission?**

4 A. Consumers may submit public comments online and participate in public
5 meetings. Public comments are generally associated with a proceeding or
6 docket before the Commission. The public is always encouraged to bring
7 concerns and opinion to the Commission. For this testimony, I will be referring
8 to both complaints and public comments related to Lumen's service quality in
9 Jacksonville.

10 **Q. How many public comments has the Commission received from Lumen**
11 **customers in Jacksonville?**

12 A. On December 2, 2021, UM 2206, Investigation – Provision of Service in
13 Jacksonville and Surrounding Areas was opened by the Commission.
14 Beginning with that date, 20 public comments were received. On September
15 30, 2022, UM 2206 was consolidated with UM 1908, United/Qwest/CenturyLink
16 Joint Petition for Price Plan and Partial Waiver. UM 1908 has received six
17 public comments.

18 **Q. Do the number of public comments received represent the number of**
19 **customers filing public comments?**

20 A. No. While some customers did file individuals comments, many customers
21 elected to file joint public comments. For example, the public comments filed
22 on October 5, 2022,⁶ represent the outage and other reliability concerns of six

⁶ Staff/203, Nottingham/136-147.

1 customers. This public comment is also included in the Consumer Service's
2 complaint numbers.

3 **Q. How many customers have filed public comments?**

4 A. Residents of the area filed 17 comments for UM 2206.⁷ Pricilla Weaver, a
5 resident on Little Applegate Road has filed comments on her own service
6 outages, and on the behalf of her neighbors. The 17 comments represent 8
7 residents of the area. Representative Pam Marsh and Senator Jeff Golden
8 from House District 3 filed public comments expressing their concern
9 prolonged outages and the impact of the residences when they do not have
10 access to this critical infrastructure.

11 For UM 1908, seven public comments were filed on behalf of 14 customers.
12 Several customers filed comments for both dockets. Pricilla Weaver filed
13 comments on behalf of her community.

14 **Q. What trends were identified in the filed public comments for Dockets**
15 **UM 1908 and UM 2206?**

16 A. Most of the comments included outage and reliability history for each customer
17 or outages occurring at the time the comments were filed. The residents
18 wanted to ensure to inform the Commission of the ongoing problems with the
19 service.

20 **Q. Please describe the public comments on outages submitted by**
21 **Jacksonville customers?**

⁷ See, Exhibit Staff/203, Public Comments

1 A. Customers reported outages with no phone service from one to 21 days.
2 Intermittent outages lasting a few days were also common. Barriers to reporting
3 outages were also identified including difficulty reporting outages without phone
4 service, Lumen representative reporting no outages in the area, prolonged wait
5 times, and long talk or chat times before a repair ticket is issued. Many
6 customers expressed concern about the impact of unreliable service in a rural
7 area with few communication options and lack of access to 911 emergency
8 services.

9 **Q. Please describe the public comments on intermittent problems submitted**
10 **by Jacksonville customers?**

11 A. Almost all customers reported intermittent service quality problems. Dropped
12 calls and/or static during conversations are a persistent issue.

13 **Q. Please describe the public comments on lack of response or follow up by**
14 **Lumen submitted by Jacksonville customers?**

15 A. Customer expressed numerous concerns about reporting and repairing
16 outages. Other comments include that they are told no other customers are
17 reporting issues in the area, repair tickets are closed without contact from the
18 company, repair tickets are closed with no problem identified and while the
19 problem is still ongoing, and technicians do not show up for scheduled
20 appointments.

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ISSUE 3. CONCLUSION

Q. Based on your review of complaints and public comments provided by Lumen Customers, what did you conclude?

A. I drew two conclusions. First, that service quality in Jacksonville and surrounding areas is not in compliance with the company's tariff or the Oregon Administrative Rules.

- Lumen customers are experiencing extended outages and unreliable service including dropped calls, busy signals, and static on the lines.
- Lumen has been assessed 163 violations, including 53 rule violations and 103 customer service violations, in 2022.
- Lumen has been assessed 161 at-faults in 2022.

Second, service quality in the Jacksonville area is threatening public safety.

Improving service reliability in Jacksonville is imperative to protect a rural community with few communication options. It is the interest of public service and safety for Lumen to provide consistent and reliable telecommunication services to the Jacksonville area.

- Jacksonville is in a high fire risk area and reliance on telephone service to both receive evacuation orders or notify emergency responders of a fire is crucial.
- Rural areas may be subject to longer response time for medical emergencies and attempting to report an emergency with no phone service could add valuable time for medical services to reach a person in crisis.

1 **Q. Does this conclude your testimony?**

2 A. Yes.

CASE: UM 1908
WITNESS: MELISSA NOTTINGHAM

**PUBLIC UTILITY COMMISSION
OF
OREGON**

STAFF EXHIBIT 201

Witness Qualification Statement

November 23, 2022

Docket No. UM 1908

WITNESS QUALIFICATIONS STATEMENT

NAME: Melissa Nottingham

EMPLOYER: Public Utility Commission of Oregon

TITLE: Manager of Consumer Service and RSPF Program

ADDRESS: 201 High Street SE. Suite 100
Salem, OR. 97301

EDUCATION: Arizona State University
Bachelor of Arts, English
Introduction to Rate Design
University of Michigan

EXPERIENCE: 2022 – Present
Manager of Consumer Services and RSPF Program
Manage the Consumer Services section and the Residential Service Protection Fund (RSPF). Oversee the complaint process for both regulated and unregulated consumer issues within the jurisdiction of the Commission. Manage nine Compliance Specialist. The team processes, investigates, and tracks consumer issues. Complaints received are investigated and reviewed for compliance with the administrative rules, the utility tariffs, and NESC requirements. The RSPF administers the Oregon Telephone Assistance Program, the Telecommunication Devices Access Program, and Oregon Relay. The team of six processes applications, orders, and vendor contracts. Ensures compliance with the administrative rules, manages program funding, and regulatory filings related to the program.

2010 – 2022
Regulatory Manager, PacifiCorp
Manage up to eight regulatory employees operating within PacifiCorp's six state service territory: Oregon, Washington, California, Idaho, Wyoming, and Utah. Oversee implementation of company tariffs based on state administrative rules. Manage a team tasked with resolving and responding to customer complaints escalated internally and by each state's consumer staff. Identify and implement process improvements to meet regulatory requirements. Provide testimony for rulemaking and rate cases. Review pending or new legislation or tariff revisions and make recommendations to the executive management team on potential impact on customers.

2005 – 2010

Docket No. UM 1908

Regulatory Analyst, PacifiCorp

Worked directly with customers and consumer staff to resolve escalated complaints.

Prepared responses to consumer complaints for regulators.

Managed the daily operations including training and process development for regulated programs. Audited field offices for compliance programs, developed corrective action plans, and ensured implementation of the action plans were timely completed.

1996 – 2005

Customer Service Agent, PacifiCorp

Help Desk for call center agents from 2001 to 2005. Resolved complex and escalated issues for both employees and customers.

Liaison with district offices and the customer call center.

CASE: UM 1908
WITNESS: MELISSA NOTTINGHAM

**PUBLIC UTILITY COMMISSION
OF
OREGON**

STAFF EXHIBIT 202

**Exhibits in Support of Testimony
[Redacted]**

November 23, 2022

1 **BEFORE THE PUBLIC UTILITY COMMISSION**
2 **OF OREGON**

3 UM 1908

4 In the Matter of
5 LUMEN TECHNOLOGIES,
6 Proposed Commission Action Pursuant
7 to ORS 756.515 to Suspend and
Investigate Price Plan (UM 1908), and
8 QWEST CORPORATION,
9 Investigation Regarding the Provision of
10 Service in Jacksonville, Oregon and
Surrounding Areas (UM 2206).
11 Hearing Relating to Order Nos. 22-340 and
12 22-422.

TABLE OF CONTENTS

Consumer Services Records
Nottingham Tables 1-5 with Supporting Data
Customer Complaint Files (redacted) from Dec. 2021 through Oct. 2022

Nottingham Table 1

Lumen Regulated Complaints by Year*	
2018	227
2019	196
2020	255
2021	323
2022	337
Total	1338

*Qwest Service Territory

Caseld	datOpenDate	ComplaintTypeCode	ComplaintSubTypeCode
164221	10/31/2022	Service	Repair
164212	10/27/2022	Service	Repair
164190	10/25/2022	Service	Repair
164191	10/25/2022	Service	Repair
164196	10/25/2022	Service	Repair
164189	10/25/2022	Service	Repair
164177	10/24/2022	Service	Repair
164178	10/24/2022	Service	
164183	10/24/2022	Customer Service	Billing
164175	10/21/2022	Service	Repair
164163	10/19/2022	Service	
164044	10/19/2022	Customer Service	Billing
164154	10/18/2022	Service	
164158	10/18/2022	Service	Repair
164147	10/17/2022	Billing	
164136	10/14/2022	Service	Repair
164138	10/14/2022	Billing	
164132	10/13/2022	Service	NESC
164127	10/13/2022	Billing	
164124	10/12/2022	Service	Repair
164125	10/12/2022	Billing	
164126	10/12/2022	Service	Repair
164115	10/11/2022	Customer Service	Billing
164114	10/11/2022	Billing	
163118	10/11/2022	Service	Repair
164113	10/10/2022	Billing	
164106	10/10/2022	Billing	
164103	10/7/2022	Customer Service	Billing
164101	10/7/2022	Customer Service	Billing
164085	10/6/2022	Service	
164089	10/6/2022	Service	Repair
164088	10/6/2022	Service	Repair
164086	10/6/2022	Service	Repair
164084	10/5/2022	Service	Repair
164090	10/5/2022	Service	Repair
164093	10/5/2022	Service	Repair
164071	10/4/2022	Service	Disconnection
163934	10/4/2022	Customer Service	Billing
164055	10/3/2022	Service	Repair
164051	9/30/2022	Billing	Disconnect
164049	9/30/2022	Service	Repair
164042	9/29/2022	Customer Service	Billing
163700	9/28/2022	Customer Service	Billing
164036	9/26/2022	Service	
163931	9/23/2022	Service	Safety
164022	9/22/2022	Service	NESC

163964	9/21/2022 Customer Service	Billing
164020	9/21/2022 Customer Service	Billing
164017	9/21/2022 Customer Service	Billing
164011	9/20/2022 Billing	Disconnect
163990	9/19/2022 Service	Repair
164003	9/19/2022 Service	Repair
163989	9/19/2022 Billing	
163999	9/19/2022 Service	Repair
163994	9/19/2022 Customer Service	Billing
164001	9/19/2022 Service	Repair
163996	9/19/2022 Customer Service	Billing
163983	9/16/2022 Billing	
163981	9/16/2022 Customer Service	Billing
163982	9/16/2022 Billing	
163877	9/16/2022 Customer Service	Billing
163985	9/16/2022 Service	NESC
163961	9/15/2022 Service	NESC
163949	9/14/2022 Service	
163939	9/13/2022 Customer Service	Billing
163944	9/13/2022 Billing	
163945	9/13/2022 Customer Service	Billing
163942	9/13/2022 Service	Repair
163941	9/13/2022 Service	Repair
163923	9/12/2022 Customer Service	Billing
163922	9/12/2022 Customer Service	Billing
163924	9/12/2022 Customer Service	Billing
163917	9/9/2022 Customer Service	Billing
163915	9/9/2022 Service	Repair
163911	9/8/2022 Service	NESC
163892	9/6/2022 Customer Service	Billing
163897	9/6/2022 Service	Repair
163896	9/6/2022 Service	Repair
163894	9/6/2022 Service	
163886	9/2/2022 Service	Repair
163884	9/2/2022 Customer Service	Billing
163580	9/1/2022 Service	NESC
163868	9/1/2022 Billing	
163816	9/1/2022 Customer Service	Billing
163854	8/31/2022 Service	Repair
163860	8/31/2022 Service	NESC
163857	8/31/2022 Customer Service	Billing
163853	8/30/2022 Customer Service	Billing
163841	8/30/2022 Customer Service	Billing
163851	8/30/2022 Service	
163836	8/29/2022 Billing	
163835	8/29/2022 Billing	Disconnect
163839	8/29/2022 Service	

163825	8/25/2022 Customer Service	Billing
163826	8/25/2022 Service	
163815	8/24/2022 Customer Service	Billing
163814	8/23/2022 Customer Service	Billing
163803	8/22/2022 Billing	
163781	8/18/2022 Billing	
163770	8/17/2022 Service	Repair
163768	8/16/2022	
163764	8/16/2022 Service	NESC
163759	8/15/2022 Service	
163762	8/15/2022 Customer Service	Billing
163761	8/15/2022 Service	
163760	8/15/2022 Service	
163740	8/9/2022 Customer Service	Billing
163723	8/5/2022	
163539	8/5/2022 Customer Service	Billing
163725	8/5/2022 Billing	
163691	8/2/2022 Service	
163693	8/2/2022 Service	Repair
163694	8/2/2022 Service	Repair
163456	7/29/2022 Customer Service	Billing
163663	7/28/2022 Billing	
163664	7/28/2022 Service	NESC
163662	7/28/2022 Customer Service	Billing
163665	7/28/2022 Service	
163648	7/27/2022 Service	Repair
163642	7/27/2022 Service	NESC
163647	7/27/2022 Service	
163657	7/27/2022 Service	Repair
163654	7/27/2022 Customer Service	Billing
163624	7/25/2022 Service	Repair
163620	7/22/2022 Customer Service	Billing
163576	7/18/2022 Customer Service	Billing
163577	7/18/2022 Service	
163567	7/15/2022 Service	
163569	7/15/2022 Service	Repair
163568	7/15/2022 Service	
163555	7/14/2022 Customer Service	Billing
163543	7/12/2022 Service	
163551	7/12/2022	
163537	7/12/2022 Service	
163529	7/11/2022 Service	
163522	7/8/2022 Service	Repair
163515	7/8/2022 Customer Service	Billing
163518	7/7/2022 Customer Service	Billing
163517	7/7/2022 Customer Service	Billing
163501	7/7/2022 Service	

163513	7/7/2022 Customer Service	Billing
163502	7/6/2022 Service	NESC
163493	7/5/2022 Service	Repair
163485	7/1/2022 Customer Service	Billing
163490	7/1/2022 Service	
163482	6/30/2022 Service	Repair
163479	6/29/2022 Customer Service	Billing
163481	6/29/2022 Service	Safety
163477	6/29/2022 Customer Service	Billing
163467	6/28/2022 Customer Service	Billing
163468	6/28/2022 Service	NESC
163469	6/28/2022 Billing	
163465	6/27/2022 Billing	
163466	6/27/2022 Customer Service	Billing
163455	6/24/2022 Service	
163454	6/24/2022 Service	
163451	6/23/2022 Customer Service	Disconnection
163447	6/22/2022 Service	Repair
163426	6/22/2022 Billing	
163434	6/22/2022 Service	
163427	6/22/2022 Service	
163440	6/22/2022 Service	Safety
163409	6/21/2022 Service	Repair
163421	6/21/2022 Billing	
163419	6/21/2022 Service	Repair
163417	6/21/2022 Customer Service	Billing
163414	6/21/2022 Billing	
163407	6/17/2022 Customer Service	Billing
163405	6/16/2022 Service	Repair
163384	6/15/2022 Billing	
163392	6/15/2022 Billing	
163378	6/14/2022 Customer Service	Billing
163381	6/14/2022 Customer Service	Billing
163377	6/14/2022 Customer Service	Billing
163363	6/10/2022 Billing	
163364	6/10/2022 Billing	
163344	6/7/2022 Customer Service	Billing
163329	6/6/2022 Billing	
163324	6/3/2022 Service	Repair
163322	6/3/2022 Service	NESC
163281	6/2/2022 Customer Service	Billing
163311	6/2/2022 Service	Repair
163309	6/2/2022 Billing	
163313	6/2/2022 Billing	
163314	6/2/2022 Billing	
163317	6/2/2022 Service	Repair
163303	6/1/2022 Service	

163306	6/1/2022	Billing	
163288	5/27/2022	Billing	
163291	5/27/2022	Service	Repair
163283	5/27/2022	Billing	
163292	5/27/2022	Billing	
163290	5/27/2022	Service	Repair
163275	5/25/2022	Service	NESC
163272	5/25/2022	Service	NESC
163259	5/24/2022	Service	Repair
163238	5/19/2022	Billing	
163229	5/18/2022	Billing	
163225	5/18/2022	Billing	
163221	5/17/2022	Customer Service	Billing
163219	5/17/2022	Billing	
163210	5/16/2022	Service	Repair
163198	5/12/2022	Billing	
163199	5/12/2022	Customer Service	Billing
163195	5/11/2022	Service	Repair
163188	5/10/2022	Customer Service	Billing
163187	5/10/2022	Service	NESC
163182	5/10/2022	Service	NESC
163180	5/9/2022	Service	NESC
163176	5/9/2022	Service	NESC
163167	5/5/2022	Service	
163165	5/5/2022	Service	
163163	5/4/2022	Service	NESC
163156	5/4/2022	Billing	Disconnect
163154	5/4/2022	Service	NESC
163149	5/3/2022	Customer Service	Billing
163150	5/3/2022	Service	Repair
163146	5/2/2022	Service	Repair
163148	5/2/2022	Service	NESC
163105	4/29/2022	Customer Service	Billing
163133	4/28/2022	Service	NESC
162408	4/27/2022	Service	Repair
163131	4/27/2022	Service	Repair
163117	4/26/2022	Service	Repair
163101	4/25/2022	Service	
163065	4/25/2022	Service	
163108	4/25/2022	Service	
163098	4/22/2022	Billing	
163067	4/19/2022	Customer Service	Billing
163066	4/19/2022	Service	NESC
163053	4/18/2022	Customer Service	Billing
163058	4/18/2022	Customer Service	Billing
163048	4/18/2022	Service	Repair
163042	4/15/2022	Service	

163035	4/14/2022 Service	Repair
163018	4/12/2022 Service	Repair
163010	4/11/2022 Service	NESC
163009	4/11/2022 Service	
163016	4/11/2022 Service	NESC
163002	4/8/2022 Service	Repair
162996	4/7/2022 Service	
162982	4/5/2022 Service	Repair
162974	4/4/2022 Customer Service	Billing
162976	4/4/2022 Customer Service	Billing
162935	4/1/2022 Customer Service	Billing
162959	3/30/2022 Customer Service	Billing
162951	3/29/2022 Billing	
162954	3/29/2022 Customer Service	Billing
162948	3/29/2022 Billing	
162949	3/28/2022 Customer Service	Billing
162940	3/28/2022 Billing	
162934	3/25/2022 Billing	
162937	3/25/2022 Service	Repair
162921	3/24/2022 Billing	Disconnect
162922	3/24/2022 Customer Service	Billing
162684	3/21/2022 Billing	
162886	3/18/2022 Service	Repair
162288	3/18/2022 Service	Repair
162881	3/17/2022 Customer Service	Billing
162879	3/17/2022 Service	Repair
162880	3/17/2022 Billing	
162865	3/16/2022 Billing	
162864	3/15/2022 Service	Repair
162858	3/15/2022 Service	
162851	3/14/2022 Customer Service	Billing
162836	3/10/2022 Service	
162839	3/10/2022 Service	NESC
162513	3/10/2022 Customer Service	Billing
162840	3/10/2022 Service	NESC
162819	3/8/2022 Customer Service	Billing
162813	3/7/2022 Service	Repair
162811	3/7/2022 Service	Repair
162806	3/4/2022 Service	Repair
162786	3/1/2022 Service	Refusal
162782	3/1/2022 Service	Repair
162386	3/1/2022 Customer Service	Billing
162778	2/28/2022 Customer Service	Billing
162770	2/24/2022 Service	
162771	2/24/2022 Service	Repair
162767	2/23/2022 Customer Service	Billing
162769	2/23/2022 Customer Service	Billing

162758	2/22/2022 Customer Service	Billing
162764	2/22/2022 Customer Service	Billing
162722	2/16/2022 Customer Service	Billing
162731	2/15/2022 Service	
162717	2/10/2022 Billing	
162718	2/10/2022 Customer Service	Billing
162715	2/10/2022 Billing	
162713	2/9/2022 Customer Service	Billing
162696	2/7/2022 Service	NESC
162697	2/7/2022 Service	NESC
162699	2/7/2022 Customer Service	Billing
162682	2/3/2022 Customer Service	Billing
162679	2/3/2022 Billing	
162663	1/31/2022 Customer Service	Billing
162657	1/31/2022 Customer Service	Billing
162658	1/31/2022 Billing	
162647	1/27/2022 Customer Service	Billing
162646	1/27/2022 Customer Service	Billing
162603	1/27/2022 Customer Service	Billing
162639	1/26/2022 Customer Service	Billing
162413	1/26/2022 Customer Service	Billing
162632	1/25/2022 Billing	
162613	1/21/2022 Customer Service	Billing
162616	1/21/2022 Customer Service	Billing
162600	1/19/2022 Customer Service	Billing
162599	1/19/2022 Service	
162591	1/18/2022 Service	Safety
162583	1/18/2022 Billing	
162573	1/14/2022 Service	NESC
162579	1/14/2022 Service	Repair
162580	1/14/2022 Customer Service	Billing
162565	1/13/2022 Customer Service	Billing
162567	1/13/2022 Customer Service	Billing
162350	1/13/2022 Customer Service	Billing
162559	1/13/2022 Service	
162563	1/13/2022 Customer Service	Billing
162547	1/12/2022 Service	Repair
162536	1/11/2022 Service	Repair
162535	1/11/2022 Customer Service	Billing
162542	1/11/2022 Service	Repair
162526	1/10/2022 Service	
162530	1/10/2022 Customer Service	Billing
162525	1/10/2022 Service	
162520	1/7/2022 Customer Service	Billing
162518	1/7/2022 Service	
162521	1/7/2022 Service	
162512	1/6/2022 Customer Service	Billing

162509	1/6/2022 Service	Repair
162511	1/6/2022 Service	Refusal
162499	1/5/2022 Customer Service	Billing
162497	1/5/2022 Service	
162503	1/5/2022 Customer Service	Billing
162496	1/4/2022 Customer Service	Billing
162485	1/4/2022 Billing	
162495	1/4/2022 Customer Service	Billing
162487	1/4/2022 Service	
162458	12/28/2021 Customer Service	Billing
162446	12/27/2021 Service	Repair
162452	12/27/2021 Billing	
162438	12/23/2021 Service	
162441	12/23/2021 Customer Service	Billing
162427	12/21/2021 Customer Service	Billing
162426	12/21/2021 Customer Service	Billing
162423	12/20/2021 Customer Service	Billing
162420	12/17/2021 Service	Repair
162419	12/17/2021 Billing	
162410	12/16/2021 Customer Service	Billing
162415	12/16/2021 Customer Service	Billing
162395	12/13/2021 Billing	
162390	12/10/2021 Billing	
162391	12/10/2021 Service	Repair
162380	12/8/2021 Service	Repair
162379	12/8/2021 Billing	
162376	12/7/2021 Customer Service	Billing
162374	12/7/2021 Service	Repair
162360	12/3/2021 Service	
162320	12/3/2021 Customer Service	Billing
162357	12/2/2021 Service	Repair
162347	12/1/2021 Customer Service	Billing
162340	11/30/2021 Billing	
162332	11/29/2021 Service	NESC
162322	11/23/2021 Billing	
162323	11/23/2021 Customer Service	Billing
162313	11/22/2021 Billing	
162316	11/22/2021 Service	
162300	11/22/2021 Service	Safety
162314	11/22/2021 Service	Repair
162319	11/22/2021 Customer Service	Billing
162337	11/19/2021 Service	
162305	11/19/2021 Service	Refusal
162304	11/19/2021 Service	NESC
162290	11/17/2021 Service	NESC
162279	11/15/2021 Customer Service	Billing
162284	11/15/2021 Service	Repair

162281	11/15/2021	Billing	
162264	11/15/2021	Service	NESC
162266	11/10/2021	Service	
162267	11/10/2021	Billing	
162255	11/9/2021	Service	Repair
162106	11/9/2021	Billing	
162250	11/8/2021	Service	Repair
162245	11/5/2021	Customer Service	Billing
162240	11/4/2021	Billing	
162235	11/3/2021	Customer Service	Billing
162236	11/3/2021	Service	NESC
162232	11/2/2021	Service	Repair
162222	10/29/2021		
162191	10/25/2021	Service	Disconnection
162187	10/22/2021	Service	Repair
162178	10/22/2021	Customer Service	Billing
162173	10/21/2021	Service	Disconnection
162147	10/14/2021	Service	Repair
162148	10/14/2021	Service	NESC
162143	10/13/2021	Customer Service	Billing
162135	10/11/2021	Service	Repair
162136	10/11/2021	Billing	
162130	10/8/2021	Billing	
162131	10/8/2021	Customer Service	Billing
162128	10/8/2021	Service	Repair
162118	10/6/2021	Customer Service	Billing
162117	10/5/2021	Service	Repair
162091	9/27/2021	Service	NESC
162089	9/27/2021	Service	Disconnection
162079	9/24/2021	Service	
162077	9/23/2021	Billing	
162069	9/21/2021	Customer Service	Billing
162058	9/20/2021	Billing	
162042	9/15/2021	Service	NESC
162040	9/15/2021	Service	Repair
162046	9/15/2021	Billing	
162015	9/14/2021	Billing	
162020	9/13/2021	Billing	
161853	9/10/2021	Billing	
162012	9/10/2021	Service	NESC
162005	9/9/2021	Service	Refusal
161738	9/9/2021	Service	Repair
162006	9/9/2021	Billing	
162000	9/8/2021	Service	
161999	9/8/2021	Service	Repair
161987	9/7/2021	Billing	
161993	9/7/2021	Customer Service	Billing

161988	9/7/2021 Service	
161976	9/2/2021 Service	NESC
161973	9/1/2021 Billing	
161960	8/31/2021 Customer Service	Billing
161956	8/27/2021 Service	Repair
161951	8/26/2021 Service	NESC
161942	8/24/2021 Billing	
161915	8/24/2021 Customer Service	Billing
161917	8/17/2021 Service	NESC
161903	8/13/2021 Customer Service	Billing
161897	8/12/2021 Customer Service	Billing
161888	8/11/2021 Service	Repair
161886	8/10/2021 Service	Safety
161866	8/9/2021 Customer Service	Billing
161872	8/9/2021 Customer Service	Billing
161864	8/6/2021 Billing	
161860	8/6/2021 Service	Safety
161845	8/4/2021 Billing	
161843	8/3/2021 Service	Repair
161824	7/30/2021 Service	Repair
161813	7/29/2021 Billing	
161811	7/29/2021 Service	Repair
161757	7/28/2021 Service	Repair
161808	7/28/2021 Service	Repair
161797	7/28/2021 Service	Repair
161807	7/28/2021 Billing	
161784	7/27/2021 Billing	
161781	7/26/2021 Billing	
161574	7/25/2021 Service	NESC
161772	7/23/2021 Service	Repair
161575	7/20/2021 Customer Service	Billing
161739	7/16/2021 Service	
161735	7/15/2021 Customer Service	Billing
161462	7/15/2021 Service	Repair
161725	7/14/2021 Billing	
161730	7/14/2021 Billing	
161714	7/13/2021 Service	Repair
161718	7/13/2021 Customer Service	Billing
161710	7/13/2021 Service	Repair
161720	7/13/2021 Service	
161701	7/12/2021 Service	Repair
161690	7/9/2021 Customer Service	Billing
161696	7/9/2021 Service	Repair
161691	7/9/2021 Billing	
161424	7/8/2021 Service	Repair
161685	7/8/2021 Customer Service	Billing
161688	7/8/2021 Service	Repair

161678	7/7/2021 Service	
161669	7/7/2021 Service	Repair
161673	7/7/2021 Service	
161667	7/7/2021 Customer Service	Billing
161663	7/7/2021 Service	NESC
161666	7/6/2021 Billing	
161649	7/2/2021 Billing	
161648	7/1/2021 Service	Repair
161642	6/30/2021 Service	Repair
161625	6/25/2021 Service	Repair
161609	6/24/2021 Billing	
161608	6/24/2021 Customer Service	Billing
161614	6/24/2021 Billing	
161593	6/22/2021 Service	Repair
161591	6/22/2021 Service	
161587	6/21/2021 Service	Repair
161573	6/18/2021 Service	
161565	6/17/2021 Service	Safety
161564	6/17/2021 Service	Repair
161535	6/9/2021 Billing	Disconnect
161523	6/7/2021 Service	
161514	6/2/2021 Customer Service	Billing
161513	6/2/2021 Customer Service	Billing
161509	6/2/2021 Service	Repair
161511	6/2/2021 Service	Repair
161510	6/2/2021 Service	NESC
161504	6/1/2021 Service	
161506	6/1/2021 Billing	
161499	6/1/2021 Service	NESC
161486	5/28/2021 Service	
161487	5/28/2021 Service	Repair
161497	5/28/2021 Billing	
161471	5/25/2021 Service	Repair
161459	5/21/2021 Billing	
161450	5/20/2021 Service	NESC
161444	5/19/2021 Customer Service	Billing
161448	5/19/2021 Billing	
161447	5/19/2021 Service	
161437	5/18/2021 Billing	
161429	5/14/2021 Billing	
161159	5/13/2021 Customer Service	Billing
161425	5/13/2021 Service	
161413	5/11/2021 Service	Repair
161399	5/10/2021 Billing	
161382	5/6/2021 Service	
161377	5/5/2021 Service	
161370	5/4/2021 Billing	Disconnect

161351	4/29/2021 Service	
161346	4/28/2021 Service	
161336	4/27/2021 Service	NESC
161333	4/26/2021 Service	
161335	4/26/2021 Service	NESC
161325	4/23/2021 Billing	
161307	4/21/2021 Billing	
161306	4/21/2021 Customer Service	Billing
161302	4/20/2021 Service	NESC
161288	4/19/2021 Service	
161287	4/19/2021 Service	Repair
161275	4/16/2021 Billing	
161249	4/13/2021 Billing	
161234	4/12/2021 Billing	
161226	4/12/2021 Customer Service	Billing
161222	4/8/2021 Service	Safety
161213	4/8/2021 Billing	
161208	4/7/2021 Service	NESC
161205	4/7/2021 Service	NESC
161210	4/7/2021 Billing	
161207	4/7/2021 Service	NESC
161199	4/6/2021 Service	Repair
161203	4/6/2021 Billing	
161186	4/2/2021 Customer Service	Billing
161191	4/2/2021 Billing	
161164	3/30/2021 Service	Repair
161151	3/26/2021 Customer Service	Billing
161152	3/26/2021 Customer Service	Billing
161142	3/24/2021 Service	Safety
161133	3/23/2021 Customer Service	Billing
161126	3/23/2021 Customer Service	Billing
160918	3/23/2021 Billing	
161130	3/23/2021 Service	
161139	3/23/2021 Service	Repair
161122	3/22/2021 Service	Repair
161097	3/18/2021 Customer Service	Billing
161090	3/17/2021 Billing	
161077	3/17/2021 Billing	
161096	3/17/2021 Customer Service	Billing
161070	3/16/2021 Service	Safety
160728	3/16/2021 Billing	
161072	3/16/2021 Billing	
161025	3/16/2021 Customer Service	Billing
161063	3/15/2021 Billing	
161057	3/12/2021 Service	Safety
161058	3/12/2021 Service	Repair
161045	3/11/2021 Service	Safety

161036	3/10/2021 Service	
161024	3/9/2021 Service	
161020	3/9/2021 Billing	
161031	3/9/2021 Customer Service	Billing
161028	3/9/2021 Billing	
161027	3/9/2021 Service	Repair
161000	3/8/2021 Customer Service	Billing
161017	3/8/2021 Service	Repair
160990	3/5/2021 Service	Safety
160985	3/4/2021 Billing	
160968	3/3/2021 Billing	
160971	3/3/2021	
160973	3/3/2021 Billing	
160979	3/3/2021 Customer Service	Billing
160954	3/2/2021 Billing	
160964	3/2/2021 Billing	
160938	3/2/2021 Service	Repair
160960	3/2/2021 Service	NESC
160957	3/2/2021 Billing	
160927	3/1/2021 Service	Repair
160929	3/1/2021 Customer Service	Billing
160930	3/1/2021 Customer Service	Billing
160913	2/26/2021 Service	NESC
160922	2/26/2021 Customer Service	Billing
160910	2/25/2021 Customer Service	Billing
160905	2/25/2021 Customer Service	Billing
160888	2/25/2021 Customer Service	Billing
160890	2/24/2021 Service	Safety
160875	2/23/2021 Service	Repair
160889	2/23/2021 Customer Service	Billing
160876	2/23/2021 Service	Repair
160865	2/22/2021 Billing	
160841	2/19/2021 Service	Repair
160826	2/18/2021 Service	Safety
160833	2/18/2021 Customer Service	Billing
160805	2/17/2021 Service	Repair
160803	2/17/2021 Service	Repair
160812	2/17/2021	
160769	2/10/2021 Service	NESC
160766	2/9/2021 Billing	
160746	2/8/2021 Service	
160747	2/8/2021 Billing	
160738	2/5/2021 Customer Service	Billing
160744	2/5/2021 Service	Repair
160712	2/1/2021 Customer Service	Billing
160711	1/29/2021 Service	Repair
160708	1/29/2021 Service	Repair

160702	1/28/2021 Customer Service	Billing
160697	1/28/2021 Billing	
160692	1/27/2021 Service	
160691	1/27/2021 Service	
160675	1/26/2021 Service	NESC
160683	1/26/2021 Customer Service	Billing
160672	1/25/2021 Service	Repair
160661	1/25/2021 Billing	
160671	1/25/2021 Service	Repair
160658	1/25/2021 Customer Service	Billing
160670	1/25/2021 Service	Repair
160673	1/25/2021 Service	Repair
160655	1/25/2021 Service	Refusal
160652	1/22/2021 Service	Repair
160653	1/22/2021 Service	Repair
160649	1/22/2021 Service	Repair
160650	1/22/2021 Service	Repair
160654	1/22/2021 Service	Repair
160635	1/20/2021 Service	Repair
160634	1/20/2021 Service	Safety
160631	1/20/2021 Service	Repair
160617	1/19/2021 Service	Repair
160614	1/19/2021 Service	Repair
160611	1/19/2021 Customer Service	Billing
160628	1/19/2021 Service	Repair
160619	1/19/2021 Customer Service	Billing
160621	1/19/2021 Service	Repair
160615	1/19/2021 Service	Repair
160624	1/19/2021 Service	Repair
160616	1/19/2021 Service	Repair
160603	1/15/2021 Customer Service	Billing
160426	1/14/2021 Service	Repair
160590	1/14/2021 Service	Repair
160582	1/13/2021 Service	Repair
160564	1/12/2021 Service	Repair
160569	1/12/2021 Service	Repair
160566	1/12/2021 Billing	
160562	1/12/2021 Service	Repair
160575	1/12/2021 Customer Service	Billing
160558	1/11/2021 Billing	Disconnect
160552	1/8/2021 Customer Service	Billing
160551	1/8/2021 Customer Service	Billing
160539	1/7/2021 Service	Repair
160537	1/7/2021 Billing	
160524	1/5/2021 Service	Repair
160517	1/5/2021 Service	Refusal
160502	1/4/2021 Customer Service	Billing

160501	1/4/2021 Customer Service	Billing
160510	1/4/2021 Customer Service	Billing
160505	1/4/2021 Billing	
160494	12/31/2020 Service	Repair
160493	12/31/2020 Service	
160360	12/30/2020 Service	Repair
160492	12/30/2020 Customer Service	Billing
160486	12/29/2020 Service	Repair
160386	12/28/2020 Customer Service	Billing
160468	12/24/2020 Billing	
160450	12/22/2020 Customer Service	Billing
160451	12/22/2020 Customer Service	Billing
160442	12/21/2020 Customer Service	Billing
160440	12/21/2020 Service	
160434	12/18/2020 Customer Service	Billing
160411	12/14/2020 Billing	
160410	12/14/2020 Customer Service	Billing
160401	12/11/2020 Billing	
160396	12/10/2020 Customer Service	Billing
160389	12/9/2020 Customer Service	Billing
160382	12/8/2020 Service	Repair
160376	12/8/2020 Service	Repair
160371	12/7/2020 Billing	
160374	12/7/2020 Customer Service	Billing
160364	12/4/2020 Service	Repair
160358	12/3/2020 Service	Repair
160362	12/3/2020 Customer Service	Billing
160351	12/2/2020 Service	Repair
160335	12/1/2020 Customer Service	Billing
160330	11/30/2020 Service	Repair
160141	11/30/2020 Customer Service	Billing
160327	11/25/2020 Service	Safety
160322	11/25/2020 Service	Repair
160324	11/25/2020 Service	Repair
160304	11/23/2020 Service	Repair
160314	11/23/2020 Customer Service	Billing
160315	11/23/2020 Customer Service	Billing
160305	11/23/2020 Service	Repair
160302	11/23/2020 Service	Repair
160313	11/23/2020 Billing	
160295	11/20/2020 Service	
160278	11/19/2020 Service	NESC
160281	11/19/2020 Service	Repair
160267	11/16/2020 Service	NESC
160264	11/16/2020 Service	Refusal
160269	11/16/2020 Customer Service	Billing
160149	11/12/2020 Customer Service	Billing

160252	11/12/2020 Service	
160231	11/9/2020 Billing	
160236	11/9/2020 Service	NESC
160207	11/3/2020 Customer Service	Billing
160200	11/3/2020 Service	Repair
160191	11/2/2020 Billing	
160184	10/30/2020 Customer Service	Billing
160185	10/30/2020 Billing	OTAP
160181	10/29/2020 Billing	
160175	10/28/2020 Service	Repair
160170	10/28/2020 Service	Repair
160160	10/26/2020 Service	Repair
160146	10/22/2020 Billing	
160039	10/21/2020 Service	Repair
160142	10/21/2020 Billing	
160123	10/20/2020 Billing	
160128	10/20/2020 Service	NESC
160121	10/20/2020 Service	
160130	10/20/2020 Service	Repair
160116	10/19/2020 Service	Repair
160103	10/15/2020 Billing	
160071	10/15/2020 Customer Service	Billing
160102	10/15/2020 Service	
160099	10/14/2020 Customer Service	Billing
160094	10/14/2020 Service	Repair
160100	10/14/2020 Billing	
160087	10/12/2020 Billing	
160085	10/9/2020 Service	Repair
160074	10/8/2020 Customer Service	Billing
160061	10/6/2020 Customer Service	Billing
160060	10/6/2020 Service	NESC
160050	10/5/2020 Billing	
160045	10/2/2020 Service	
160042	10/1/2020 Service	Repair
160038	10/1/2020 Customer Service	Billing
160040	10/1/2020 Service	
160025	9/29/2020 Service	Repair
160027	9/29/2020 Billing	
160020	9/28/2020 Service	
160021	9/28/2020 Service	Repair
160017	9/28/2020 Service	NESC
160008	9/25/2020 Customer Service	Billing
159998	9/24/2020 Service	Repair
160003	9/24/2020 Service	Safety
159990	9/23/2020 Billing	OTAP
159994	9/23/2020 Service	Repair
159987	9/23/2020 Service	

159991	9/23/2020 Billing	
159977	9/22/2020 Customer Service	Billing
159984	9/22/2020 Customer Service	Billing
159962	9/17/2020 Billing	
159959	9/17/2020 Service	Repair
159958	9/16/2020 Customer Service	Billing
159953	9/15/2020 Service	Repair
159952	9/15/2020 Service	
159942	9/14/2020 Service	Repair
159946	9/14/2020 Billing	
159936	9/11/2020 Service	Safety
159929	9/10/2020 Service	Safety
159930	9/9/2020 Service	Repair
159894	9/3/2020 Customer Service	Billing
159885	9/2/2020 Billing	
159890	9/2/2020 Customer Service	Billing
159884	9/2/2020 Billing	
159889	9/2/2020 Customer Service	Billing
159876	9/1/2020 Service	NESC
159878	9/1/2020 Billing	
159863	8/31/2020 Service	Repair
159864	8/31/2020 Service	
159852	8/28/2020 Customer Service	Billing
159848	8/27/2020 Customer Service	Billing
159842	8/27/2020 Service	Repair
159836	8/25/2020 Billing	
159835	8/25/2020 Service	
159829	8/24/2020 Service	
159826	8/21/2020 Customer Service	Billing
159820	8/20/2020 Customer Service	Billing
159810	8/18/2020 Service	NESC
159756	8/18/2020 Service	NESC
159808	8/18/2020 Customer Service	Billing
159794	8/17/2020 Service	
159797	8/17/2020 Service	
159796	8/17/2020 Service	Repair
159789	8/14/2020 Service	Safety
159788	8/13/2020 Billing	
159770	8/11/2020 Customer Service	Billing
159487	8/7/2020 Service	Repair
159751	8/6/2020 Service	NESC
159741	8/4/2020 Service	Repair
159739	8/4/2020 Service	
159728	8/3/2020 Billing	
159724	7/31/2020 Service	Repair
159722	7/31/2020 Billing	
159695	7/24/2020 Service	

159696	7/24/2020 Service	NESC
159698	7/24/2020 Billing	
159687	7/22/2020 Service	
159675	7/21/2020 Billing	
159673	7/20/2020 Billing	
159629	7/13/2020 Billing	
159616	7/9/2020 Billing	
159608	7/7/2020 Customer Service	Billing
159607	7/6/2020 Service	
159600	7/1/2020 Service	
159599	7/1/2020 Service	Repair
159597	6/30/2020 Service	
159583	6/26/2020 Billing	
159578	6/26/2020 Billing	
159581	6/26/2020 Service	
159542	6/19/2020 Customer Service	Billing
159550	6/18/2020 Service	Safety
159543	6/17/2020 Service	Repair
159534	6/16/2020 Billing	
159531	6/16/2020 Customer Service	Billing
159533	6/16/2020 Service	Repair
159525	6/15/2020 Billing	
159522	6/15/2020 Billing	
159527	6/15/2020 Billing	
159523	6/15/2020 Billing	
159519	6/12/2020 Billing	
159514	6/10/2020 Billing	
159510	6/9/2020 Billing	
159509	6/9/2020 Billing	
159498	6/8/2020 Billing	
159496	6/8/2020 Service	NESC
159480	6/4/2020 Billing	
159481	6/4/2020 Billing	
159475	6/3/2020 Customer Service	Billing
159476	6/3/2020 Service	Safety
159474	6/3/2020 Customer Service	Billing
159452	6/1/2020 Service	
159430	5/28/2020 Service	Repair
159427	5/27/2020 Service	Repair
159426	5/27/2020 Billing	
159416	5/26/2020 Customer Service	Billing
159369	5/12/2020 Billing	
159332	5/6/2020 Service	
159335	5/6/2020 Service	NESC
159334	5/6/2020 Billing	
159320	5/5/2020 Billing	
159317	5/4/2020 Billing	

159307	5/1/2020 Service	
159306	5/1/2020 Service	Repair
159298	4/29/2020 Service	Repair
159296	4/29/2020 Service	Repair
159285	4/28/2020 Service	
159263	4/27/2020 Customer Service	Billing
159266	4/24/2020 Billing	
159262	4/23/2020 Service	Repair
159241	4/21/2020 Customer Service	Billing
159205	4/15/2020 Billing	
159189	4/14/2020 Service	Repair
159185	4/13/2020 Service	Repair
159173	4/10/2020 Billing	
159162	4/8/2020 Service	Disconnection
159155	4/7/2020 Billing	
159128	4/3/2020 Service	
159118	4/2/2020 Service	
159089	3/31/2020 Customer Service	Billing
159086	3/31/2020 Billing	
159076	3/30/2020 Billing	
159058	3/24/2020 Customer Service	Billing
159055	3/24/2020 Billing	
159045	3/23/2020 Billing	
159046	3/23/2020 Billing	
159028	3/17/2020 Service	Repair
159021	3/13/2020 Billing	
159020	3/13/2020 Service	Safety
159018	3/13/2020 Service	NESC
159017	3/13/2020 Billing	
159008	3/12/2020 Billing	
159006	3/12/2020 Billing	
158977	3/12/2020 Customer Service	Billing
158929	3/11/2020 Service	NESC
158999	3/10/2020 Service	
158978	3/9/2020 Billing	
158946	3/2/2020 Billing	
158953	3/2/2020 Service	Repair
158933	2/27/2020 Billing	
158931	2/26/2020 Service	
158924	2/25/2020 Service	NESC
158919	2/25/2020 Billing	
158918	2/25/2020 Service	NESC
158904	2/24/2020 Customer Service	Disconnection
158914	2/24/2020 Billing	Disconnect
158907	2/24/2020 Service	
158901	2/21/2020 Service	Repair
158897	2/21/2020 Billing	

158891	2/19/2020 Billing	
158879	2/18/2020 Customer Service	Billing
158870	2/14/2020 Billing	
158833	2/7/2020 Customer Service	Billing
158826	2/6/2020 Billing	
158766	1/30/2020 Billing	
158757	1/29/2020 Service	
158754	1/28/2020 Service	Repair
158717	1/23/2020 Customer Service	Billing
158705	1/21/2020 Service	
158703	1/21/2020 Customer Service	Billing
158682	1/15/2020 Service	Repair
158681	1/15/2020 Customer Service	Billing
158680	1/15/2020 Billing	
158679	1/14/2020 Customer Service	Billing
158660	1/13/2020 Billing	
158666	1/13/2020 Billing	
158673	1/13/2020 Billing	
158661	1/13/2020 Customer Service	Billing
158648	1/8/2020 Service	Safety
158644	1/7/2020 Billing	
158620	1/3/2020 Service	Repair
158624	1/3/2020 Billing	
158607	12/30/2019 Service	Repair
158595	12/24/2019 Billing	
158593	12/24/2019 Billing	
158583	12/23/2019 Service	Repair
158580	12/23/2019 Service	Repair
158555	12/17/2019 Billing	
158529	12/12/2019 Billing	
158535	12/12/2019 Service	Repair
158527	12/11/2019 Billing	
158518	12/10/2019 Billing	
158479	12/2/2019 Billing	
158458	11/26/2019 Billing	
158450	11/26/2019 Service	Repair
158448	11/26/2019 Service	
158442	11/25/2019 Service	Repair
158444	11/25/2019 Billing	
158436	11/22/2019 Service	Refusal
158428	11/22/2019 Customer Service	Billing
158424	11/21/2019 Billing	
158391	11/19/2019 Customer Service	Billing
158409	11/18/2019 Billing	Disconnect
158406	11/15/2019 Billing	Disconnect
158404	11/15/2019 Billing	
158353	11/15/2019 Service	Safety

158390	11/12/2019 Service	
158349	10/31/2019 Service	Repair
158334	10/30/2019 Billing	
158337	10/30/2019 Service	Refusal
158320	10/29/2019 Billing	
158323	10/29/2019 Service	
158300	10/24/2019 Billing	
158288	10/22/2019 Service	NESC
158277	10/21/2019 Service	Repair
158270	10/17/2019 Billing	
158250	10/15/2019 Service	
158238	10/11/2019 Billing	
158226	10/9/2019 Billing	
158222	10/9/2019 Service	
158206	10/8/2019 Service	Disconnection
158198	10/7/2019 Service	
158179	10/2/2019 Billing	
158171	10/1/2019 Billing	Disconnect
158062	9/30/2019 Customer Service	Billing
158166	9/30/2019 Service	
158149	9/26/2019 Service	
158140	9/24/2019 Service	
158133	9/23/2019 Service	
158097	9/16/2019 Billing	
158086	9/13/2019 Billing	
158010	9/11/2019 Customer Service	Billing
158064	9/10/2019 Service	Repair
158042	9/6/2019 Service	NESC
158011	9/6/2019 Customer Service	Billing
158036	9/5/2019 Service	Repair
158029	9/4/2019 Billing	
158022	9/3/2019 Billing	
158012	8/29/2019 Billing	
158004	8/28/2019 Service	Repair
157987	8/27/2019 Service	
157982	8/26/2019 Service	Repair
157981	8/26/2019 Service	Repair
157968	8/21/2019 Service	Repair
157957	8/21/2019 Customer Service	Billing
157959	8/19/2019 Billing	
157951	8/16/2019 Service	
157915	8/9/2019 Service	Slamming
157877	8/1/2019 Service	
157867	8/1/2019 Billing	
157855	7/30/2019 Billing	
157852	7/30/2019 Service	
157833	7/25/2019 Service	NESC

157823	7/24/2019 Service	
157815	7/22/2019 Customer Service	Billing
157789	7/17/2019 Service	
157788	7/17/2019 Customer Service	Billing
157785	7/16/2019 Service	Repair
157773	7/15/2019 Billing	
157776	7/15/2019 Billing	
157774	7/15/2019 Billing	
157768	7/12/2019 Service	
157733	7/8/2019 Service	Repair
157738	7/8/2019 Service	
157726	7/5/2019 Billing	
157714	7/3/2019 Service	NESC
157708	7/1/2019 Service	Repair
157699	6/27/2019 Billing	
157689	6/25/2019 Service	Safety
157687	6/25/2019 Billing	Disconnect
157680	6/24/2019 Billing	
157594	6/24/2019 Rules	RRRB
157583	6/21/2019 Service	Safety
157658	6/20/2019 Service	Repair
157656	6/19/2019 Billing	
157651	6/19/2019 Billing	
157634	6/17/2019 Billing	
157628	6/14/2019 Service	Repair
157437	6/13/2019 Customer Service	Billing
157616	6/13/2019 Service	Repair
157611	6/12/2019 Billing	
157567	6/12/2019 Customer Service	Billing
157598	6/11/2019 Billing	
157588	6/7/2019 Billing	
157577	6/6/2019 Service	NESC
157566	6/5/2019 Service	
157544	5/31/2019 Service	Safety
157539	5/30/2019 Service	NESC
157529	5/28/2019 Service	NESC
157528	5/24/2019 Service	
157522	5/24/2019 Billing	Disconnect
157498	5/21/2019 Service	
157507	5/21/2019 Customer Service	Billing
157496	5/21/2019 Billing	
157494	5/20/2019 Billing	
157487	5/17/2019 Service	
157482	5/17/2019 Service	Repair
157473	5/16/2019 Service	NESC
157466	5/15/2019 Billing	
157465	5/15/2019 Billing	

157464	5/15/2019	Billing	
157434	5/9/2019	Service	
157413	5/7/2019	Service	
157414	5/7/2019	Billing	
157369	5/7/2019	Customer Service	Billing
157403	5/3/2019	Service	Repair
157391	5/1/2019	Service	
157379	4/30/2019	Service	Safety
157380	4/30/2019	Customer Service	Billing
157371	4/29/2019	Service	
157333	4/23/2019	Billing	
157334	4/23/2019	Service	Repair
157316	4/19/2019	Service	
157310	4/18/2019	Billing	
157295	4/17/2019	Billing	
157296	4/17/2019	Billing	
157292	4/16/2019	Billing	
157282	4/15/2019	Billing	
157286	4/15/2019	Service	Repair
157248	4/8/2019	Billing	
157244	4/8/2019	Service	
157238	4/4/2019	Service	
157235	4/4/2019	Customer Service	Billing
157214	4/2/2019	Billing	
157215	4/2/2019	Billing	
157208	4/1/2019	Billing	
157194	3/27/2019	Customer Service	Billing
157183	3/26/2019	Service	NESC
157162	3/22/2019	Service	
156987	3/20/2019	Service	
157152	3/20/2019	Billing	
157153	3/20/2019	Customer Service	Billing
157150	3/20/2019	Customer Service	Billing
157139	3/19/2019	Customer Service	Billing
157136	3/19/2019	Billing	
157129	3/19/2019	Billing	
157123	3/18/2019	Service	
157124	3/18/2019	Service	Repair
157111	3/14/2019	Billing	
157098	3/14/2019	Service	
157109	3/14/2019	Service	
157084	3/13/2019	Service	
157091	3/13/2019	Customer Service	Billing
157083	3/13/2019	Service	
157085	3/13/2019	Service	
157069	3/11/2019	Service	NESC
157070	3/11/2019	Service	Repair

157063	3/8/2019	Billing	
157003	2/28/2019	Billing	
156997	2/27/2019	Service	Disconnection
156988	2/26/2019	Service	Disconnection
156986	2/25/2019	Service	
156968	2/22/2019	Service	NESC
156956	2/20/2019	Service	
156949	2/19/2019	Service	Repair
156941	2/19/2019	Billing	
156934	2/19/2019	Service	Repair
156917	2/14/2019	Service	Refusal
156577	2/13/2019	Customer Service	Billing
156910	2/13/2019	Billing	
156898	2/12/2019	Billing	
156909	2/12/2019	Service	Repair
156884	2/7/2019	Billing	
156869	2/6/2019	Customer Service	Billing
156863	2/5/2019	Billing	
156864	2/5/2019	Billing	
156823	1/31/2019	Service	Repair
156818	1/30/2019	Billing	
156782	1/28/2019	Service	Repair
156792	1/28/2019	Billing	
156764	1/24/2019	Service	Repair
156741	1/23/2019	Service	Repair
156732	1/18/2019	Billing	
156601	1/17/2019	Customer Service	Billing
156714	1/16/2019	Billing	
156644	1/7/2019	Billing	
156632	1/4/2019	Service	Repair
156635	1/4/2019	Customer Service	Billing
156562	12/20/2018	Customer Service	Billing
156573	12/20/2018	Service	
156564	12/19/2018	Service	NESC
156569	12/19/2018	Customer Service	Billing
156539	12/17/2018	Customer Service	Billing
156532	12/14/2018	Service	
156505	12/11/2018	Service	
156506	12/11/2018	Billing	
156489	12/10/2018	Customer Service	Billing
156484	12/10/2018	Billing	
156480	12/7/2018	Billing	
156466	12/6/2018	Service	
156458	12/5/2018	Customer Service	Billing
156459	12/5/2018	Service	Repair
156453	12/5/2018	Billing	
156438	12/3/2018	Service	Repair

156436	12/3/2018 Service	
156427	11/30/2018 Service	Disconnection
156418	11/28/2018 Customer Service	Billing
156407	11/27/2018 Customer Service	Billing
156390	11/20/2018 Billing	
156380	11/19/2018 Service	
156368	11/16/2018 Service	
156358	11/15/2018 Service	NESC
156352	11/15/2018 Billing	
156356	11/15/2018 Billing	
156342	11/14/2018 Billing	
156324	11/8/2018 Service	Repair
156303	11/7/2018 Billing	Disconnect
156302	11/7/2018 Billing	
156306	11/7/2018 Billing	
156250	11/5/2018 Customer Service	Billing
156280	11/2/2018 Billing	
156266	11/1/2018 Service	
156271	11/1/2018 Billing	
156252	10/30/2018 Service	
156251	10/30/2018 Service	Repair
156239	10/26/2018 Billing	
156240	10/26/2018 Service	Repair
156231	10/25/2018 Service	Safety
156224	10/24/2018 Billing	OTAP
156209	10/22/2018 Billing	
156207	10/22/2018 Billing	
156205	10/19/2018 Billing	
156192	10/18/2018 Service	NESC
156185	10/16/2018 Service	NESC
156177	10/12/2018 Billing	
156164	10/10/2018 Billing	
156149	10/8/2018 Billing	
156119	10/2/2018 Billing	
156085	9/26/2018 Billing	
156075	9/25/2018 Billing	
156067	9/21/2018 Service	
155430	9/20/2018 Billing	
156057	9/19/2018 Billing	
156001	9/18/2018 Service	NESC
156044	9/18/2018 Billing	
156037	9/17/2018 Service	NESC
156016	9/12/2018 Service	Refusal
156020	9/12/2018 Service	
156007	9/11/2018 Billing	
156002	9/11/2018 Service	
155589	9/6/2018 Service	Repair

155957	9/4/2018 Customer Service	Billing
155923	8/28/2018 Billing	
155924	8/28/2018 Service	NESC
155909	8/24/2018 Service	Safety
155912	8/24/2018 Billing	
155916	8/24/2018 Billing	
155899	8/23/2018 Service	
155885	8/22/2018 Service	Refusal
155897	8/22/2018 Service	Disconnection
155854	8/17/2018 Customer Service	Billing
155851	8/16/2018 Billing	
155825	8/14/2018 Billing	
155821	8/13/2018 Service	
155820	8/13/2018 RCEM	RSEB
155793	8/8/2018 Service	
155739	8/7/2018 Service	NESC
155786	8/7/2018 Billing	
155772	8/6/2018 Billing	
155774	8/6/2018 Billing	
155758	8/3/2018 Billing	
155748	8/2/2018 Customer Service	Billing
155744	8/1/2018 Billing	
155742	8/1/2018 Billing	
155727	7/31/2018 Service	
155716	7/30/2018 Billing	
155720	7/30/2018 Billing	
155704	7/27/2018 Service	
155649	7/19/2018 Service	NESC
155633	7/18/2018 Service	
155627	7/18/2018 Service	Disconnection
155626	7/18/2018 Billing	
155605	7/18/2018 Service	
155612	7/17/2018 Billing	
155601	7/16/2018 Service	
155598	7/13/2018 Billing	
155591	7/12/2018 Billing	
155580	7/11/2018 Billing	
155583	7/11/2018 Service	Refusal
155569	7/10/2018 Customer Service	Billing
155556	7/9/2018 Customer Service	Billing
155563	7/9/2018 Billing	
155559	7/9/2018 Customer Service	Billing
155548	7/5/2018 Service	
155544	7/5/2018 Service	NESC
155527	7/3/2018 Service	Disconnection
155526	7/3/2018 Billing	
155511	7/2/2018 Billing	

155509	7/2/2018 Billing	
155508	6/29/2018 Billing	
155490	6/28/2018 Service	
155492	6/28/2018 Service	Repair
155476	6/27/2018 Billing	
155480	6/27/2018 Billing	
155470	6/26/2018 Billing	
155461	6/25/2018 Billing	
155456	6/25/2018 Customer Service	Billing
155457	6/25/2018 Service	Safety
155451	6/22/2018 Service	Repair
155440	6/20/2018 Billing	
155432	6/20/2018 Billing	
155441	6/20/2018 Billing	
155433	6/20/2018 Billing	
155415	6/19/2018 Customer Service	Billing
155380	6/13/2018 Service	
155369	6/12/2018 Billing	
155355	6/11/2018 Service	
155356	6/11/2018 Service	Repair
155358	6/11/2018 Billing	
155340	6/8/2018 Service	
155343	6/8/2018 Billing	
155331	6/7/2018 Billing	
155321	6/7/2018 Service	Repair
155297	6/5/2018 Billing	
155275	6/4/2018 Service	Repair
155280	6/4/2018 Service	
155283	6/4/2018 Billing	
155271	5/31/2018 Customer Service	Billing
155251	5/30/2018 Customer Service	Billing
155247	5/30/2018 Service	
155254	5/30/2018 Service	Repair
155248	5/30/2018 Billing	
155232	5/25/2018 Billing	
155227	5/25/2018 Billing	
155231	5/25/2018 Customer Service	Billing
155223	5/23/2018 Service	Safety
155213	5/22/2018 Billing	
155190	5/16/2018 Service	
155185	5/15/2018 Service	
155180	5/15/2018 Billing	
155159	5/10/2018 Service	Repair
155139	5/7/2018 Billing	
155127	5/4/2018 Billing	
155124	5/4/2018 Billing	
155107	5/2/2018 Billing	

155108	5/2/2018	Billing	
155094	4/30/2018	Billing	
155087	4/27/2018	Billing	
155070	4/25/2018	Billing	
155047	4/23/2018	Billing	
155050	4/23/2018	Billing	
155039	4/20/2018	Service	
155035	4/19/2018	Service	
155027	4/18/2018	Billing	
155018	4/17/2018	Billing	
155011	4/16/2018	Service	
155002	4/13/2018	Billing	
154993	4/12/2018	Billing	
154995	4/12/2018	Billing	
154965	4/10/2018	Billing	
154961	4/9/2018	Billing	
154942	4/6/2018	Billing	
154941	4/6/2018	Service	
154923	4/4/2018	Service	Disconnection
154921	4/3/2018	Customer Service	Billing
154903	3/29/2018	Billing	
154868	3/27/2018	Service	
154843	3/20/2018	Service	Repair
154801	3/16/2018	Customer Service	Billing
154800	3/14/2018	Billing	
154809	3/14/2018	Service	Repair
154805	3/14/2018	Billing	
154788	3/13/2018	Service	
154793	3/13/2018	Billing	
154774	3/12/2018	Service	NESC
154771	3/9/2018	Billing	
154742	3/5/2018	Billing	
154741	3/5/2018	Billing	
154733	3/2/2018	Service	Safety
154720	2/28/2018	Service	Disconnection
154722	2/28/2018	Billing	
154707	2/27/2018	Billing	
154714	2/27/2018	Billing	
154500	2/26/2018	Service	
154688	2/22/2018	Customer Service	Billing
154680	2/21/2018	Billing	
154687	2/21/2018	Billing	
154666	2/20/2018	Customer Service	Billing
154672	2/20/2018	Billing	
154658	2/16/2018	Service	Disconnection
154652	2/15/2018	Billing	
154639	2/13/2018	Billing	

154633	2/12/2018 Customer Service	Billing
154591	2/5/2018 Customer Service	Billing
154558	1/31/2018 Service	
154532	1/30/2018 Service	Repair
154522	1/29/2018 Billing	
154511	1/25/2018 Billing	
154502	1/25/2018 Billing	
154477	1/22/2018 Service	Repair
154417	1/19/2018 Customer Service	Billing
154470	1/19/2018 Billing	
154476	1/19/2018 Billing	
154438	1/12/2018 Billing	
154431	1/11/2018 Customer Service	Billing
154430	1/11/2018 Billing	
154416	1/10/2018 Billing	
154420	1/10/2018 Billing	
154379	1/5/2018 Billing	
154380	1/5/2018 Customer Service	Billing
154352	1/4/2018 Customer Service	Billing
154375	1/4/2018 Service	
154345	1/3/2018 Billing	
154330	1/2/2018 Billing	
154331	1/2/2018 Billing	
154318	12/27/2017 Billing	Disconnect
154287	12/19/2017 Billing	
154271	12/15/2017 Billing	
154245	12/12/2017 Billing	
154246	12/12/2017 Billing	
154209	12/4/2017 Billing	
154198	12/1/2017 Service	Slamming
154201	12/1/2017 Billing	
154179	11/29/2017 Billing	
154094	11/9/2017 Billing	
154075	11/7/2017 Billing	
154074	11/7/2017 Billing	
154037	10/31/2017 Service	NESC
153979	10/19/2017 Service	
153926	10/10/2017 Billing	
153730	9/26/2017 Service	Repair
153688	8/31/2017 Customer Service	
153666	8/28/2017 Service	Repair
153558	8/8/2017 Billing	
152769	3/24/2017 Customer Service	Billing

Nottingham Table 2

Lumen Regulated Complaints by Type				
	Billing	Customer Service	Service	Total
2018	117	39	120	276
2019	81	30	122	234
2020	81	60	178	319
2021	81	81	249	411
2022	64	123	283	470

Caseld	datOpenDate	Complaint1	ComplaintSubTypeCode
154331	1/2/2018	Service	Repair
154352	1/4/2018	Service	Repair
154375	1/4/2018	Service	
154380	1/5/2018	Service	
154417	1/10/2018	Service	Repair
154420	1/10/2018	Service	NESC
154420	1/10/2018	Service	Repair
154431	1/11/2018	Service	Repair
154477	1/22/2018	Service	Repair
154532	1/30/2018	Service	Repair
154558	1/31/2018	Service	
154500	2/5/2018	Service	Repair
154591	2/5/2018	Service	Repair
154658	2/16/2018	Service	Disconnection
154500	2/26/2018	Service	
154720	2/28/2018	Service	Disconnection
154722	2/28/2018	Service	Repair
154733	3/2/2018	Service	Safety
154774	3/12/2018	Service	NESC
154788	3/13/2018	Service	
154793	3/13/2018	Service	
154801	3/14/2018	Service	Repair
154809	3/14/2018	Service	Repair
154843	3/20/2018	Service	Repair
154868	3/27/2018	Service	
154921	4/3/2018	Service	NESC
154923	4/4/2018	Service	Disconnection
154941	4/6/2018	Service	
155011	4/16/2018	Service	
155035	4/19/2018	Service	
155039	4/20/2018	Service	
155050	4/23/2018	Service	Repair
155094	4/30/2018	Service	
155159	5/10/2018	Service	Repair
155185	5/15/2018	Service	
155190	5/16/2018	Service	
155223	5/23/2018	Service	Safety
155247	5/30/2018	Service	
155254	5/30/2018	Service	Repair
155271	5/31/2018	Service	
155275	6/4/2018	Service	Repair
155280	6/4/2018	Service	
155321	6/7/2018	Service	Repair
155340	6/8/2018	Service	
155355	6/11/2018	Service	
155356	6/11/2018	Service	Repair

155380	6/13/2018	Service	
155451	6/22/2018	Service	Repair
155457	6/25/2018	Service	Safety
155490	6/28/2018	Service	
155492	6/28/2018	Service	Repair
155511	7/2/2018	Service	Repair
155527	7/3/2018	Service	Disconnection
155548	7/5/2018	Service	
155544	7/5/2018	Service	NESC
155559	7/9/2018	Service	Repair
155569	7/10/2018	Service	
155583	7/11/2018	Service	Refusal
155601	7/16/2018	Service	
155633	7/18/2018	Service	
155627	7/18/2018	Service	Disconnection
155605	7/18/2018	Service	
155649	7/19/2018	Service	NESC
155704	7/27/2018	Service	
155716	7/30/2018	Service	OTAP
155727	7/31/2018	Service	
155748	8/2/2018	Service	Repair
155772	8/6/2018	Service	Disconnection
155739	8/7/2018	Service	NESC
155793	8/8/2018	Service	
155821	8/13/2018	Service	
155820	8/13/2018	Service	Refusal
155885	8/22/2018	Service	Refusal
155897	8/22/2018	Service	Disconnection
155899	8/23/2018	Service	
155909	8/24/2018	Service	Safety
155924	8/28/2018	Service	NESC
155957	9/4/2018	Service	
155957	9/4/2018	Service	NESC
155589	9/6/2018	Service	Repair
156002	9/11/2018	Service	
156016	9/12/2018	Service	Refusal
156020	9/12/2018	Service	
156037	9/17/2018	Service	NESC
156001	9/18/2018	Service	NESC
156067	9/21/2018	Service	
156085	9/26/2018	Service	Disconnection
156185	10/16/2018	Service	NESC
156192	10/18/2018	Service	NESC
156205	10/19/2018	Service	NESC
156231	10/25/2018	Service	Safety
156240	10/26/2018	Service	Repair
156250	10/30/2018	Service	Repair

156252	10/30/2018	Service	
156251	10/30/2018	Service	Repair
156266	11/1/2018	Service	
156324	11/8/2018	Service	Repair
156358	11/15/2018	Service	NESC
156352	11/15/2018	Service	
156368	11/16/2018	Service	
156380	11/19/2018	Service	
156407	11/27/2018	Service	Repair
156418	11/28/2018	Service	Repair
156427	11/30/2018	Service	Disconnection
156438	12/3/2018	Service	Repair
156436	12/3/2018	Service	
156459	12/5/2018	Service	Repair
156466	12/6/2018	Service	
156489	12/10/2018	Service	Repair
156505	12/11/2018	Service	
156506	12/11/2018	Service	
156532	12/14/2018	Service	
156539	12/17/2018	Service	Repair
156564	12/19/2018	Service	NESC
156564	12/19/2018	Service	Repair
156564	12/19/2018	Service	Safety
156562	12/19/2018	Service	Repair
156573	12/20/2018	Service	
156577	12/21/2018	Service	Repair
156601	12/28/2018	Service	Repair
156632	1/4/2019	Service	Repair
156635	1/4/2019	Service	
156741	1/23/2019	Service	Repair
156764	1/24/2019	Service	Repair
156782	1/28/2019	Service	Repair
156823	1/31/2019	Service	Repair
156577	2/1/2019	Service	Repair
156909	2/12/2019	Service	Repair
156917	2/14/2019	Service	Refusal
156949	2/19/2019	Service	Repair
156934	2/19/2019	Service	Repair
156956	2/20/2019	Service	
156968	2/22/2019	Service	NESC
156986	2/25/2019	Service	
156988	2/26/2019	Service	Disconnection
156997	2/27/2019	Service	Disconnection
157069	3/11/2019	Service	NESC
157070	3/11/2019	Service	Repair
157084	3/13/2019	Service	
157091	3/13/2019	Service	Repair

157083	3/13/2019	Service	
157085	3/13/2019	Service	
157098	3/14/2019	Service	
157109	3/14/2019	Service	
157123	3/18/2019	Service	
157124	3/18/2019	Service	Repair
157139	3/19/2019	Service	Repair
156987	3/20/2019	Service	
157153	3/20/2019	Service	NESC
157162	3/22/2019	Service	
157183	3/26/2019	Service	NESC
157194	3/27/2019	Service	Repair
157238	4/4/2019	Service	
157235	4/4/2019	Service	Repair
157244	4/8/2019	Service	
157282	4/15/2019	Service	
157286	4/15/2019	Service	Repair
157296	4/17/2019	Service	NESC
157296	4/17/2019	Service	Repair
157316	4/19/2019	Service	
157334	4/23/2019	Service	Repair
157371	4/29/2019	Service	
157369	4/29/2019	Service	Repair
157379	4/30/2019	Service	Safety
157380	4/30/2019	Service	Repair
157391	5/1/2019	Service	
157403	5/3/2019	Service	Repair
157413	5/7/2019	Service	
157434	5/9/2019	Service	
157437	5/9/2019	Service	NESC
157473	5/16/2019	Service	NESC
157487	5/17/2019	Service	
157482	5/17/2019	Service	Repair
157498	5/21/2019	Service	
157507	5/21/2019	Service	
157528	5/24/2019	Service	
157529	5/28/2019	Service	NESC
157539	5/30/2019	Service	NESC
157544	5/31/2019	Service	Safety
157566	6/5/2019	Service	
157567	6/5/2019	Service	Repair
157577	6/6/2019	Service	NESC
157616	6/13/2019	Service	Repair
157628	6/14/2019	Service	Repair
157658	6/20/2019	Service	Repair
157583	6/21/2019	Service	Safety
157689	6/25/2019	Service	Safety

157708	7/1/2019 Service	Repair
157714	7/3/2019 Service	NESC
157733	7/8/2019 Service	Repair
157738	7/8/2019 Service	
157768	7/12/2019 Service	
157785	7/16/2019 Service	Repair
157789	7/17/2019 Service	
157788	7/17/2019 Service	Repair
157823	7/24/2019 Service	
157833	7/25/2019 Service	NESC
157852	7/30/2019 Service	
157877	8/1/2019 Service	
157915	8/9/2019 Service	Slamming
157951	8/16/2019 Service	
157957	8/19/2019 Service	Repair
157968	8/21/2019 Service	Repair
157982	8/26/2019 Service	Repair
157981	8/26/2019 Service	Repair
157987	8/27/2019 Service	
158004	8/28/2019 Service	Repair
158011	8/29/2019 Service	Repair
158010	8/29/2019 Service	Repair
158036	9/5/2019 Service	Repair
158042	9/6/2019 Service	NESC
158062	9/10/2019 Service	Repair
158064	9/10/2019 Service	Repair
158133	9/23/2019 Service	
158140	9/24/2019 Service	
158149	9/26/2019 Service	
158166	9/30/2019 Service	
158198	10/7/2019 Service	
158206	10/8/2019 Service	Disconnection
158222	10/9/2019 Service	
158238	10/11/2019 Service	
158250	10/15/2019 Service	
158270	10/17/2019 Service	
158277	10/21/2019 Service	Repair
158288	10/22/2019 Service	NESC
158323	10/29/2019 Service	
158337	10/30/2019 Service	Refusal
158349	10/31/2019 Service	Repair
158391	11/12/2019 Service	
158390	11/12/2019 Service	
158353	11/15/2019 Service	Safety
158428	11/21/2019 Service	
158436	11/22/2019 Service	Refusal
158442	11/25/2019 Service	Repair

158450	11/26/2019	Service	Repair
158448	11/26/2019	Service	
158518	12/10/2019	Service	Repair
158535	12/12/2019	Service	Repair
158555	12/17/2019	Service	Repair
158583	12/23/2019	Service	Repair
158580	12/23/2019	Service	Repair
158607	12/30/2019	Service	Repair
158620	1/3/2020	Service	Repair
158648	1/8/2020	Service	Safety
158666	1/13/2020	Service	Repair
158661	1/13/2020	Service	Repair
158679	1/14/2020	Service	Repair
158682	1/15/2020	Service	Repair
158681	1/15/2020	Service	Repair
158705	1/21/2020	Service	
158703	1/21/2020	Service	Repair
158717	1/23/2020	Service	Repair
158754	1/28/2020	Service	Repair
158757	1/29/2020	Service	
158879	2/18/2020	Service	
158901	2/21/2020	Service	Repair
158907	2/24/2020	Service	
158924	2/25/2020	Service	NESC
158918	2/25/2020	Service	NESC
158931	2/26/2020	Service	
158953	3/2/2020	Service	Repair
158977	3/6/2020	Service	
158999	3/10/2020	Service	
158929	3/11/2020	Service	NESC
159020	3/13/2020	Service	Safety
159018	3/13/2020	Service	NESC
159028	3/17/2020	Service	Repair
159058	3/24/2020	Service	Repair
159089	3/31/2020	Service	
159118	4/2/2020	Service	
159128	4/3/2020	Service	
159162	4/8/2020	Service	Disconnection
159185	4/13/2020	Service	Repair
159189	4/14/2020	Service	Repair
159263	4/22/2020	Service	Repair
159262	4/23/2020	Service	Repair
159285	4/28/2020	Service	
159298	4/29/2020	Service	Repair
159296	4/29/2020	Service	Repair
159307	5/1/2020	Service	
159306	5/1/2020	Service	Repair

159317	5/4/2020 Service	Repair
159332	5/6/2020 Service	
159335	5/6/2020 Service	NESC
159416	5/26/2020 Service	Repair
159427	5/27/2020 Service	Repair
159430	5/28/2020 Service	Repair
159452	6/1/2020 Service	
159452	6/1/2020 Service	Refusal
159476	6/3/2020 Service	Safety
159487	6/5/2020 Service	NESC
159496	6/8/2020 Service	NESC
159525	6/15/2020 Service	Repair
159531	6/16/2020 Service	Repair
159533	6/16/2020 Service	Repair
159543	6/17/2020 Service	Repair
159542	6/17/2020 Service	Repair
159550	6/18/2020 Service	Safety
159581	6/26/2020 Service	
159597	6/30/2020 Service	
159600	7/1/2020 Service	
159599	7/1/2020 Service	Repair
159607	7/6/2020 Service	
159608	7/7/2020 Service	Repair
159687	7/22/2020 Service	
159695	7/24/2020 Service	
159696	7/24/2020 Service	NESC
159724	7/31/2020 Service	Repair
159741	8/4/2020 Service	Repair
159739	8/4/2020 Service	
159751	8/6/2020 Service	NESC
159487	8/7/2020 Service	Repair
159770	8/11/2020 Service	Repair
159789	8/14/2020 Service	Safety
159794	8/17/2020 Service	
159797	8/17/2020 Service	
159796	8/17/2020 Service	Repair
159810	8/18/2020 Service	NESC
159756	8/18/2020 Service	NESC
159808	8/18/2020 Service	Repair
159826	8/21/2020 Service	Repair
159829	8/24/2020 Service	
159835	8/25/2020 Service	
159848	8/27/2020 Service	Repair
159842	8/27/2020 Service	Repair
159852	8/28/2020 Service	Repair
159863	8/31/2020 Service	Repair
159864	8/31/2020 Service	

159876	9/1/2020 Service	NESC
159890	9/2/2020 Service	Repair
159930	9/9/2020 Service	Repair
159929	9/10/2020 Service	Safety
159936	9/11/2020 Service	Safety
159942	9/14/2020 Service	Repair
159953	9/15/2020 Service	Repair
159952	9/15/2020 Service	
159958	9/16/2020 Service	Repair
159959	9/17/2020 Service	Repair
159977	9/22/2020 Service	Repair
159984	9/22/2020 Service	Repair
159994	9/23/2020 Service	Repair
159987	9/23/2020 Service	
159991	9/23/2020 Service	Repair
159998	9/24/2020 Service	Repair
160003	9/24/2020 Service	Safety
160020	9/28/2020 Service	
160021	9/28/2020 Service	Repair
160017	9/28/2020 Service	NESC
160025	9/29/2020 Service	Repair
160027	9/29/2020 Service	Repair
160042	10/1/2020 Service	Repair
160038	10/1/2020 Service	Repair
160040	10/1/2020 Service	
160045	10/2/2020 Service	
160061	10/6/2020 Service	Repair
160060	10/6/2020 Service	NESC
160074	10/8/2020 Service	Repair
160071	10/8/2020 Service	Repair
160085	10/9/2020 Service	Repair
160099	10/14/2020 Service	Repair
160094	10/14/2020 Service	Repair
160103	10/15/2020 Service	Repair
160102	10/15/2020 Service	
160116	10/19/2020 Service	Repair
160128	10/20/2020 Service	NESC
160121	10/20/2020 Service	
160121	10/20/2020 Service	Repair
160130	10/20/2020 Service	Repair
160141	10/21/2020 Service	Repair
160039	10/21/2020 Service	Repair
160142	10/21/2020 Service	
160149	10/23/2020 Service	Repair
160160	10/26/2020 Service	Repair
160175	10/28/2020 Service	Repair
160170	10/28/2020 Service	Repair

160181	10/29/2020	Service	Repair
160184	10/30/2020	Service	Repair
160191	11/2/2020	Service	Repair
160207	11/3/2020	Service	
160200	11/3/2020	Service	Repair
160236	11/9/2020	Service	NESC
160252	11/12/2020	Service	
160267	11/16/2020	Service	NESC
160264	11/16/2020	Service	Refusal
160278	11/19/2020	Service	NESC
160281	11/19/2020	Service	Repair
160295	11/20/2020	Service	
160304	11/23/2020	Service	Repair
160314	11/23/2020	Service	Repair
160315	11/23/2020	Service	Repair
160305	11/23/2020	Service	Repair
160302	11/23/2020	Service	Repair
160313	11/23/2020	Service	Repair
160327	11/25/2020	Service	Safety
160322	11/25/2020	Service	Repair
160324	11/25/2020	Service	Repair
160330	11/30/2020	Service	Repair
160335	12/1/2020	Service	Repair
160351	12/2/2020	Service	Repair
160358	12/3/2020	Service	Repair
160362	12/3/2020	Service	Repair
160364	12/4/2020	Service	Repair
160382	12/8/2020	Service	Repair
160376	12/8/2020	Service	Repair
160386	12/8/2020	Service	Safety
160389	12/9/2020	Service	Repair
160396	12/10/2020	Service	Repair
160410	12/14/2020	Service	Repair
160426	12/16/2020	Service	Repair
160434	12/18/2020	Service	Repair
160442	12/21/2020	Service	Repair
160440	12/21/2020	Service	
160450	12/22/2020	Service	Repair
160451	12/22/2020	Service	Repair
160468	12/24/2020	Service	
160486	12/29/2020	Service	Repair
160360	12/30/2020	Service	Repair
160492	12/30/2020	Service	Repair
160494	12/31/2020	Service	Repair
160493	12/31/2020	Service	
160502	1/4/2021	Service	Repair
160501	1/4/2021	Service	Repair

160510	1/4/2021 Service	Repair
160505	1/4/2021 Service	
160524	1/5/2021 Service	Repair
160517	1/5/2021 Service	Refusal
160539	1/7/2021 Service	Repair
160552	1/8/2021 Service	Repair
160551	1/8/2021 Service	Repair
160564	1/12/2021 Service	Repair
160569	1/12/2021 Service	Repair
160562	1/12/2021 Service	Repair
160575	1/12/2021 Service	Repair
160582	1/13/2021 Service	Repair
160426	1/14/2021 Service	Repair
160590	1/14/2021 Service	Repair
160603	1/15/2021 Service	Repair
160617	1/19/2021 Service	Repair
160614	1/19/2021 Service	Repair
160611	1/19/2021 Service	Repair
160628	1/19/2021 Service	Repair
160619	1/19/2021 Service	Repair
160621	1/19/2021 Service	Repair
160615	1/19/2021 Service	Repair
160624	1/19/2021 Service	Repair
160616	1/19/2021 Service	Repair
160635	1/20/2021 Service	Repair
160634	1/20/2021 Service	Safety
160631	1/20/2021 Service	Repair
160652	1/22/2021 Service	Repair
160653	1/22/2021 Service	Repair
160649	1/22/2021 Service	Repair
160650	1/22/2021 Service	Repair
160654	1/22/2021 Service	Repair
160672	1/25/2021 Service	Repair
160671	1/25/2021 Service	Repair
160658	1/25/2021 Service	Repair
160670	1/25/2021 Service	Repair
160673	1/25/2021 Service	Repair
160655	1/25/2021 Service	Refusal
160675	1/26/2021 Service	NESC
160683	1/26/2021 Service	Repair
160692	1/27/2021 Service	
160691	1/27/2021 Service	
160691	1/27/2021 Service	Repair
160702	1/28/2021 Service	Repair
160711	1/29/2021 Service	Repair
160708	1/29/2021 Service	Repair
160728	2/3/2021 Service	Slamming

160744	2/5/2021 Service	Repair
160746	2/8/2021 Service	
160769	2/10/2021 Service	NESC
160805	2/17/2021 Service	Repair
160803	2/17/2021 Service	Repair
160826	2/18/2021 Service	Safety
160833	2/18/2021 Service	
160841	2/19/2021 Service	Repair
160875	2/23/2021 Service	Repair
160889	2/23/2021 Service	Repair
160888	2/23/2021 Service	Repair
160876	2/23/2021 Service	Repair
160890	2/24/2021 Service	Safety
160910	2/25/2021 Service	Repair
160905	2/25/2021 Service	Repair
160913	2/26/2021 Service	NESC
160922	2/26/2021 Service	Repair
160918	2/26/2021 Service	Repair
160927	3/1/2021 Service	Repair
160929	3/1/2021 Service	Repair
160930	3/1/2021 Service	Repair
160938	3/2/2021 Service	Repair
160960	3/2/2021 Service	NESC
160979	3/3/2021 Service	Repair
160990	3/5/2021 Service	Safety
161017	3/8/2021 Service	Repair
161024	3/9/2021 Service	
161031	3/9/2021 Service	Repair
161025	3/9/2021 Service	Repair
161027	3/9/2021 Service	Repair
161036	3/10/2021 Service	
161045	3/11/2021 Service	Safety
161057	3/12/2021 Service	Safety
161058	3/12/2021 Service	Repair
161070	3/16/2021 Service	Safety
161096	3/17/2021 Service	Repair
161097	3/18/2021 Service	Repair
161122	3/22/2021 Service	Repair
161133	3/23/2021 Service	Repair
161126	3/23/2021 Service	Repair
161130	3/23/2021 Service	
161139	3/23/2021 Service	Repair
161142	3/24/2021 Service	Safety
161151	3/26/2021 Service	Repair
161152	3/26/2021 Service	Repair
161164	3/30/2021 Service	Repair
161199	4/6/2021 Service	Repair

161208	4/7/2021 Service	NESC
161205	4/7/2021 Service	NESC
161207	4/7/2021 Service	NESC
161222	4/8/2021 Service	Safety
161226	4/12/2021 Service	Repair
161288	4/19/2021 Service	
161287	4/19/2021 Service	Repair
161302	4/20/2021 Service	NESC
161306	4/21/2021 Service	Repair
161333	4/26/2021 Service	
161335	4/26/2021 Service	NESC
161336	4/27/2021 Service	NESC
161346	4/28/2021 Service	
161351	4/29/2021 Service	
161370	5/4/2021 Service	Repair
161377	5/5/2021 Service	
161382	5/6/2021 Service	
161413	5/11/2021 Service	Repair
161424	5/12/2021 Service	Repair
161425	5/13/2021 Service	
161444	5/19/2021 Service	Repair
161447	5/19/2021 Service	
161450	5/20/2021 Service	NESC
161471	5/25/2021 Service	Repair
161486	5/28/2021 Service	
161487	5/28/2021 Service	Repair
161504	6/1/2021 Service	
161499	6/1/2021 Service	NESC
161514	6/2/2021 Service	Repair
161513	6/2/2021 Service	Repair
161509	6/2/2021 Service	Repair
161511	6/2/2021 Service	Repair
161510	6/2/2021 Service	NESC
161523	6/7/2021 Service	
161565	6/17/2021 Service	Safety
161564	6/17/2021 Service	Repair
161575	6/18/2021 Service	Repair
161573	6/18/2021 Service	
161587	6/21/2021 Service	Repair
161593	6/22/2021 Service	Repair
161591	6/22/2021 Service	
161625	6/25/2021 Service	Repair
161642	6/30/2021 Service	Repair
161648	7/1/2021 Service	Repair
161678	7/7/2021 Service	
161669	7/7/2021 Service	Repair
161673	7/7/2021 Service	

161667	7/7/2021	Service	Repair
161663	7/7/2021	Service	NESC
161424	7/8/2021	Service	Repair
161688	7/8/2021	Service	Repair
161690	7/9/2021	Service	Repair
161696	7/9/2021	Service	Repair
161701	7/12/2021	Service	Repair
161714	7/13/2021	Service	Repair
161710	7/13/2021	Service	Repair
161720	7/13/2021	Service	
161738	7/15/2021	Service	Repair
161462	7/15/2021	Service	Repair
161739	7/16/2021	Service	
161757	7/20/2021	Service	Repair
161772	7/23/2021	Service	Repair
161574	7/25/2021	Service	NESC
161757	7/28/2021	Service	Repair
161808	7/28/2021	Service	Repair
161797	7/28/2021	Service	Repair
161811	7/29/2021	Service	Repair
161824	7/30/2021	Service	Repair
161843	8/3/2021	Service	Repair
161853	8/5/2021	Service	
161860	8/6/2021	Service	Safety
161872	8/9/2021	Service	Repair
161886	8/10/2021	Service	Safety
161888	8/11/2021	Service	Repair
161897	8/12/2021	Service	Repair
161738	8/12/2021	Service	Repair
161903	8/13/2021	Service	Repair
161917	8/17/2021	Service	NESC
161915	8/17/2021	Service	Repair
161951	8/26/2021	Service	NESC
161956	8/27/2021	Service	Repair
161960	8/31/2021	Service	Repair
161973	9/1/2021	Service	Repair
161976	9/2/2021	Service	NESC
161993	9/7/2021	Service	Repair
161988	9/7/2021	Service	
162000	9/8/2021	Service	
161999	9/8/2021	Service	Repair
162005	9/9/2021	Service	Refusal
162005	9/9/2021	Service	Repair
161738	9/9/2021	Service	Repair
162012	9/10/2021	Service	NESC
162020	9/13/2021	Service	Repair
162042	9/15/2021	Service	NESC

162040	9/15/2021	Service	Repair
162079	9/24/2021	Service	
162091	9/27/2021	Service	NESC
162089	9/27/2021	Service	Disconnection
162106	9/29/2021	Service	Repair
162117	10/5/2021	Service	Repair
162118	10/5/2021	Service	Repair
162128	10/8/2021	Service	Repair
162135	10/11/2021	Service	Repair
162143	10/13/2021	Service	Repair
162147	10/14/2021	Service	Repair
162148	10/14/2021	Service	NESC
162173	10/21/2021	Service	Disconnection
162187	10/22/2021	Service	Repair
162178	10/22/2021	Service	Repair
162191	10/25/2021	Service	Disconnection
162232	11/2/2021	Service	Repair
162236	11/3/2021	Service	NESC
162245	11/5/2021	Service	Repair
162250	11/8/2021	Service	Repair
162255	11/9/2021	Service	Repair
162266	11/10/2021	Service	
162279	11/15/2021	Service	Repair
162284	11/15/2021	Service	Repair
162281	11/15/2021	Service	Repair
162264	11/15/2021	Service	NESC
162288	11/16/2021	Service	Repair
162290	11/17/2021	Service	NESC
162337	11/19/2021	Service	
162305	11/19/2021	Service	Refusal
162304	11/19/2021	Service	NESC
162316	11/22/2021	Service	
162320	11/22/2021	Service	Repair
162300	11/22/2021	Service	Safety
162314	11/22/2021	Service	Repair
162319	11/22/2021	Service	Repair
162323	11/23/2021	Service	Repair
162332	11/29/2021	Service	NESC
162347	12/1/2021	Service	Repair
162350	12/2/2021	Service	Repair
162357	12/2/2021	Service	Repair
162360	12/3/2021	Service	
162376	12/7/2021	Service	Repair
162374	12/7/2021	Service	Repair
162380	12/8/2021	Service	Repair
162386	12/9/2021	Service	Repair
162390	12/10/2021	Service	

162391	12/10/2021	Service	Repair
162408	12/15/2021	Service	Repair
162410	12/16/2021	Service	Repair
162415	12/16/2021	Service	Repair
162420	12/17/2021	Service	Repair
162423	12/20/2021	Service	Repair
162427	12/21/2021	Service	Repair
162426	12/21/2021	Service	Repair
162438	12/23/2021	Service	
162441	12/23/2021	Service	Repair
162446	12/27/2021	Service	Repair
162458	12/28/2021	Service	Repair
162496	1/4/2022	Service	Repair
162485	1/4/2022	Service	
162495	1/4/2022	Service	Repair
162487	1/4/2022	Service	
162497	1/5/2022	Service	
162497	1/5/2022	Service	Repair
162503	1/5/2022	Service	Repair
162512	1/6/2022	Service	Repair
162509	1/6/2022	Service	Repair
162513	1/6/2022	Service	Disconnection
162511	1/6/2022	Service	Refusal
162520	1/7/2022	Service	Repair
162518	1/7/2022	Service	
162521	1/7/2022	Service	
162526	1/10/2022	Service	
162530	1/10/2022	Service	Repair
162525	1/10/2022	Service	
162536	1/11/2022	Service	Repair
162535	1/11/2022	Service	Repair
162542	1/11/2022	Service	Repair
162547	1/12/2022	Service	Repair
162565	1/13/2022	Service	Repair
162567	1/13/2022	Service	Repair
162350	1/13/2022	Service	Repair
162559	1/13/2022	Service	
162563	1/13/2022	Service	Repair
162573	1/14/2022	Service	NESC
162579	1/14/2022	Service	Repair
162580	1/14/2022	Service	Repair
162591	1/18/2022	Service	Safety
162600	1/19/2022	Service	Repair
162603	1/19/2022	Service	Repair
162599	1/19/2022	Service	
162613	1/21/2022	Service	Repair
162616	1/21/2022	Service	Repair

162639	1/26/2022 Service	Repair
162413	1/26/2022 Service	Repair
162647	1/27/2022 Service	Repair
162646	1/27/2022 Service	Repair
162663	1/31/2022 Service	Repair
162657	1/31/2022 Service	Repair
162682	2/3/2022 Service	Repair
162696	2/7/2022 Service	NESC
162697	2/7/2022 Service	NESC
162699	2/7/2022 Service	Repair
162713	2/9/2022 Service	Repair
162722	2/10/2022 Service	Repair
162718	2/10/2022 Service	Repair
162731	2/15/2022 Service	
162731	2/15/2022 Service	Repair
162758	2/22/2022 Service	Repair
162764	2/22/2022 Service	Repair
162767	2/23/2022 Service	Repair
162769	2/23/2022 Service	Repair
162770	2/24/2022 Service	
162771	2/24/2022 Service	Repair
162778	2/28/2022 Service	Repair
162786	3/1/2022 Service	Refusal
162782	3/1/2022 Service	Repair
162806	3/4/2022 Service	Repair
162813	3/7/2022 Service	Repair
162811	3/7/2022 Service	Repair
162819	3/8/2022 Service	Repair
162408	3/9/2022 Service	Repair
162836	3/10/2022 Service	
162839	3/10/2022 Service	NESC
162840	3/10/2022 Service	NESC
162851	3/14/2022 Service	Repair
162864	3/15/2022 Service	Repair
162858	3/15/2022 Service	
162881	3/17/2022 Service	
162879	3/17/2022 Service	Repair
162886	3/18/2022 Service	Repair
162288	3/18/2022 Service	Repair
162922	3/24/2022 Service	Repair
162935	3/25/2022 Service	Repair
162937	3/25/2022 Service	Repair
162949	3/28/2022 Service	Repair
162954	3/29/2022 Service	Repair
162959	3/30/2022 Service	Repair
162974	4/4/2022 Service	
162976	4/4/2022 Service	Repair

162982	4/5/2022 Service	Repair
162996	4/7/2022 Service	
163002	4/8/2022 Service	Repair
163010	4/11/2022 Service	NESC
163009	4/11/2022 Service	
163016	4/11/2022 Service	NESC
163018	4/12/2022 Service	Repair
163035	4/14/2022 Service	Repair
163042	4/15/2022 Service	
163053	4/18/2022 Service	Repair
163058	4/18/2022 Service	Repair
163048	4/18/2022 Service	Repair
163067	4/19/2022 Service	Repair
163066	4/19/2022 Service	NESC
163101	4/25/2022 Service	
163105	4/25/2022 Service	Repair
163065	4/25/2022 Service	
163108	4/25/2022 Service	
163118	4/26/2022 Service	Repair
163117	4/26/2022 Service	Repair
162408	4/27/2022 Service	Repair
163131	4/27/2022 Service	Repair
163133	4/28/2022 Service	NESC
163146	5/2/2022 Service	Repair
163148	5/2/2022 Service	NESC
163150	5/3/2022 Service	Repair
163163	5/4/2022 Service	NESC
163154	5/4/2022 Service	NESC
163167	5/5/2022 Service	
163165	5/5/2022 Service	
163180	5/9/2022 Service	NESC
163176	5/9/2022 Service	NESC
163188	5/10/2022 Service	Repair
163187	5/10/2022 Service	NESC
163182	5/10/2022 Service	NESC
163195	5/11/2022 Service	Repair
163199	5/12/2022 Service	Repair
163210	5/16/2022 Service	Repair
163221	5/17/2022 Service	Repair
163225	5/18/2022 Service	Repair
163259	5/24/2022 Service	Repair
163275	5/25/2022 Service	NESC
163272	5/25/2022 Service	NESC
163281	5/26/2022 Service	Repair
163291	5/27/2022 Service	Repair
163290	5/27/2022 Service	Repair
163303	6/1/2022 Service	

163306	6/1/2022 Service	Repair
163311	6/2/2022 Service	Repair
163317	6/2/2022 Service	Repair
163324	6/3/2022 Service	Repair
163322	6/3/2022 Service	NESC
163344	6/7/2022 Service	Repair
163378	6/14/2022 Service	Repair
163381	6/14/2022 Service	Repair
163377	6/14/2022 Service	Repair
163405	6/16/2022 Service	Repair
163407	6/17/2022 Service	Repair
163409	6/21/2022 Service	Repair
163419	6/21/2022 Service	Repair
163417	6/21/2022 Service	Repair
163447	6/22/2022 Service	Repair
163434	6/22/2022 Service	
163427	6/22/2022 Service	
163440	6/22/2022 Service	Safety
163456	6/24/2022 Service	Repair
163455	6/24/2022 Service	
163454	6/24/2022 Service	
163466	6/27/2022 Service	
163468	6/28/2022 Service	NESC
163479	6/29/2022 Service	Repair
163481	6/29/2022 Service	Safety
163477	6/29/2022 Service	Repair
163482	6/30/2022 Service	Repair
163485	7/1/2022 Service	Repair
163490	7/1/2022 Service	
163493	7/5/2022 Service	Repair
163502	7/6/2022 Service	NESC
163502	7/6/2022 Service	Repair
163518	7/7/2022 Service	Repair
163517	7/7/2022 Service	Repair
163501	7/7/2022 Service	
163515	7/7/2022 Service	Repair
163513	7/7/2022 Service	Repair
163522	7/8/2022 Service	Repair
163529	7/11/2022 Service	
163543	7/12/2022 Service	
163539	7/12/2022 Service	
163537	7/12/2022 Service	
163555	7/14/2022 Service	Repair
163567	7/15/2022 Service	
163569	7/15/2022 Service	Repair
163568	7/15/2022 Service	
163576	7/18/2022 Service	Repair

163580	7/18/2022	Service	
163577	7/18/2022	Service	
163620	7/22/2022	Service	Repair
163624	7/25/2022	Service	Repair
163648	7/27/2022	Service	Repair
163642	7/27/2022	Service	NESC
163647	7/27/2022	Service	
163657	7/27/2022	Service	Repair
163654	7/27/2022	Service	Repair
163663	7/28/2022	Service	Repair
163664	7/28/2022	Service	NESC
163662	7/28/2022	Service	
163662	7/28/2022	Service	Repair
163665	7/28/2022	Service	
163456	7/29/2022	Service	Repair
163691	8/2/2022	Service	
163693	8/2/2022	Service	Repair
163694	8/2/2022	Service	Repair
163740	8/9/2022	Service	Repair
163759	8/15/2022	Service	
163762	8/15/2022	Service	Repair
163761	8/15/2022	Service	
163760	8/15/2022	Service	
163764	8/16/2022	Service	NESC
163770	8/17/2022	Service	Repair
163816	8/24/2022	Service	Repair
163815	8/24/2022	Service	Repair
163825	8/25/2022	Service	Repair
163826	8/25/2022	Service	
163841	8/29/2022	Service	Repair
163839	8/29/2022	Service	
163853	8/30/2022	Service	Repair
163854	8/30/2022	Service	NESC
163851	8/30/2022	Service	
163854	8/31/2022	Service	Repair
163860	8/31/2022	Service	NESC
163857	8/31/2022	Service	Repair
163580	9/1/2022	Service	NESC
163877	9/1/2022	Service	
163877	9/1/2022	Service	Repair
163886	9/2/2022	Service	Repair
163884	9/2/2022	Service	Repair
163897	9/6/2022	Service	Repair
163896	9/6/2022	Service	Repair
163894	9/6/2022	Service	
163911	9/8/2022	Service	NESC
163917	9/9/2022	Service	Repair

163915	9/9/2022	Service	Repair
163934	9/12/2022	Service	Repair
163922	9/12/2022	Service	Repair
163924	9/12/2022	Service	
163924	9/12/2022	Service	Repair
163939	9/13/2022	Service	Repair
163945	9/13/2022	Service	Repair
163942	9/13/2022	Service	Repair
163941	9/13/2022	Service	Repair
163949	9/14/2022	Service	
163964	9/15/2022	Service	Repair
163961	9/15/2022	Service	NESC
163700	9/16/2022	Service	Repair
163981	9/16/2022	Service	Repair
163982	9/16/2022	Service	Repair
163985	9/16/2022	Service	NESC
163990	9/19/2022	Service	Repair
164003	9/19/2022	Service	Repair
163989	9/19/2022	Service	Repair
163999	9/19/2022	Service	Repair
163994	9/19/2022	Service	Repair
164001	9/19/2022	Service	Repair
163996	9/19/2022	Service	Repair
164020	9/21/2022	Service	Repair
164017	9/21/2022	Service	Repair
164022	9/22/2022	Service	NESC
163931	9/23/2022	Service	Safety
164036	9/26/2022	Service	
164042	9/29/2022	Service	Repair
164044	9/29/2022	Service	Repair
164049	9/30/2022	Service	Repair
164055	10/3/2022	Service	Repair
164071	10/4/2022	Service	Disconnection
164084	10/5/2022	Service	Repair
164090	10/5/2022	Service	Repair
164093	10/5/2022	Service	Repair
164085	10/6/2022	Service	
164089	10/6/2022	Service	Repair
164088	10/6/2022	Service	Repair
164086	10/6/2022	Service	Repair
164115	10/11/2022	Service	NESC
164115	10/11/2022	Service	Repair
163118	10/11/2022	Service	Repair
164124	10/12/2022	Service	Repair
164126	10/12/2022	Service	Repair
164132	10/13/2022	Service	NESC
164136	10/14/2022	Service	Repair

164154	10/18/2022 Service	
164158	10/18/2022 Service	Repair
164163	10/19/2022 Service	
164175	10/21/2022 Service	Repair
164177	10/24/2022 Service	Repair
164178	10/24/2022 Service	
164183	10/24/2022 Service	Repair
164190	10/25/2022 Service	Repair
164191	10/25/2022 Service	Repair
164196	10/25/2022 Service	Repair
164189	10/25/2022 Service	Repair
164212	10/27/2022 Service	Repair
164221	10/31/2022 Service	Repair

Nottingham Table 3

Assigned At Faults by Type				
	Customer Service	Rule	Tariff	Total per Year
2015	96	66	4	175
2016	122	118	25	265
2017	71	42	5	118
2018	33	29	3	65
2019	34	17	1	52
2020	35	23	1	59
2021	38	39		77
2022	103	58		161
Total per Type	532	392	39	972

datOpe	NESCDat	AtFaultCod	Caseld
1/2/2015	Customer	§	147196
1/13/2015	NESC		147250
1/15/2015	Rule		147023
1/16/2015	Rule		147198
1/20/2015	NESC		147289
1/26/2015	NESC		147323
2/2/2015	Customer	§	147362
2/3/2015	Customer	§	147365
2/4/2015	Customer	§	147374
2/5/2015	Customer	§	146761
2/11/2015	Customer	§	147417
2/17/2015	Rule		147439
3/17/2015	Customer	§	147619
3/17/2015	Tariff		147619
3/23/2015	NESC		147641
3/23/2015	Customer	§	147400
3/26/2015	Customer	§	147672
3/27/2015	Customer	§	147674
3/28/2015	Customer	§	146828
4/8/2015	NESC		147917
4/9/2015	Customer	§	147936
4/10/2015	NESC		147946
4/14/2015	Customer	§	147980
4/17/2015	Customer	§	148005
5/5/2015	Rule		148070
5/7/2015	NESC		147771
5/11/2015	Customer	§	147619
5/11/2015	NESC		148141
5/12/2015	Customer	§	148147
5/14/2015	Customer	§	148167
5/19/2015	Customer	§	148199
5/26/2015	NESC		148235
5/27/2015	Customer	§	148247
5/27/2015	Rule		148247
6/3/2015	Rule		148303
6/15/2015	Customer	§	148398
6/15/2015	Customer	§	148403
6/17/2015	Customer	§	146450
6/18/2015	Customer	§	148435
6/24/2015	Customer	§	148466
6/24/2015	Customer	§	148464
6/24/2015	Customer	§	148465
6/26/2015	Customer	§	145400
7/1/2015	Customer	§	148503
7/1/2015	Customer	§	148498
7/2/2015	Customer	§	148513

7/7/2015	Customer	148539
7/10/2015	Customer	148573
7/15/2015	Customer	148596
7/15/2015	Customer	148597
7/21/2015	Customer	148630
7/22/2015	Customer	148635
7/29/2015	Rule	148435
8/13/2015	Customer	148791
8/13/2015	Rule	148792
8/24/2015	Customer	148857
8/24/2015	Customer	148860
8/24/2015	Customer	148859
8/28/2015	Customer	148422
8/28/2015	Customer	148891
9/1/2015	Customer	148899
9/2/2015	Customer	148669
9/4/2015	Customer	148937
9/4/2015	Rule	148332
9/9/2015	Rule	148957
9/10/2015	Customer	148966
9/10/2015	Customer	148958
9/15/2015	Rule	148984
9/15/2015	Customer	148983
9/15/2015	Rule	148947
9/17/2015	Customer	149005
9/22/2015	Customer	149025
9/23/2015	Customer	148984
9/23/2015	Rule	148984
9/28/2015	Customer	148998
9/28/2015	Rule	148958
9/28/2015	Rule	148998
10/1/2015	Customer	149212
10/8/2015	Customer	149299
10/16/2015	Rule	148332
10/21/2015	Customer	149435
10/22/2015	Customer	149453
10/27/2015	Customer	149504
10/27/2015	Customer	149507
10/28/2015	Rule	149397
10/28/2015	Customer	149548
10/29/2015	Customer	149563
11/3/2015	Customer	149604
11/3/2015	Rule	148959
11/9/2015	Customer	149669
11/9/2015	Rule	149669
11/9/2015	Rule	149685
11/12/2015	Customer	149707

11/12/2015	Customer §	149714
11/12/2015	Rule	149715
11/16/2015	Rule	149731
11/17/2015	Rule	149435
11/18/2015	Customer §	149782
11/24/2015	Customer §	149807
11/30/2015	Rule	149731
12/1/2015	Rule	149830
12/1/2015	Customer §	149830
12/2/2015	Rule	149669
12/3/2015	Rule	149845
12/4/2015	Customer §	149903
12/7/2015	Customer §	149865
12/7/2015	Customer §	149863
12/8/2015	Customer §	149871
12/11/2015	Customer §	149897
12/14/2015	Tariff	149829
12/14/2015	Customer §	149905
12/14/2015	Rule	149829
12/15/2015	Customer §	149911
12/15/2015	Customer §	149914
12/15/2015	Customer §	149917
12/15/2015	Rule	149916
12/15/2015	Customer §	149908
12/15/2015	Rule	149910
12/15/2015	Rule	149917
12/15/2015	Customer §	149916
12/17/2015	Customer §	149938
12/17/2015	Rule	149929
12/17/2015	Rule	149938
12/18/2015	Rule	149944
12/18/2015	Rule	149951
12/18/2015	Rule	149947
12/18/2015	Rule	149950
12/18/2015	Rule	149945
12/18/2015	Rule	149948
12/18/2015	Rule	149943
12/18/2015	Rule	149946
12/18/2015	Rule	149949
12/18/2015	Rule	149952
12/21/2015	Rule	149968
12/21/2015	Customer §	149954
12/21/2015	Customer §	149963
12/21/2015	Customer §	149973
12/21/2015	Customer §	149976
12/21/2015	Tariff	149954
12/21/2015	Rule	149800

12/21/2015 Rule	149967
12/21/2015 Rule	149973
12/21/2015 Rule	149966
12/21/2015 Rule	149969
12/21/2015 Rule	149976
12/22/2015 Rule	149979
12/22/2015 Rule	149982
12/22/2015 Customer §	149979
12/22/2015 Rule	149981
12/22/2015 Customer §	149897
12/22/2015 Customer §	149978
12/22/2015 Rule	149977
12/22/2015 Rule	149984
12/22/2015 Rule	149987
12/23/2015 Customer §	149994
12/23/2015 Rule	150003
12/23/2015 Customer §	149995
12/23/2015 Rule	149994
12/23/2015 Rule	150000
12/23/2015 Customer §	149997
12/23/2015 Customer §	149996
12/28/2015 Customer §	150024
12/28/2015 Rule	150026
12/28/2015 Customer §	150026
12/28/2015 Rule	150022
12/28/2015 Rule	150028
12/28/2015 Tariff	150028
12/28/2015 Customer §	150022
12/28/2015 Rule	150024
12/29/2015 Rule	150043
12/29/2015 Customer §	150043
12/30/2015 Rule	150048
12/30/2015 Customer §	150048
12/30/2015 Rule	150052
12/31/2015 Customer §	150056
1/4/2016 Customer §	149548
1/4/2016 Rule	150067
1/4/2016 Rule	150202
1/4/2016 Customer §	150028
1/5/2016 Rule	150080
1/5/2016 Customer §	150082
1/5/2016 Customer §	150080
1/5/2016 Rule	150082
1/6/2016 Rule	149979
1/6/2016 Rule	150098
1/6/2016 Customer §	150052
1/6/2016 Rule	150093

1/6/2016	Tariff	149979
1/7/2016	Customer §	150107
1/7/2016	Customer §	150120
1/7/2016	Rule	150106
1/7/2016	Tariff	150120
1/7/2016	Customer §	150106
1/7/2016	Rule	150120
1/11/2016	Rule	150139
1/11/2016	Rule	150145
1/11/2016	Customer §	150139
1/11/2016	Tariff	149995
1/11/2016	Customer §	150128
1/12/2016	Customer §	150168
1/12/2016	Rule	150176
1/12/2016	Rule	150159
1/12/2016	Tariff	150176
1/12/2016	Customer §	150159
1/12/2016	Customer §	150175
1/13/2016	Rule	150192
1/14/2016	Customer §	150145
1/14/2016	Customer §	150203
1/14/2016	Rule	150202
1/14/2016	Customer §	150202
1/14/2016	Rule	150204
1/14/2016	Tariff	150202
1/15/2016	Tariff	149996
1/15/2016	Rule	150206
1/15/2016	Customer §	150209
1/15/2016	Tariff	150209
1/15/2016	Rule	150209
1/15/2016	Rule	150218
1/16/2016	Tariff	150232
1/16/2016	Rule	150232
1/19/2016	Customer §	150232
1/19/2016	Rule	150166
1/19/2016	Rule	150227
1/19/2016	Customer §	150226
1/19/2016	Rule	150226
1/19/2016	Rule	150232
1/20/2016	Rule	150168
1/20/2016	Customer §	150234
1/20/2016	Rule	150239
1/20/2016	Customer §	150235
1/20/2016	Customer §	150242
1/20/2016	Rule	150234
1/21/2016	Rule	150252
1/21/2016	Rule	150255

1/21/2016 Rule	150098
1/21/2016 Rule	150227
1/21/2016 Customer §	150258
1/22/2016 Rule	150261
1/22/2016 Customer §	150263
1/22/2016 Customer §	150261
1/25/2016 Rule	150283
1/25/2016 Customer §	150283
1/26/2016 Customer §	150300
1/26/2016 Customer §	150306
1/26/2016 Customer §	150195
1/26/2016 Rule	150300
1/26/2016 Rule	150306
1/27/2016 Rule	150315
1/27/2016 Customer §	150315
1/27/2016 Tariff	150315
1/28/2016 Customer §	150331
1/28/2016 Customer §	150319
1/28/2016 Customer §	150322
1/28/2016 Rule	150331
1/28/2016 Tariff	150322
1/28/2016 Customer §	150327
1/28/2016 Rule	149902
1/28/2016 Rule	150319
1/28/2016 Rule	150322
2/1/2016 Customer §	150351
2/1/2016 Rule	150351
2/2/2016 Customer §	150354
2/2/2016 Rule	150354
2/2/2016 Rule	150159
2/3/2016 Customer §	150192
2/3/2016 Customer §	150372
2/3/2016 Rule	150377
2/3/2016 Rule	150380
2/3/2016 Customer §	150373
2/3/2016 Rule	150369
2/3/2016 Rule	150373
2/4/2016 Customer §	150386
2/4/2016 Rule	150145
2/5/2016 Rule	150397
2/5/2016 Rule	150400
2/5/2016 Customer §	150397
2/5/2016 Customer §	150400
2/5/2016 Customer §	150407
2/5/2016 Rule	150407
2/8/2016 Customer §	150414
2/8/2016 Rule	149973

2/8/2016	Tariff	150407
2/8/2016	Rule	150407
2/8/2016	Rule	150414
2/9/2016	Customer §	150421
2/10/2016	Rule	150431
2/10/2016	Customer §	150430
2/10/2016	Customer §	150431
2/10/2016	Rule	150430
2/11/2016	Rule	150440
2/11/2016	Customer §	150440
2/12/2016	Rule	149911
2/12/2016	Rule	150444
2/12/2016	Rule	150445
2/16/2016	Customer §	150445
2/17/2016	Customer §	150464
2/17/2016	Rule	150464
2/18/2016	Rule	150473
2/18/2016	Customer §	150473
2/18/2016	Rule	150440
2/18/2016	Tariff	150473
2/18/2016	Customer §	150440
2/18/2016	Tariff	150440
2/19/2016	Customer §	150406
2/19/2016	Rule	150478
2/19/2016	Rule	150481
2/19/2016	Customer §	150478
2/19/2016	Rule	150400
2/22/2016	Rule	150481
2/23/2016	Customer §	150495
2/23/2016	Customer §	150489
2/23/2016	Customer §	150490
2/25/2016	Customer §	150377
2/29/2016	Rule	150524
3/1/2016	Customer §	150206
3/3/2016	Rule	150564
3/4/2016	Customer §	150575
3/4/2016	Rule	150572
3/8/2016	Customer §	150059
3/8/2016	Rule	150386
3/8/2016	Customer §	150587
3/9/2016	Rule	150598
3/9/2016	Customer §	150602
3/9/2016	Rule	150594
3/9/2016	Customer §	150598
3/14/2016	Rule	150306
3/14/2016	Tariff	150306
3/15/2016	Rule	150629

3/15/2016	Customer §	150629
3/15/2016	Customer §	150638
3/15/2016	Rule	150633
3/16/2016	Customer §	149807
3/16/2016	Tariff	150594
3/16/2016	Customer §	150645
3/16/2016	Rule	150594
3/16/2016	Rule	150645
3/18/2016	Customer §	150572
3/18/2016	Customer §	150659
3/21/2016	Customer §	150606
3/21/2016	Rule	149435
3/21/2016	Tariff	149435
3/22/2016	Customer §	150670
3/22/2016	Rule	150598
3/23/2016	Customer §	150689
3/23/2016	Tariff	150689
3/23/2016	Rule	150689
3/24/2016	Customer §	150369
3/24/2016	Rule	149435
3/25/2016	Customer §	150697
3/25/2016	Tariff	150322
3/25/2016	Rule	150698
3/28/2016	Rule	150704
3/29/2016	Customer §	150707
3/30/2016	Customer §	150633
3/30/2016	Tariff	150322
3/30/2016	Rule	150633
4/1/2016	Rule	150739
4/1/2016	Customer §	150736
4/1/2016	Customer §	150739
4/4/2016	Rule	150747
4/6/2016	Rule	150860
4/12/2016	Customer §	150794
4/14/2016	Customer §	150806
4/14/2016	Tariff	150806
4/14/2016	Rule	150806
4/15/2016	Customer §	149023
4/15/2016	Rule	150594
4/18/2016	Customer §	150824
4/25/2016	Customer §	150865
4/26/2016	Rule	150876
4/26/2016	Customer §	150876
4/26/2016	Rule	150872
4/26/2016	Tariff	150873
4/28/2016	Rule	150602
5/5/2016	Customer §	150939

5/9/2016	Tariff	150218
5/9/2016	Tariff	150697
5/9/2016	Tariff	150739
5/9/2016	Tariff	150159
5/10/2016	Customer §	150952
5/11/2016	Customer §	150963
5/12/2016	Rule	150974
5/20/2016	Rule	149504
5/26/2016	Rule	151066
5/27/2016	Customer §	151079
6/2/2016	Rule	151098
6/7/2016	Customer §	150964
6/8/2016	Customer §	151129
6/17/2016	Customer §	151196
6/17/2016	Rule	151184
6/20/2016	Customer §	151199
6/22/2016	Rule	151217
6/22/2016	Rule	151216
6/30/2016	Customer §	151263
7/1/2016	Rule	151272
7/18/2016	Customer §	151339
7/20/2016	Rule	151349
7/21/2016	Rule	151352
8/1/2016	Customer §	151402
8/1/2016	Customer §	151403
8/2/2016	Customer §	151151
8/25/2016	Customer §	151543
9/6/2016	Rule	150533
9/6/2016	Customer §	151593
9/6/2016	Rule	151586
9/16/2016	Rule	151418
9/21/2016	Rule	151677
9/21/2016	Customer §	151678
9/21/2016	Customer §	151677
9/22/2016	Customer §	151683
9/27/2016	Customer §	151184
9/27/2016	Customer §	151705
9/30/2016	Customer §	151724
9/30/2016	Customer §	151732
10/14/2016	Rule	151798
10/19/2016	Customer §	151705
10/19/2016	Customer §	151824
10/20/2016	Customer §	151831
10/20/2016	Customer §	151829
10/21/2016	Rule	151824
10/21/2016	Rule	151839
10/24/2016	Customer §	151839

10/25/2016 Rule	151839
10/28/2016 Customer §	151798
11/1/2016 Customer §	151873
11/2/2016 Rule	151875
11/4/2016 Customer §	151892
11/4/2016 Rule	151893
11/7/2016 Rule	151897
11/14/2016 Customer §	151933
11/15/2016 Rule	151935
11/15/2016 Customer §	151938
11/16/2016 Customer §	151945
11/22/2016 Rule	151966
11/23/2016 Rule	151966
11/29/2016 Customer §	151992
11/29/2016 Rule	151995
11/30/2016 Customer §	150658
12/15/2016 Customer §	152086
12/21/2016 Customer §	152117
1/3/2017 Customer §	152167
1/6/2017 Rule	152203
1/6/2017 Customer §	152022
1/9/2017 Customer §	152213
1/9/2017 Rule	152213
1/10/2017 Rule	152228
1/11/2017 Rule	152167
1/11/2017 Rule	152237
1/11/2017 Tariff	152213
1/16/2017 Customer §	152203
1/17/2017 Customer §	151966
1/18/2017 Customer §	151975
1/18/2017 Rule	151975
1/18/2017 Customer §	152270
1/19/2017 Customer §	152185
1/19/2017 Customer §	152286
1/19/2017 Rule	152285
1/23/2017 Customer §	152298
1/23/2017 Rule	152299
2/1/2017 Customer §	152485
2/3/2017 Rule	152418
2/7/2017 Customer §	152461
2/7/2017 Customer §	152474
2/9/2017 Rule	152534
2/9/2017 Customer §	152534
2/9/2017 Rule	152514
2/9/2017 Customer §	152514
2/10/2017 Rule	152553
2/13/2017 Rule	152575

2/15/2017	Customer §	152583
2/15/2017	Customer §	152590
2/15/2017	Rule	152583
2/15/2017	Rule	152590
2/28/2017	Customer §	152688
2/28/2017	Rule	152688
3/6/2017	Rule	152732
3/10/2017	Customer §	152772
3/13/2017	Rule	152792
3/14/2017	Customer §	152797
3/15/2017	Customer §	152732
3/21/2017	Rule	152769
3/24/2017	Customer §	152769
3/27/2017	Customer §	152869
3/28/2017	Customer §	152888
4/5/2017	Rule	152928
4/13/2017	Customer §	152871
4/18/2017	Rule	153004
4/18/2017	Customer §	153007
4/20/2017	Customer §	153017
4/20/2017	Rule	153017
4/24/2017	Customer §	153004
4/26/2017	Customer §	153050
4/28/2017	Rule	153067
5/2/2017	Customer §	153083
5/2/2017	Rule	153076
5/4/2017	Customer §	153099
5/4/2017	Customer §	153097
5/10/2017	Customer §	153122
5/18/2017	Rule	153170
5/31/2017	Rule	153222
6/6/2017	Customer §	153247
6/9/2017	Customer §	153247
6/9/2017	Rule	153265
6/9/2017	Customer §	153270
6/13/2017	Customer §	153275
6/13/2017	Customer §	153284
6/14/2017	Rule	153284
6/21/2017	Customer §	153321
6/26/2017	Customer §	153336
6/26/2017	Rule	153336
6/28/2017	Tariff	153300
7/14/2017	Customer §	153429
7/19/2017	Rule	153456
7/19/2017	Customer §	153456
7/24/2017	Customer §	153467
7/27/2017	Customer §	153429

8/8/2017	Customer §	153561
8/11/2017	Customer §	153583
8/16/2017	Customer §	153615
8/18/2017	Customer §	153626
8/23/2017	Rule	153640
8/23/2017	Customer §	153640
8/31/2017	Rule	153688
8/31/2017	Customer §	153688
9/5/2017	Customer §	153700
9/5/2017	Rule	153700
9/6/2017	Customer §	153710
9/6/2017	Customer §	153712
9/6/2017	Tariff	153712
9/7/2017	Customer §	153720
9/8/2017	Rule	153730
9/8/2017	Customer §	153730
9/12/2017	Customer §	153730
9/13/2017	Customer §	153724
9/21/2017	Rule	153803
9/22/2017	Customer §	153806
9/26/2017	Customer §	153831
9/26/2017	Rule	153825
10/2/2017	Customer §	153871
10/3/2017	Customer §	153878
10/3/2017	Customer §	153876
10/9/2017	Customer §	153919
10/10/2017	Customer §	153921
10/10/2017	Tariff	153920
10/10/2017	Rule	153921
10/13/2017	Customer §	153953
10/16/2017	Rule	153966
10/25/2017	Customer §	154019
10/26/2017	Customer §	154018
10/27/2017	Customer §	154025
11/8/2017	Rule	154079
11/9/2017	Customer §	154090
11/17/2017	Rule	151707
12/1/2017	Rule	153857
12/1/2017	Rule	154201
12/1/2017	Customer §	154201
12/1/2017	Tariff	154201
12/6/2017	Customer §	154158
1/2/2018	Rule	154331
1/2/2018	Customer §	154330
1/2/2018	Customer §	154331
1/2/2018	Tariff	154331
1/4/2018	Rule	154352

1/4/2018	Customer §	154352
1/11/2018	Customer §	154431
1/12/2018	Rule	154438
1/19/2018	Customer §	154417
1/30/2018	Rule	154532
2/13/2018	Tariff	154532
2/28/2018	Rule	154722
3/12/2018	Customer §	154774
3/14/2018	Rule	154801
3/14/2018	Rule	154809
3/16/2018	Customer §	154801
3/20/2018	Rule	154843
4/16/2018	Rule	155011
4/18/2018	Customer §	155027
4/27/2018	Customer §	155087
4/30/2018	Customer §	155094
5/8/2018	Customer §	155127
6/4/2018	Rule	155280
6/6/2018	Rule	154941
6/11/2018	Rule	155355
6/13/2018	Customer §	155380
6/19/2018	Customer §	155415
6/25/2018	Rule	155457
6/29/2018	Customer §	155508
7/2/2018	Customer §	155511
7/2/2018	Tariff	155511
7/2/2018	Rule	155511
7/10/2018	Customer §	155569
7/11/2018	Customer §	155580
7/18/2018	Rule	155627
8/1/2018	Customer §	155744
8/1/2018	Customer §	155742
8/2/2018	Customer §	155748
8/7/2018	Customer §	155786
8/13/2018	Rule	155820
8/22/2018	Rule	155897
8/24/2018	Customer §	155912
8/28/2018	Rule	155924
9/4/2018	Customer §	155957
9/4/2018	Rule	155957
9/6/2018	Rule	155589
9/18/2018	Rule	156001
9/19/2018	Customer §	156057
10/19/2018	Rule	156205
10/19/2018	Customer §	156205
10/26/2018	Rule	156240
10/30/2018	Rule	156251

11/5/2018	Customer	156250
11/8/2018	Rule	156252
11/15/2018	Customer	156352
11/27/2018	Customer	156407
11/28/2018	Customer	156418
11/30/2018	Customer	156251
12/3/2018	Rule	156438
12/10/2018	Customer	156489
12/10/2018	Rule	156489
12/17/2018	Customer	156539
12/20/2018	Customer	156562
12/21/2018	Rule	156577
12/28/2018	Rule	156601
1/3/2019	Customer	156577
1/4/2019	Customer	156635
1/17/2019	Customer	156601
1/18/2019	Customer	156732
2/1/2019	Rule	156577
2/13/2019	Customer	156577
3/8/2019	Customer	157063
3/13/2019	Customer	157091
3/13/2019	Rule	157091
3/20/2019	Customer	157150
3/27/2019	Customer	157194
4/8/2019	Customer	157244
4/15/2019	Customer	157282
4/23/2019	Customer	157334
4/29/2019	Rule	157369
4/30/2019	Customer	157379
5/3/2019	Customer	157403
5/7/2019	Customer	157369
5/21/2019	Rule	157507
5/24/2019	Customer	157522
5/30/2019	Rule	157539
6/5/2019	Rule	157567
6/7/2019	Customer	157588
6/12/2019	Customer	157567
6/13/2019	Rule	157616
7/8/2019	Customer	157738
7/8/2019	Rule	157733
7/17/2019	Rule	157789
7/30/2019	Customer	157855
8/1/2019	Rule	157877
8/9/2019	Rule	157915
8/21/2019	Customer	157968
8/26/2019	Rule	157982
8/27/2019	Rule	157957

8/29/2019	Customer §	158011
9/5/2019	Rule	158036
9/6/2019	Customer §	158011
9/10/2019	Rule	158062
9/11/2019	Customer §	158010
9/30/2019	Customer §	158062
10/8/2019	Customer §	158206
10/9/2019	Customer §	158222
10/21/2019	Customer §	158277
10/22/2019	Rule	158288
11/15/2019	Rule	158353
11/19/2019	Customer §	158391
11/22/2019	Customer §	158436
11/26/2019	Customer §	158448
11/26/2019	Customer §	158458
12/4/2019	Customer §	160364
12/10/2019	Customer §	158518
12/10/2019	Tariff	158518
1/13/2020	Customer §	158661
1/14/2020	Rule	158679
1/14/2020	Customer §	158679
1/15/2020	Customer §	158681
1/21/2020	Customer §	158703
1/21/2020	Rule	158705
1/21/2020	Rule	158703
1/23/2020	Customer §	158717
2/14/2020	Customer §	158870
2/18/2020	Customer §	158879
2/19/2020	Customer §	158891
3/12/2020	Customer §	158977
3/23/2020	Customer §	159046
3/31/2020	Customer §	159089
4/2/2020	Customer §	159118
4/22/2020	Rule	159263
4/24/2020	Customer §	159266
4/27/2020	Rule	159263
6/1/2020	Customer §	159452
6/1/2020	Rule	159452
6/15/2020	Tariff	159525
6/16/2020	Customer §	159531
6/17/2020	Rule	159542
6/19/2020	Customer §	159542
7/7/2020	Customer §	159608
7/21/2020	Customer §	159675
7/24/2020	Rule	159696
8/11/2020	Customer §	159770
8/17/2020	Rule	159796

8/18/2020	Customer §	159808
8/24/2020	Rule	159599
8/31/2020	Rule	159863
9/1/2020	Rule	159876
9/2/2020	Customer §	159889
9/2/2020	Customer §	159890
9/9/2020	Rule	159930
9/14/2020	Rule	159942
9/28/2020	Rule	160021
10/6/2020	Rule	160060
10/8/2020	Rule	160074
10/12/2020	Customer §	160087
10/15/2020	Customer §	160071
10/30/2020	Customer §	160185
11/2/2020	Customer §	160191
11/2/2020	Rule	160191
11/3/2020	Customer §	160207
11/12/2020	Customer §	160149
11/23/2020	Customer §	160315
12/1/2020	Rule	160335
12/3/2020	Customer §	160362
12/8/2020	Customer §	160386
12/10/2020	Customer §	160396
12/10/2020	Rule	160396
12/14/2020	Customer §	160410
12/18/2020	Rule	160434
12/21/2020	Rule	160442
12/22/2020	Customer §	160451
12/22/2020	Rule	160450
12/30/2020	Customer §	160492
1/4/2021	Rule	160502
1/4/2021	Rule	160510
1/5/2021	Customer §	160517
1/7/2021	Customer §	160537
1/7/2021	Rule	160539
1/8/2021	Customer §	160551
1/8/2021	Customer §	160552
1/8/2021	Rule	160551
1/8/2021	Rule	160552
1/12/2021	Customer §	160575
1/12/2021	Rule	160575
1/15/2021	Customer §	160603
1/15/2021	Rule	160603
1/26/2021	Customer §	160683
1/26/2021	Rule	160675
1/28/2021	Rule	160702
2/5/2021	Rule	160744

2/17/2021 Rule	160805
2/23/2021 Customer §	160889
2/25/2021 Rule	160910
2/26/2021 Rule	160922
3/1/2021 Rule	160929
3/9/2021 Rule	161027
3/16/2021 Customer §	161025
3/23/2021 Rule	161133
3/23/2021 Customer §	161126
3/30/2021 Rule	161164
5/12/2021 Rule	161424
5/13/2021 Rule	161425
5/19/2021 Customer §	161444
5/28/2021 Customer §	161497
6/1/2021 Rule	161499
6/7/2021 Customer §	161523
6/9/2021 Customer §	161535
7/20/2021 Customer §	161575
8/5/2021 Customer §	161853
8/6/2021 Customer §	161864
8/9/2021 Rule	161866
8/9/2021 Customer §	161866
8/12/2021 Customer §	161897
8/13/2021 Rule	161903
8/24/2021 Customer §	161942
8/24/2021 Customer §	161915
8/31/2021 Rule	161960
9/7/2021 Customer §	161987
10/6/2021 Rule	162118
10/8/2021 Customer §	162128
10/13/2021 Customer §	162143
10/14/2021 Customer §	162147
10/22/2021 Customer §	162178
10/25/2021 Customer §	162191
11/3/2021 Rule	162235
11/5/2021 Rule	162245
11/15/2021 Rule	162279
11/15/2021 Rule	162264
11/19/2021 Customer §	162337
11/22/2021 Customer §	162320
11/22/2021 Rule	162319
11/23/2021 Rule	162323
11/23/2021 Customer §	162323
11/23/2021 Customer §	162322
11/30/2021 Customer §	162340
12/1/2021 Customer §	162347
12/1/2021 Rule	162347

12/3/2021	Customer §	162320
12/7/2021	Rule	162374
12/8/2021	Rule	162380
12/9/2021	Rule	162386
12/13/2021	Customer §	162395
12/15/2021	Rule	162408
12/16/2021	Customer §	162415
12/16/2021	Rule	162410
12/16/2021	Customer §	162410
12/16/2021	Rule	162415
12/20/2021	Rule	162423
12/21/2021	Customer §	162427
12/28/2021	Rule	162458
1/4/2022	Rule	162496
1/4/2022	Rule	162485
1/4/2022	Customer §	162496
1/4/2022	Rule	162495
1/5/2022	Rule	162497
1/5/2022	Customer §	162497
1/5/2022	Customer §	162503
1/6/2022	Customer §	162513
1/6/2022	Rule	162513
1/6/2022	Customer §	162512
1/7/2022	Rule	162520
1/10/2022	Customer §	162526
1/10/2022	Rule	162530
1/10/2022	Customer §	162530
1/11/2022	Customer §	162535
1/13/2022	Customer §	162567
1/13/2022	Customer §	162563
1/13/2022	Rule	162350
1/13/2022	Rule	162565
1/14/2022	Customer §	162580
1/14/2022	Rule	162580
1/19/2022	Rule	162600
1/19/2022	Customer §	162603
1/19/2022	Customer §	162600
1/21/2022	Customer §	162616
1/26/2022	Customer §	162413
1/26/2022	Rule	162639
1/26/2022	Customer §	162639
1/27/2022	Customer §	162647
1/27/2022	Rule	162646
1/27/2022	Customer §	162646
1/27/2022	Rule	162603
1/31/2022	Rule	162657
1/31/2022	Rule	162663

1/31/2022	Customer	9	162663
2/3/2022	Customer	9	162682
2/7/2022	Customer	9	162699
2/7/2022	Rule		162697
2/9/2022	Customer	9	162713
2/10/2022	Rule		162722
2/10/2022	Rule		162718
2/15/2022	Customer	9	162731
2/16/2022	Customer	9	162722
2/22/2022	Customer	9	162764
2/23/2022	Customer	9	162767
2/23/2022	Rule		162769
2/23/2022	Rule		162767
2/23/2022	Customer	9	162769
2/28/2022	Customer	9	162778
3/1/2022	Customer	9	162386
3/10/2022	Customer	9	162513
3/14/2022	Customer	9	162851
3/14/2022	Rule		162851
3/15/2022	Rule		162858
3/17/2022	Customer	9	162881
3/21/2022	Rule		162264
3/22/2022	Customer	9	162858
3/24/2022	Customer	9	162922
3/24/2022	Rule		162922
3/25/2022	Customer	9	162934
3/25/2022	Rule		162937
3/28/2022	Customer	9	162949
3/29/2022	Customer	9	162954
3/30/2022	Customer	9	162959
4/1/2022	Customer	9	162935
4/4/2022	Customer	9	162976
4/4/2022	Rule		162976
4/8/2022	Customer	9	162922
4/18/2022	Customer	9	163058
4/19/2022	Customer	9	163067
4/25/2022	Customer	9	163065
4/29/2022	Customer	9	163105
5/3/2022	Customer	9	163149
5/4/2022	Customer	9	163156
5/5/2022	Rule		163167
5/12/2022	Customer	9	163198
5/17/2022	Customer	9	163221
5/17/2022	Rule		163221
5/24/2022	Customer	9	163259
5/25/2022	Rule		163272
5/26/2022	Customer	9	163281

5/26/2022 Rule	163281
5/27/2022 Customer §	163288
6/2/2022 Customer §	163281
6/2/2022 Customer §	163313
6/7/2022 Rule	163344
6/7/2022 Customer §	163344
6/10/2022 Customer §	163363
6/14/2022 Customer §	163378
6/14/2022 Customer §	163381
6/14/2022 Customer §	163377
6/17/2022 Customer §	163407
6/21/2022 Rule	163409
6/21/2022 Rule	163419
6/21/2022 Rule	163417
6/24/2022 Customer §	163456
6/27/2022 Customer §	163465
6/28/2022 Customer §	163409
6/29/2022 Customer §	163479
6/29/2022 Rule	163481
7/5/2022 Customer §	163494
7/6/2022 Rule	163502
7/7/2022 Customer §	163513
7/7/2022 Customer §	163518
7/12/2022 Rule	163539
7/14/2022 Customer §	163555
7/19/2022 Customer §	163580
7/21/2022 Rule	163405
7/22/2022 Customer §	163620
7/22/2022 Rule	163620
7/27/2022 Customer §	163654
7/28/2022 Customer §	163662
7/28/2022 Customer §	163665
7/28/2022 Rule	163664
7/28/2022 Rule	163662
8/2/2022 Rule	163694
8/5/2022 Customer §	163539
8/9/2022 Customer §	163740
8/11/2022 Customer §	162264
8/15/2022 Customer §	163762
8/23/2022 Customer §	163814
8/24/2022 Customer §	163815
8/24/2022 Rule	163815
8/24/2022 Rule	163816
8/25/2022 Customer §	163825
8/30/2022 Customer §	163853
8/30/2022 Customer §	163854
8/31/2022 Customer §	163857

8/31/2022 Rule	163860
8/31/2022 Rule	163854
9/1/2022 Customer S	163816
9/1/2022 Rule	163877
9/2/2022 Customer S	163884
9/6/2022 Rule	163896
9/8/2022 Rule	163108
9/9/2022 Customer S	163917
9/12/2022 Rule	163922
9/12/2022 Customer S	163922
9/13/2022 Customer S	163939
9/16/2022 Customer S	163981
9/16/2022 Customer S	163877
9/19/2022 Rule	163989
9/19/2022 Rule	163999
9/19/2022 Rule	164001
9/21/2022 Customer S	163964
9/21/2022 Customer S	164017
9/21/2022 Customer S	164020
9/27/2022 Rule	163664
9/27/2022 Customer S	163664
9/29/2022 Customer S	164042
9/29/2022 Rule	164044
9/29/2022 Rule	164042
10/4/2022 Customer S	163934
10/4/2022 Customer S	164071
10/10/2022 Customer S	164113
10/11/2022 Customer S	164115
10/11/2022 Rule	164115
10/12/2022 Customer S	164125
10/14/2022 Customer S	164139
10/17/2022 Customer S	164147
10/19/2022 Customer S	164044

Nottingham Table 4

Service Complaints Jacksonville	
2015	23
2016	32
2017	12

datOpenDate	Complaint1	Caseld
5/4/2015	LOCL	148104
10/14/2015	LOCL	149344
12/11/2015	LOCL	149899
12/17/2015	LOCL	149929
12/18/2015	LOCL	149950
12/18/2015	LOCL	149944
12/18/2015	LOCL	149948
12/18/2015	LOCL	149947
12/18/2015	LOCL	149951
12/18/2015	LOCL	149952
12/18/2015	LOCL	149945
12/18/2015	LOCL	149943
12/18/2015	LOCL	149946
12/18/2015	LOCL	149949
12/21/2015	LOCL	149968
12/21/2015	LOCL	149969
12/21/2015	LOCL	149966
12/22/2015	LOCL	149982
12/22/2015	LOCL	149981
12/22/2015	LOCL	149987
12/22/2015	LOCL	149984
12/23/2015	LOCL	150000
12/23/2015	LOCL	150003
2/29/2016	LOCL	150533
9/6/2016	LOCL	150533
10/14/2016	LOCL	151796
10/14/2016	LOCL	151795
11/3/2016	LOCL	151881
11/3/2016	LOCL	151883
11/3/2016	LOCL	151884
11/22/2016	LOCL	151966
12/9/2016	LOCL	152032
12/9/2016	LOCL	152033
12/9/2016	LOCL	152031
12/12/2016	LOCL	152051
12/12/2016	LOCL	152044
12/12/2016	LOCL	152048
12/12/2016	LOCL	152037
12/12/2016	LOCL	152043
12/12/2016	LOCL	152038
12/12/2016	LOCL	152039
12/12/2016	LOCL	152050
12/12/2016	LOCL	152053
12/12/2016	LOCL	152054
12/12/2016	LOCL	152040
12/12/2016	LOCL	152052

12/13/2016 LOCL	152062
12/13/2016 LOCL	152063
12/13/2016 LOCL	152061
12/13/2016 LOCL	152066
12/13/2016 LOCL	152059
12/13/2016 LOCL	152058
12/13/2016 LOCL	152060
12/16/2016 LOCL	152095
12/16/2016 LOCL	152096
1/9/2017 LOCL	152216
2/9/2017 LOCL	152514
2/13/2017 LOCL	152565
2/23/2017 LOCL	152653
3/13/2017 LOCL	152788
4/17/2017 LOCL	152993
4/18/2017 LOCL	153007
4/28/2017 LOCL	153067
5/31/2017 LOCL	153219
6/26/2017 LOCL	153336
7/5/2017 LOCL	153388
9/5/2017 LOCL	153700

Nottingham Table 5

Regulated Complaints by Type Jacksonville			
	Billing	Customer Service	Service
2018	1		
2019	1		1
2021		1	4
2022	1	4	13

datOpenDate	txtZIP	ComplaintT	ComplaintS	Caseld
6/20/2018	97530	Billing	RBLA	155441
10/7/2019	97530	Service	RSBL	158198
12/24/2019	97530	Billing	RBLA	158593
1/12/2021	97530	Service	RSRP	160562
3/9/2021	97530	Service	RSRP	161027
5/19/2021	97530	Customer S	RCBL	161444
5/19/2021	97530	Service	RSRP	161444
11/22/2021	97530	Service	RSRP	162314
1/4/2022	97530	Billing	RBLA	162485
1/4/2022	97530	Service	RSBL	162485
1/13/2022	97530	Customer S	RCBL	162565
1/13/2022	97530	Service	RSRP	162565
9/2/2022	97530	Service	RSRP	163886
9/13/2022	97530	Customer S	RCBL	163945
9/13/2022	97530	Service	RSRP	163945
9/21/2022	97530	Customer S	RCBL	164017
9/21/2022	97530	Customer S	RCBL	164020
9/21/2022	97530	Service	RSRP	164017
9/21/2022	97530	Service	RSRP	164020
9/30/2022	97530	Service	RSRP	164049
10/5/2022	97530	Service	RSRP	164084
10/5/2022	97530	Service	RSRP	164090
10/5/2022	97530	Service	RSRP	164093
10/6/2022	97530	Service	RSRP	164088
10/6/2022	97530	Service	RSRP	164089
10/18/2022	97530	Service	RSBL	164154

Oregon Public Utility Commission

Specialist: BONTRAGER, RICHARD

Name: [REDACTED] Commercial:
Language:

Addresses: [REDACTED] (LOC) (INVOLVED)

E-mail: [REDACTED] DOCKET #

Phones: [REDACTED] (CBR)

Contacts: [REDACTED] (SPSE) ()

Subject: BATTERY BACKUP

Comments:

COMPANY REVERSAL	CATEGORY COMPLX	STAFF UNRS	SAVINGS DET.	CLASS OPEN/MODE	TYPE BY	SUBTYPE CLOSE/MODE	FORMAL BY
0031 T QWESTC No	REGU No	No		RCOM 1/4/2022/INET	RCBI rgbontra	RBLA 1/6/2022/TELE	rgbontra
0031 T QWESTC No	REGU No	No	R	RCOM 1/4/2022/INET	RCSE rgbontra	RSBL 1/6/2022/TELE	rgbontra

Call Taken (date): 12/30/2021
Open Date: 1/4/2022

By: rgontra
Opened By: rgontra

Disconnect Notice Due: Disconnected: Out of Service:

12/30/2021 CODE DETAIL
REGULATED-COMPLAINT-BILLING

[REDACTED] believes he is paying too much for landline phone service with CenturyLink.

REGULATED-COMPLAINT-SERVICE

[REDACTED] wife [REDACTED] states when they lose electricity, they lose landline service. #Battery backup

12/30/2021 1:52:00 PM EMAIL FROM MARTIN-COMPLAINT

From: [REDACTED]
Sent: Thursday, December 30, 2021 1:52 PM
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>; [REDACTED]
Subject: CenturyLink landline rates

Analyst: rgontra

Open Date: 1/4/2022

I live where there is no cell phone coverage or other terrestrial alternatives to the landline service provided by CenturyLink, I currently pay roughly \$71 per month for a single line residential telephone. Finding the actual national or Oregon average costs for a landline has proven elusive. However, if the chart found here is accurate, I pay roughly two to three times the going rate. How is that justified under Oregon PUC tariffs? It seems that the mandate of the Public Utilities Commission would include prevention of price gouging in situations where a de facto monopoly exists.

I would appreciate a response.

Thank you,

[REDACTED]

12/30/2021 3:44:00 PM EMAIL FROM [REDACTED]-SAME COMPLAINT

From: [REDACTED]

Sent: Thursday, December 30, 2021 3:44 PM

To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>; [REDACTED]

[REDACTED]

Subject: CenturyLink landline rates

Dear PUC,

I was cc'ed on my husband's email complaint of the rates for our land line (below) and I agree that our monthly (supposedly discounted) rate of approximately \$70 is outrageous. But there is more to be outraged about: now when we lose electricity, we lose our land line connection. We have no cell service here in the mountains. So in the event of an emergency that occurs during a weather event in which we lose electricity, we have absolutely no way to call the fire department, an ambulance or any other type of assistance, even our neighbors. This is a real problem for rural dwellers such as ourselves and unsafe for our communities.

Thanks, I too would appreciate a response.

[REDACTED]

12/30/2021 3:56:00 PM EMAIL TO [REDACTED]-ACKNOW

From: PUC CONSUMER PUC * PUC

Sent: Thursday, December 30, 2021 3:56 PM

To: [REDACTED]

Subject: RE: CenturyLink landline rates

Analyst: rgontra

Open Date: 1/4/2022

The Public Utility Commission of Oregon has received your email. It will be forwarded to one of our staff.

Public Utility Commission of Oregon
Consumer Services Section
Toll Free: 1-800-522-2404
Salem: 503-378-6600
Monday - Friday 8:00 a.m. - 5:00 p.m.

12/30/2021 3:57:00 PM EMAIL TO [REDACTED]-ACKNOW

From: PUC CONSUMER PUC * PUC
Sent: Thursday, December 30, 2021 3:57 PM
To: [REDACTED]
Subject: RE: CenturyLink landline rates

The Public Utility Commission of Oregon has received your email. It will be forwarded to one of our staff.

Public Utility Commission of Oregon
Consumer Services Section
Toll Free: 1-800-522-2404
Salem: 503-378-6600
Monday - Friday 8:00 a.m. - 5:00 p.m.

1/4/2022 11:18:00 AM EMAIL TO CLQ-?S

From: BONTRAGER Richard * PUC
Sent: Tuesday, January 4, 2022 11:18 AM
To: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Subject: OR/PUC-NEW CASE-[REDACTED]

Hello,

Please see the attached case and answer the following questions.

Q. What services does Mr. [REDACTED] have with CenturyLink?

A.

Q. What are the regulated charges?

A.

Q. What can he do to lower his monthly bill?

A.

Q: Is this customer served via line power, and if so, is this customer served directly from a central office (CO) or does it rely on dial tone from a remote terminal (RT)?

Analyst: rgontra

Open Date: 1/4/2022

A:

Q: If the customer is served via line power directly from a CO, please indicate what backup power method that CO uses during a power failure and the sequence of events that caused this failure. For instance, was Company relying on a generator backup that was not located onsite and didn't have enough generators to serve the area, or was the Company unable to get a generator to the CO to power the CO in this failure?

A:

Q: If the CO did have backup batteries, how long did the backup batteries run and when the last time they were inspected? Please include in your response whether any deficiencies were observed during that inspection. Is there a backup generator at this CO site (preferred)? Was this CO alarmed to notify the Company when it lost power and what the Company's response to restore the CO during this failure?

A:

Q: If the customer is served by an RT, did the RT have battery backup? If so, how long did the battery backup on this site run before the RT failed?

A:

Q: When was the last time the RT batteries were inspected and were any deficiencies observed during that inspection?

A:

Q: What method does the Company use to know when this RT failed (was this RT alarmed) and what was the Company's response to this RT failure?

A:

Any additional information you can provide would be appreciated.

Thank you,

Richard Bontrager
Compliance Specialist
Richard.Bontrager@puc.oregon.gov (new email address)
Oregon Public Utility Commission
Consumer Services Section
Direct Line 503-689-5836

1/4/2022 11:30:00 AM EMAIL FROM CLQ-ACKNOW

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>

Sent: Tuesday, January 4, 2022 11:30 AM

To: BONTRAGER Richard * PUC <Richard.BONTRAGER@puc.oregon.gov>

Analyst: rgontra

Open Date: 1/4/2022

Cc: corey.tidwell@lumen.com

Subject: RE: OR/PUC-NEW CASE-[REDACTED] [ref:_00D412HUz0._5004Nx3rkc:ref]

Good afternoon Richard,

This case has been assigned to Corey Tidwell for research and resolution.

Thank you!

AshleyKay Wardle
Senior Analyst
Customer Advocacy Group
Boise, ID 83709
208-207-2240
ashley.wardle@lumen.com

1/5/2022 11:28:00 AM EMAIL FROM CLQ-RESPONSE

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>

Sent: Wednesday, January 5, 2022 11:28 AM

To: BONTRAGER Richard * PUC <Richard.BONTRAGER@puc.oregon.gov>

Subject: RE: OR/PUC-NEW CASE-[REDACTED] [ref:_00D412HUz0._5004Nx3rkc:ref]

Hi Richard,

Here is the information you requested regarding the [REDACTED] services and back up batteries.

Q. What services does Mr. [REDACTED] have with CenturyLink?

A. They have a unlimited local and long distance voice package that includes the following features:

541 899-3988

1FR FLAT TN 541 899-3988 07/08/2013

AYK C.L.A.S.S. - ANONYMOUS CALLER REJECTION TN 541 899-3988

08/08/2002

BSXUP CALLING CARD - UNRESTRICTED PIN TN 541 899-3988

08/08/2002

ESC 3-WAY CALLING TN 541 899-3988 06/14/2019

ESM CALL FORWARDING - VARIABLE TN 541 899-3988 06/14/2019

ESX CALL WAITING - TERMINATING TN 541 899-3988 06/14/2019

NCE SELECTIVE CALL FORWARDING TN 541 899-3988 06/14/2019

NNK C.L.A.S.S. - CALLING NAME & NUMBER DELIVERY TN 541 899-3988

06/14/2019

NSQ C.L.A.S.S. - AUTOMATIC RECALL; LAST CALL RETURN TN 541 899-3988

06/14/2019

NSY CALL REJECTION

Analyst: rgontra

Open Date: 1/4/2022

Q. What are the regulated charges?

A. Their regulated voice package including unlimited long distance is \$60.00 per month plus taxes, fees and surcharges totaling \$70.44 per month.

Service

Savings Voice Package

Voice Monthly Charges 60.00

Related Monthly Charges .39

Taxes, Fees & Surcharges 10.05

Total Voice Package Service \$70.44

TOTAL SERVICES \$70.44

Q. What can he do to lower his monthly bill?

A. They can cancel their line features and or cancel their long distance service. I show they average 150 to 200 min per month of long distance calls which is included in their unlimited long distance plan.

Q: Is this customer served via line power, and if so, is this customer served directly from a central office (CO) or does it rely on dial tone from a remote terminal (RT)?

A: They are served via an RT.

Q: If the customer is served via line power directly from a CO, please indicate what backup power method that CO uses during a power failure and the sequence of events that caused this failure. For instance, was Company relying on a generator backup that was not located onsite and didn't have enough generators to serve the area, or was the Company unable to get a generator to the CO to power the CO in this failure?

A:

Q: If the CO did have backup batteries, how long did the backup batteries run and when the last time they were inspected? Please include in your response whether any deficiencies were observed during that inspection. Is there a backup generator at this CO site (preferred)? Was this CO alarmed to notify the Company when it lost power and what the Company's response to restore the CO during this failure?

A:

Q: If the customer is served by an RT, did the RT have battery backup? If so, how long did the battery backup on this site run before the RT failed?

A: Yes, there was battery back-up, however we're unsure how long they lasted.

Q: When was the last time the RT batteries were inspected and were any deficiencies observed during that inspection?

A: Several months ago, and yes deficiencies were observed and batteries ordered.

Analyst: rgontra

Open Date: 1/4/2022

Q: What method does the Company use to know when this RT failed (was this RT alarmed) and what was the Company's response to this RT failure?

A: This is actually the first I've heard of this particular RT failure. We've installed a string of batteries that will hold approx. 3-4 hours. We've been waiting on battery replacements for several months now, they're on order.

Let me know if you have any additional questions I'm happy to help.

Regards,

Corey Tidwell
Case Manager
Customer Advocacy Group
Office: 208-207-2236
Corey.Tidwell@Lumen.com

1/6/2022 11:40:00 AM CALL TO CUSTOMERS-TO CLOSE

I spoke with both [REDACTED] and [REDACTED] to inform them their Unlimited calling package with CLQ may be able to be reduced if they call the company to eliminate some of the calling features like call waiting and anonymous caller rejection. They may want to keep the unlimited long distance because company records show they average about 150-200 mins per month in long distance calls. [REDACTED] said yes his wife does make quite a lot of calls for her business.

I informed [REDACTED] and [REDACTED] CLQ is addressing their back up battery issue at the RT. They have installed a string of batteries that will hold approx. 3-4 hours. They have been waiting on battery replacements for several months now, they're on order.

[REDACTED] and [REDACTED] thanked me for addressing both their concerns and we ended the call cordially.

1/6/2022 12:40:00 PM DETERMINATION

A rule fault of OAR 860-023-0005 is assigned to CenturyLink for failure to maintain its facilities (back-up batteries) in a manner that will provide reasonably continuous service for the customer.

1/6/2022 12:49:00 PM EMAIL TO CLQ-CLOSED CASE

From: BONTRAGER Richard * PUC
Sent: Thursday, January 6, 2022 12:49 PM
To: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Subject: OR/PUC-CLOSED CASE-[REDACTED] [ref:_00D412HUz0._5004Nx3rkc:ref]

Closed case for your review.

Thank you,

Richard Bontrager
Compliance Specialist

Analyst: rgontra

Open Date: 1/4/2022

Richard.Bontrager@puc.oregon.gov (new email address)
Oregon Public Utility Commission
Consumer Services Section
Direct Line 503-689-5836

Oregon Public Utility Commission

Specialist: SPENST, CARISSA

Name: [REDACTED] Commercial:
Language:

Addresses: [REDACTED] (LOC) (INVOLVED)

E-mail: [REDACTED] DOCKET #

Phones: [REDACTED]

Contacts:

Subject:

Comments:

COMPANY REVERSAL	CATEGORY COMPLX	STAFF UNRS	SAVINGS DET.	CLASS OPEN/MODE	TYPE BY	SUBTYPE CLOSE/MODE	FORMAL BY
0031 T QWESTC No	REGU No	No		RCOM 9/2/2022/INET	RCSE cmspenst	RSRP 10/20/2022/INET	cmspenst

Call Taken (date): 9/1/2022
Open Date: 9/2/2022

By: drharris
Opened By: cmspenst

Disconnect Notice Due: Disconnected: Out of Service:

9/1/2022 CODE DETAIL
REGULATED-COMPLAINT-SERVICE-REPAIR

[REDACTED] has a repair issue with his service from CenturyLink/Qwest (CLQ). He states the problems are ongoing for the past several years and is asking for help to get them resolved.

Not investigated, customer stated phone is working and issues resolved

9/1/2022 10:21:00 AM EMAIL FROM CUSTOMER- COMPLAINT

From: [REDACTED]
Sent: Thursday, September 1, 2022 10:21 AM
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>
Cc: [REDACTED]; Priscilla Weaver
Subject: Centurylink

Analyst: cmspenst

Open Date: 9/2/2022

I am writing you to complain about Centurylink's service in our area. We live on Little Applegate Road in Jackson County. We have had continual problems over the last 2-3 years with our land line service on our road. I know you have had complaints before but the customer service we are getting from Centurylink is pathetic at best and the PUC seems unable to affect any change in their behavior. We have no cell service in our area so the land line is our only response in case of an emergency but they seem to ignore or deny that there is a problem when we complain. Their customer service is horrendous. Presently we have had our phone calls drop out every time you are on the phone with somebody.. It happens every phone call whether incoming or outgoing. This has been going on for three days with no resolution. When you call them it takes forever to get a representative on the phone and then they seem to think it is an individual problem at our particular location. We have tried to explain that the problem exists up and down our road not just at our house but they seem to ignore that discussion.

You are supposed to be the agency that controls these issues but you do not seem to be doing anything either as the problems accrue and service gets worse all the time. It is time for your agency to get off their butts and hold someone accountable. If you cannot do that then turn it over to someone who will. There are numerous complaints in your office from people living out here from previous years and yet nothing improves. Your budget is paid for by my taxes and I am tired of my tax money not getting any results. It is time for YOU to do SOMETHING to remedy this ridiculous and ongoing situation.

[REDACTED]

9/1/2022 10:31:00 AM EMAIL TO CUSTOMER - ACKNOWLEDGEMENT

From: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>
Sent: Thursday, September 1, 2022 10:31 AM
To: [REDACTED] PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>
Cc: [REDACTED] Priscilla Weaver
Subject: RE: Centurylink

The Public Utility Commission of Oregon has received your email. It will be forwarded to one of our staff.

Public Utility Commission of Oregon
Consumer Services Section
Toll Free: 1-800-522-2404
Salem: 503-378-6600
Monday - Friday 8:00 a.m. - 5:00 p.m.

9/2/2022 8:18:00 AM EMAIL FROM CUSTOMER

From: [REDACTED]
Sent: Friday, September 2, 2022 8:18 AM

Analyst: cmspenst

Open Date: 9/2/2022

To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>
Cc: [REDACTED] Priscilla Weaver

Subject: Re: Centurylink

I am SO pleased that you have received my email and forwarded it on to your staff. Now maybe you can tell me if your staff is going to DO ANYTHING. Why don't you have them let me know what they are doing and when/if they do it. Give me the staff member's name that you forwarded the email to so I can get something other than a robotic reply.

9/2/2022 8:43:00 AM EMAIL TO CUSTOMER NEED INFORMATION

From: PUC CONSUMER PUC * PUC
Sent: Friday, September 2, 2022 8:43 AM
To: [REDACTED]
Subject: RE: Centurylink

Thank you for contacting the Oregon Public Utility Commission regarding your phone issues. In order to assist you I do have some questions for you.

- 1 What is your phone number?
- 2 When was the last time you contacted Centurylink to have a repair ticket opened for your service?
- 3 What were you told regarding the repair?
- 4 Is your service currently working?
- 5 Please provide in detail what your specific phone is doing meaning: noise, static, ringing, disconnecting during a call, not able to make or receive calls ect.

I need this information so that we have a better understanding of each customers situation regarding the details of the service issues and locations of specific issues.

Thank you,
Carissa M. Spent
Carissa M. Spent
Compliance Specialist
Oregon Public Utility Commission
Puc.consumer@puc.oregon.gov
1-800-522-2404/503-378-6600
503-378-5743 (fax)

Analyst: cmspenst

Open Date: 9/2/2022

9/2/2022 12:00:00 PM EMAIL FROM CUSTOMER

From: [REDACTED]
Sent: Friday, September 2, 2022 12:00 PM
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>
Subject: Re: Centurylink

Carissa,

Thank you for your reply. Much appreciate being able to finally talk to someone. Regarding our problem:

Phone number is [REDACTED]

We had been in touch with Centurylink for two days. never talking to the same person and taking 15 minutes before getting to talk to someone after going through their menu. Our area has had an ongoing ticket for dealing with Centurylink for various problems for quite some time. This last time we were told to have everyone open a complaint as they kept insisting it was just our line when the whole neighborhood in our area was experiencing the same problem...it was obviously not just our line but they kept saying it would be a \$99.00 visit to our house if it was our line. They showed that there was no problem. Their customer service stinks and they keep asking us to call their service line. We have no cell service in our area and if we have no land line we have to drive 10 minutes down the road to get cell service to try to get through to their service line and then again we sit in the car and wait another 1/2 hour to finally get to talk to someone only to get the same response.

We opened a ticket on Monday and we were told it was an office problem that would be corrected by Wednesday...that was enough to cancel the ticket. Wednesday and the problem is the same that evening. Called again on Wednesday eve and were told that the problem had been corrected.....not so as the problem was continuing Thursday morning. Called again Thursday and were told that we had to open another ticket and that each residence would have to call their provider to file a complaint. THEY ARE THE ONLY PROVIDER IN OUR AREA!!! ..they have to be aware of that unless they are completely stupid (pardon me for seeming redundant). We finally threw in the towel with them as the frustration level was getting critical as has happened in the past with them. We are not stupid when it comes to these issues with them but they seem to think we are idiots. It seems they do not have much interest when we have problems out here and they just try to minimize the issues until it is convenient for them.

Phones started working correctly this morning (Friday) after being faulty for almost a week. The problem was that the phone was disconnecting after about 30-40 seconds of conversation. It didn't matter if we were calling out or someone was calling us the conversation would disconnect after a short period. If I can provide you with any more information please contact me (probably by email because we don't when/if the phones will be working. There is an ongoing battle out here with them that just never seems to get resolved.

Thanks for your help.

Analyst: cmspenst

Open Date: 9/2/2022

10/20/2022 3:26:00 PM EMAIL TO COMPANY-CLOSED CASE

From: SPENST Carissa * PUC

Sent: Thursday, October 20, 2022 3:26 PM

To: Customer Advocacy (PUC) <uswpuc@centurylink.com>

Subject: copy of closed case - [REDACTED]

FYI only, not investigated customer said issues resolved

Thank You,

Carissa M. Spenst

Carissa M. Spenst

Compliance Specialist

Oregon Public Utility Commission

Carissa.spenst@puc.oregon.gov

971-375-5104/1-800-522-2404

503-378-5743 (fax)

Oregon Public Utility Commission

URGENT ☒

Specialist: RIOS, DEANNA

Name: [REDACTED] Commercial:
Language:

Addresses: [REDACTED] (LOC) (INVOLVED)

E-mail: none **DOCKET #**

Phones: [REDACTED] (ACCT) (INVOLVED)
[REDACTED] (MSG) [REDACTED]

Contacts:

Subject:

Comments:

COMPANY REVERSAL	CATEGORY COMPLX	STAFF UNRS	SAVINGS DET.	CLASS OPEN/MODE	TYPE BY	SUBTYPE CLOSE/MODE	FORMAL BY
0031 T QWESTC No	REGU No	No		RCOM 9/13/2022/TELE	RCSE drios	RSRP	
0031 T QWESTC No	REGU No	No		RCOM 9/13/2022/TELE	RCCS drios	RCBL	

Call Taken (date): 9/13/2022
Open Date: 9/13/2022

By: kamalm
Opened By: drios

Disconnect Notice Due: **Disconnected:** **Out of Service:**

8:58:00 AM ASSIGNED TO DOUG @ CLQ

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Tuesday, September 13, 2022 8:58 PM
To: RIOS Deanna * PUC <Deanna.RIOS@puc.oregon.gov>
Cc: doug.morgan@lumen.com
Subject: RE: ***URGENT*** NEW OREGON PUC COMPLAINT - [REDACTED] - [REDACTED]
[ref:_00D412HUz0._5004N17u2ae:ref]

Good evening Deanna,

Doug Morgan will be the Case Manager assigned for research and resolution.

Thank you!

Analyst: drios

Open Date: 9/13/2022

AshleyKay Wardle
Senior Analyst
Customer Advocacy Group
Boise, ID 83709
208-207-2240
ashley.wardle@lumen.com

9/13/2022 CODE DETAIL

REGULATED - COMPLAINT - SERVICE - REPAIR

██████████ states he is having service problems with his CenturyLink/Qwest service, such as dropped calls and his phone not ringing to announce a call. He reported the problem several times, but his service has not been fixed as of Tuesday, 9/13/22.

REGULATED - COMPLAINT - CUSTOMER SERVICE

██████████ states CenturyLink/Qwest was supposed to repair his service problem; however, the technicians do not show up and the repair ticket keeps getting cancelled.
#missed commitment

9/13/2022 CPNI CenturyLink/Qwest CPNI AUTHORIZED

Customer gave consent for CenturyLink/Qwest to release CPNI account information to PUC.

9/13/2022 QUESTIONS TO CLQ

9/13/2022 3:25:00 PM CALL TAKEN BY KIM

██████████ called to get help with CenturyLink/Qwest.

██████████ states for at least 2 months he has been having issues with his home phone service. He states that calls drop, or people call and the phone does not ring. Additionally, he states randomly the service will go and be out for 2 or 3 days and then just come back on.

██████████ states she has contacted CLQ multiple times and has received multiple repair dates and each time no one comes out and the ticket is cancelled with no resolution. He also states when he contacts CL they ping the line and they have told him there is a problem between the pole and his house.

He got a call this morning, verifying they were coming out, then the phone went out and no one came out.

He also wanted it noted that he has linebacker and he had them come out to replace jacks in his house that no longer work but the technician stated they were not able to get to all the lines and they put in a temp line on his house but will not come out to fix the jacks that do not work.

Analyst: drios

Open Date: 9/13/2022

As a note he cannot get satellite phone service because of where he is located. And he was told the only way to get it to work would be to cut down multiple old growth trees.

I explained we will contact the company and work on the issues. I also stated that because he does not have a cell phone or cell reception we will mark it as URGENT.

9/13/2022 4:21:00 PM QUESTIONS TO CLQ

Please provide a three-month repair history in the following format:

Q. Date/time received

A.

Q. Commitment date/time - if more than 48 hours, please explain why.

A.

Q. Date/time repair completed

A.

Q. Cause of trouble

A.

Q. What repairs were done

A.

If multiple tickets filed, please group each ticket above in the same format.

Q. Is the customer entitled to any out of service credits?

A.

Q. If yes, what is the amount of the credit, how was it calculated (please include the total monthly bill cost)? What statement will the credit appear on?

A.

Q. Were any commitment dates missed? Please add specific dates. Please explain why they were missed. Were the missed commitments under the same repair ticket? Please elaborate.

A.

Q. Please explain when and how the missed commitment was communicated to the customer.

A.

Q. Has the customer received the appropriate missed commitment credit(s)? If no credits were applied, please explain the situation.

A.

Q. What is the amount of the credit and what statement will the credit appear on?

A.

Q: Please provide any other relevant information that would be helpful addressing the customer's complaint.

A:

Analyst: drios

Open Date: 9/13/2022

9/13/2022 5:04:00 PM EMAIL TO CLQ - CASE RECORD (URGENT)

From: RIOS Deanna * PUC
Sent: Tuesday, September 13, 2022 5:04 PM
To: CenturyLink - Qwest <uswpuc@centurylink.com>
Subject: ***URGENT*** NEW OREGON PUC COMPLAINT - [REDACTED] - [REDACTED]

Good evening,

Please review the attached complaint and respond to the questions within addressed to CenturyLink.
Thanks!

Deanna Rios
Hours: Tuesday-Friday 7:00-5:30
Sr Compliance Specialist (Lead)
Consumer Services Section
Oregon Public Utility Commission
Cell: 971.375.5100
deanna.rios@puc.oregon.gov

9/14/2022 12:11:00 PM EMAIL FROM DOUG - PARTIAL RESPONSE

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Wednesday, September 14, 2022 12:11 PM
To: RIOS Deanna * PUC <Deanna.RIOS@puc.oregon.gov>
Subject: RE: ***URGENT*** NEW OREGON PUC COMPLAINT - [REDACTED] - [REDACTED]
[ref:_00D412HUz0._5004N17u2ae:ref]

Hello Deanna,

Here is the 3-month history:

08/31 @ 11:06am
Clicking on the line
Commit 09/06 by 6:30pm
Cleared 09/01 @ 3:30pm
Tech noted "restored carrier". Unsure what else was done.

09/05 @ 12:33pm
Out of service
Commit 09/09 by 6:30pm
Cleared 09/07 @ 3pm
Replaced maintenance unite and line card.

09/09 @ 3:12pm
Out of service
Commit 09/14 by 6pm

Analyst: drios

Open Date: 9/13/2022

Cleared 09/14 @ 11:23am

Repaired Central Office transmission equipment.

There are no other account notes during this 3 month period.

There are presently no dispatches set up. The last ticket claims to be resolved after the complaint was sent to the PUC. Could you please verify if another ticket is still needed?

No commitments have been missed.

The customer is owed credit, but I would like to first confirm if service is still out or not.

Kind regards,

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

9/14/2022 1:17:00 PM VOICE MAIL TO CUSTOMER TO CALL ME

I left a brief message asking [REDACTED] to return my call. I told him I received a partial response from the phone company indicating his service was repaired at 11:23 yesterday. I am calling to confirm his service is working. Once I confirm the service is working the regulatory liaison can figure out the credit for the time out of service. I provided our local and toll-free number for [REDACTED] to return my call.

9/14/2022 3:16:00 PM CALL TAKEN BY RICH - CUSTOMER RTN'D CALL

From: BONTRAGER Richard * PUC <Richard.BONTRAGER@puc.oregon.gov>
Sent: Wednesday, September 14, 2022 3:16 PM
To: RIOS Deanna * PUC <Deanna.RIOS@puc.oregon.gov>
Subject: [REDACTED]

Please call him at [REDACTED]. You were on a call already.

9/14/2022 3:57:00 PM CALL TO CUSTOMER

I returned [REDACTED] call and we finally connected. He said he received a call from a man at CLQ stating they had addressed the repair problem. However, within a half hour he was speaking with a friend from Arizona and the call dropped. Then he received a "global call" from CLQ stating a ticket had been generated and that call dropped mid-way, too, so the issue has not been resolved.

[REDACTED] said he wondered if it had anything to do with the temporary line CLQ ran a year or two ago to get him phone service. He said he had five jacks and none worked. Based on [REDACTED] description, it appears this may be "inside wire" that was ran from the NID to an upstairs jack to get his service to work. CLQ never came back to finish the permanent install of that wire. He has LineBacker (inside wire maintenance plan) on his account; hopefully, it will cover the work that was never completed.

Analyst: drios

Open Date: 9/13/2022

He has also heard several other versions of what is wrong from the technicians. He said he is out in the woods, the telephone pole is about 300' away. The line goes underground up his driveway to the NID and then up the side of his house. The line has been tacked to the house with U shaped nails.

He has been told there is problem between the pole and his house, a problem with a switch that is offsite, CL has "pinged" his service from the central office to the pole, from the pole to the house, but he still does not have stable, working service.

I told [REDACTED] I would let the liaison know his service is still not working and see if I can get someone to go out and fix the inside wiring work that was never completed.

9/14/2022 4:28:00 PM EMAIL TO DOUG - SERVICE STILL NOT WORKING

From: RIOS Deanna * PUC

Sent: Wednesday, September 14, 2022 4:28 PM

To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>

Subject: ***URGENT*** NEW OREGON PUC COMPLAINT - [REDACTED] - [REDACTED] - SERVICE NOT WORKING [ref:_00D412HUz0._5004N17u2ae:ref]

Hi Doug,

See notes below. The customer's service is still not stable and working correctly. He also has unfinished inside wiring work that CLQ never completed. He has LineBacker and I am hoping that covers this permanent completion of the work if you are unable to locate a work order for him when his service was installed. The customer did not have specific date to give me, unfortunately, of when that work took place.

Deanna

Notes included:

9/14/2022 3:57:00 PM CALL TO CUSTOMER

9/14/2022 4:32:00 PM EMAIL TO DOUG - MEDICAL ISSUE/REQ ESCALATION

From: RIOS Deanna * PUC

Sent: Wednesday, September 14, 2022 4:32 PM

To: CenturyLink - Qwest <uswpuc@centurylink.com>

Subject: FW: ***URGENT*** NEW OREGON PUC COMPLAINT - [REDACTED] - [REDACTED] - [REDACTED] - MEDICAL NEED [ref:_00D412HUz0._5004N17u2ae:ref]

Hey,

I forgot to mention the customer told me he has heart issues, so his phone is essential to him given his remote location. Any escalation possible would be appreciated. Thanks!

Deanna

Analyst: drios

Open Date: 9/13/2022

9/15/2022 1:06:00 PM EMAIL FROM DOUG - REQ ESCALATED TICKET

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Thursday, September 15, 2022 1:06 PM
To: RIOS Deanna * PUC <Deanna.RIOS@puc.oregon.gov>
Subject: RE: FW: ***URGENT*** NEW OREGON PUC COMPLAINT - [REDACTED]
[REDACTED] - MEDICAL NEED [ref:_00D412HUz0._5004N17u2ae:ref]

Hello Deanna,

Thanks for the additional information. I am requesting an urgent repair ticket be created, based on the customer's medical issues.

I'll let you know once I have an appointment confirmation.

Regards,

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

9/15/2022 1:06:00 PM EMAIL FROM DOUG - REQ URGENT TICKET

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Thursday, September 15, 2022 1:06 PM
To: RIOS Deanna * PUC <Deanna.RIOS@puc.oregon.gov>
Subject: RE: FW: ***URGENT*** NEW OREGON PUC COMPLAINT - [REDACTED] - [REDACTED]
[REDACTED] - MEDICAL NEED [ref:_00D412HUz0._5004N17u2ae:ref]

Hello Deanna,

Thanks for the additional information. I am requesting an urgent repair ticket be created, based on the customer's medical issues.

I'll let you know once I have an appointment confirmation.

Regards,

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

9/19/2022 10:28:00 AM EMAIL FROM DOUG - TICKET CLOSED/NO TROUBLE FOUND

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>

Analyst: drios

Open Date: 9/13/2022

Sent: Monday, September 19, 2022 10:28 AM

To: RIOS Deanna * PUC <Deanna.RIOS@puc.oregon.gov>

Subject: RE: FW: ***URGENT*** NEW OREGON PUC COMPLAINT - [REDACTED] - [REDACTED]
[REDACTED] - MEDICAL NEED [ref:_00D412HUz0._5004N17u2ae:ref]

Good morning Deanna,

The technician closed his ticket 09/16 @ 4:33pm, stating No Trouble Found. There are no additional notes.

I'm reaching out to the area supervisor to see if he has information about temp line and other details of the complaint.

I'll let you know as soon as I hear back.

Thank you,

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

9/19/2022 2:41:00 PM EMAIL FROM DOUG - RESPONSE/REPAIRED

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>

Sent: Monday, September 19, 2022 2:41 PM

To: RIOS Deanna * PUC <Deanna.RIOS@puc.oregon.gov>

Subject: RE: FW: ***URGENT*** NEW OREGON PUC COMPLAINT - [REDACTED] - [REDACTED]
[REDACTED] - MEDICAL NEED [ref:_00D412HUz0._5004N17u2ae:ref]

Hi Deanna,

The area supervisor sent one of his technicians back out today.

He wanted to clarify any confusion that the "temporary" line the customer refers to, is actually permanent.

On his visit today, he found that rodents chewed the line. He repaired it and the customer is back in service.

Please let me know if you have any questions!

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

Analyst: drios

Open Date: 9/13/2022

Oregon Public Utility Commission

Specialist: MALM, KIM

Name: [REDACTED] Commercial:
Language:

Addresses: [REDACTED] (LOC) (INVOLVED)

E-mail: [REDACTED] DOCKET #

Phones: [REDACTED] (INVOLVED)

Contacts:

Subject:

Comments:

COMPANY REVERSAL	CATEGORY COMPLX	STAFF UNRS	SAVINGS DET.	CLASS OPEN/MODE	TYPE BY	SUBTYPE CLOSE/MODE	FORMAL BY
0031 T QWESTC No	REGU No	No	112.71	RCOM 9/21/2022/TELE	RCSE kamalm	RSRP 10/12/2022/TELE	kamalm
0031 T QWESTC No	REGU No	No	C	RCOM 9/21/2022/TELE	RCCS kamalm	RCBL 10/12/2022/TELE	kamalm

Call Taken (date): 9/21/2022 By: cmspenst
Open Date: 9/21/2022 Opened By: kamalm

Disconnect Notice Due: **Disconnected:** **Out of Service:** 8/27/2022

9/21/2022 CODE DETAIL

REGULATED - COMPLAINT - SERVICE - REPAIR

[REDACTED] states her phone service with CenturyLink/Qwest has been in and out since August 27. She also states she has had 5 repair tickets and no one has ever come out that she is aware of.

REGULATED - COMPLAINT - CUSTOMER SERVICE

[REDACTED] states her phone service with CenturyLink/Qwest has been in and out since August 27. She also states she has had 5 repair tickets and no one has ever come out that she is aware of.

9/21/2022 CPNI CLQ CPNI AUTHORIZED

Analyst: kamalm

Open Date: 9/21/2022

Customer gave consent for CLQ to release CPNI account information to PUC.

9/21/2022 3:10:00 PM CALL TAKEN BY CARISSA

██████ has a service outage issue with her phone from CenturyLink.

She said that her phone went out in 8-27-2022. She took a regular old plug in phone and tested it at the box outside to see if there was dial tone and there was not. So, she called CLQ to get a repair ticket opened. She said she's 87 years old so she knows how to test the phone and how it's supposed to work.

She called and told them there is no dial tone, in or out. She has to use her cell phone, but she has to drive quite a ways to get a signal. There is no tower anywhere near her home.

When she called, she was told there was a repair ticket open and they would be out to fix it. Well no one came.

She said that she has voicemail that is through CLQ and sometimes it will work at other times it will not. CLQ had left her a message stating the phone had been fixed but instead of calling her cell phone, they called her home phone, which of course doesn't work.

Also, she said the phone has been working ONLY for a few minutes on the 30th, the 1st, the 6th, the 8th and yesterday. They are supposed to come out again tomorrow but since no one has actually shown up, and so far she's had a total of 5 repair tickets since the 27th, she highly doubts it will be repaired or anything will be done.

She said cell service does not work at her house, but she is able to get emails because the data comes through. If we need to reach her with any updates please contact her via email.

I told ██████ her complaint will be assigned to an investigator and marked as urgent. We will contact her as soon as we have any information.

9/21/2022 4:45:00 PM QUESTIONS FOR CLQ

Q. Please provide a one year repair history. If the regulated service is provided in a bundle with non-regulated services; include all repair history reports affecting the regulated service, regardless of whether the outage was reported on the regulated or unregulated service portion of the line.

A.

Q. Is this an area-wide problem or isolated to this customer?

A.

Q. If it is an area-wide problem, please identify the cause of the trouble affecting multiple customers. Please include in your response whether this widespread outage involves an engineering project to replace the cable in this area.

A.

Q. What is the time frame for completion of the project?

Analyst: kamalm

Open Date: 9/21/2022

A.

Q. Is the customer entitled to any out of service credits? If yes, what is the amount of the credit, how was it calculated (please include the total monthly bill cost)? What statement will the credit appear on?

A.

Q. Were any commitment dates missed? Please add specific dates. Please explain why they were missed. Were the missed commitments under the same repair ticket? Please elaborate. Please explain when and how the missed commitment was communicated to the customer. Has the customer received the appropriate missed commitment credit(s)? If no credits were applied, please explain the situation.

A.

Q. What is the amount of the credit and what statement will the credit appear on?

A.

Q. Was the company notified of a need under OAR 860-023-0055(6)(c), i.e. medical need, business service, no access to 911, no alternative phone service (cell phone), etc.? If yes, when were you first notified? If so, what specific steps were taken to expedite this customer's repair ticket?

A.

Please provide any additional information that can help to resolve this complaint.

9/21/2022 4:54:00 PM EMAIL TO CLQ - CASE/QUESTIONS

From: MALM Kim * PUC

Sent: Wednesday, September 21, 2022 4:54 PM

To: Customer Advocacy (PUC) <uswpuc@centurylink.com>

Subject: URGENT - OPUC - NEW CASE - [REDACTED]

Importance: High

Hello,

Please review the attached case record and respond to the questions listed.

Thank you,

Kim Malm

Compliance Specialist

Oregon Public Utility Commission

Kim.Malm@puc.oregon.gov ***Please note new email address***

Wk Cell: 971-375-5092

Fax 503-378-5743

9/21/2022 5:04:00 PM EMAIL FROM CLQ - CASE ASSIGNED

Analyst: kamalm

Open Date: 9/21/2022

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Wednesday, September 21, 2022 5:04 PM
To: MALM Kim * PUC <Kim.MALM@puc.oregon.gov>; corey.tidwell@lumen.com
Subject: RE: URGENT - OPUC - NEW CASE - [REDACTED] [
ref:_00D412HUz0._5004N18RUFfe:ref]

Good evening,

This case has been assigned to Corey Tidwell for research and resolution.

Please let me know if you have any questions.

Thank you,

Tressa Carter
Case Manager
Customer Advocacy Group
Lumen

9/22/2022 4:45:00 PM CALL FROM CUSTOMER - COMPLAINT

[REDACTED] called to make a complaint. I let her know that when she called yesterday a complaint was opened and I am the investigator on her case. I advised we are very aware of the issues in her area and we are pushing on CL to get the service fixed long term.

9/28/2022 5:18:00 PM EMAIL FROM CLQ - RESPONSE 1 - MORE TO COME

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Wednesday, September 28, 2022 5:18 PM
To: MALM Kim * PUC <Kim.MALM@puc.oregon.gov>
Subject: RE: URGENT - OPUC - NEW CASE - [REDACTED] [
ref:_00D412HUz0._5004N18RUFfe:ref]

Hi Kim,

I received an update from our repair department that this customer was impacted by an outage that has been resolved.

I have requested our repair agent verify when it was resolved, I can't see this group outage in my systems.

I should have another update soon with more outage information, and answers to the additional questions you provided.

Regards,

Corey Tidwell

Analyst: kamalm

Open Date: 9/21/2022

Case Manager
Customer Advocacy Group
Office : 208-207-2236
Corey.Tidwell@Lumen.com

9/30/2022 9:41:00 AM EMAIL FROM CLQ - RESPONSE 2

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Friday, September 30, 2022 9:41 AM
To: MALM Kim * PUC <Kim.MALM@puc.oregon.gov>
Subject: RE: URGENT - OPUC - NEW CASE - [REDACTED] [ref:_00D412HUz0._5004N18RUFfe:ref]

Hi Kim,

I was advised by repair the outage was resolved on 09/22/2022.

9/21/2022 4:45:00 PM QUESTIONS FOR CLQ

Q. Please provide a one year repair history. If the regulated service is provided in a bundle with non-regulated services; include all repair history reports affecting the regulated service, regardless of whether the outage was reported on the regulated or unregulated service portion of the line.

A. Ticket 0402692 created 09/01/2022 outage resolved 09/16/2022

B. Ticket 0396430/541899BB063 created 08/30/2022 10:53AM resolved 08/31/2022 3:58PM replaced power card

C. Ticket 0390943 created 08/29/2022 10:23 AM closed 08/29/2022 plant electronics multiplex pair gain

Q. Is this an area-wide problem or isolated to this customer?

A. Isolated to a few customers serviced out of the terminal

Q. If it is an area-wide problem, please identify the cause of the trouble affecting multiple customers. Please include in your response whether this widespread outage involves an engineering project to replace the cable in this area.

A. No engineering project

Q. What is the time frame for completion of the project?

A. N/A

Q. Is the customer entitled to any out of service credits? If yes, what is the amount of the credit, how was it calculated (please include the total monthly bill cost)? What statement will the credit appear on? YES the customer has been mostly out of service from 08/27-09/22, per tariffs I credited 1&1/2 months service \$112.71 (monthly \$74.15) This credit has been issued, and will show on their 10/28/2022 billing statement.

Analyst: kamalm

Open Date: 9/21/2022

Q. Were any commitment dates missed? Please add specific dates. Please explain why they were missed. Were the missed commitments under the same repair ticket? Please elaborate. Please explain when and how the missed commitment was communicated to the customer. Has the customer received the appropriate missed commitment credit(s)? If no credits were applied, please explain the situation.

A. With local area outages the due dates are estimated time of repair subject to change based on waiting on parts etc.

Q. What is the amount of the credit and what statement will the credit appear on?

A.N/A

Q. Was the company notified of a need under OAR 860-023-0055(6)(c), i.e. medical need, business service, no access to 911, no alternative phone service (cell phone), etc.? If yes, when were you first notified? If so, what specific steps were taken to expedite this customer's repair ticket?

A. The repair was completed as soon as possible expedites requested to repair escalation due to amount of time and customers need for 911 access.

Regards,

Corey Tidwell
Case Manager
Customer Advocacy Group
Office : 208-207-2236
Corey.Tidwell@Lumen.com

10/6/2022 12:55:00 PM CALL TO CUSTOMER - SERVICE STILL OUT

I contacted [REDACTED] to follow up in regard to her home phone service. She stated the service is still out and has not worked since it started 2 months ago. She picked up her landline while I was talking to her and stated there was still no dial tone. She also stated no one has contacted her and she has not seen a technician.

I let [REDACTED] know we are looking very closely at the issues in her are and I will be opening a new ticket for her service.

10/6/2022 12:58:00 PM EMAIL TO CLQ - CUSTOMERS SERVICE IS STILL OUT

From: MALM Kim * PUC
Sent: Thursday, October 6, 2022 12:58 PM
To: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Cc: PUC_GR-Senior Consumer <PUC_Consumers@puc.oregon.gov>
Subject: RE: URGENT - OPUC - NEW CASE - [REDACTED] [ref:_00D412HUz0._5004N18RUF:ref]
Importance: High

Hi Corey,

Analyst: kamalm

Open Date: 9/21/2022

I spoke with [REDACTED] today and her phone is still down. Please advise how the customer was contacted to verify the service issue was resolved? Additionally, please open a new expedited ticket for repair.

Thank you,

Kim Malm
Compliance Specialist
Oregon Public Utility Commission
Kim.Malm@puc.oregon.gov ***Please note new email address***
Wk Cell: 971-375-5092
Fax 503-378-5743

10/6/2022 1:22:00 PM EMAIL FROM CLQ - WILL DISPATCH EXPEDITED TICKET

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Thursday, October 6, 2022 1:22 PM
To: MALM Kim * PUC <Kim.MALM@puc.oregon.gov>
Subject: RE: URGENT - OPUC - NEW CASE - [REDACTED] [
ref:_00D412HUz0._5004N18RUF:ref]

Hi Kim,

I sent a request to repair to open a new ticket and expedite assistance in restoring the service.

With outages, customers are notified by an automate phone call when they have been cleared. Customers can also request email and text notifications for repair issues as well.

Once repair schedules a new dispatch, I'll provide an update with the details.

Regards,

Corey Tidwell
Case Manager
Customer Advocacy Group
Office : 208-207-2236
Corey.Tidwell@Lumen.com

10/11/2022 3:02:00 PM EMAIL FROM CLQ - CUSTOMER DISCONNECTED SERVICE

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Tuesday, October 11, 2022 3:02 PM
To: MALM Kim * PUC <Kim.MALM@puc.oregon.gov>
Subject: RE: URGENT - OPUC - NEW CASE - [REDACTED] [
ref:_00D412HUz0._5004N18RUF:ref]

Hi Kim,

Analyst: kamalm

Open Date: 9/21/2022

Our repair team advised this customer placed a disconnect order for their service due to the extended outage on 10/03/2022 due for 10/11/2022 order #D29725462.

All out of service credits have been issued.

Regards,

Corey Tidwell
Case Manager
Customer Advocacy Group
Office : 208-207-2236
Corey.Tidwell@Lumen.com

10/12/2022 1:50:00 PM CALL TO CUSTOMER TO CLOSE

I contacted [REDACTED] and she verified that she did disconnect her service. She states she could not wait longer to have a reliable phone and she switched to an internet phone.

I explained the OOS credit that was issued and again advised the PUC is keeping a close eye on her area. I advised that if in the future she wants to get her landline back to please reach out. I also asked her to please call me if she does not see the OOS credit on her next bill.

[REDACTED] thanked me for getting back to her.

10/12/2022 2:00:00 PM DETERMINATION

DETERMINATION: A customer service fault has been assigned to CenturyLink/Qwest for missed repair commitments to the customer. CLQ did not issue any credits and asserted that because this was area wide, the commitment dates are fluid.

10/12/2022 2:23:00 PM EMAIL TO CLQ - CLOSED CASE

From: MALM Kim * PUC
Sent: Wednesday, October 12, 2022 2:23 PM
To: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Subject: CLOSED CASE - [REDACTED]

Hello,

Attached is the closed case for [REDACTED].

Thank you,

Kim Malm
Compliance Specialist
Oregon Public Utility Commission
Kim.Malm@puc.oregon.gov ***Please note new email address***

Analyst: kamalm

Open Date: 9/21/2022

Wk Cell: 971-375-5092

Fax 503-378-5743

Oregon Public Utility Commission

Specialist: Harrison, Danielle R

Name: [Redacted] Commercial:
Language:

Addresses: [Redacted] (LOC) (INVOLVED)

E-mail: [Redacted] DOCKET #

Phones: [Redacted] (ACCT) (INVOLVED)
[Redacted] (ACCT)
[Redacted] (CELL)

Contacts:

Subject:

Comments:

COMPANY REVERSAL	CATEGORY COMPLX	STAFF UNRS	SAVINGS DET.	CLASS OPEN/MODE	TYPE BY	SUBTYPE CLOSE/MODE	FORMAL BY
0031 T QWESTC No	REGU No	No	173.6	RCOM 9/21/2022/TELE	RCSE drharris	RSRP 10/6/2022/TELE	drharris
0031 T QWESTC No	REGU No	No	C	RCOM 9/21/2022/TELE	RCCS drharris	RCBL 10/6/2022/TELE	drharris
0031 T QWESTC No	REGU No	No		RCOM 9/21/2022/TELE	RCCS drharris	RCBL 10/6/2022/TELE	drharris

Call Taken (date): 9/21/2022
Open Date: 9/21/2022

By: kamalm
Opened By: drharris

Disconnect Notice Due: Disconnected: Out of Service:

9/21/2022 CODE DETAIL

REGULATED - COMPLAINT - SERVICE - REPAIR

[Redacted] is concerned his CenturyLink phone service has been out for three weeks with no updates on when it will be repaired. He is concerned there is no cell phone reception in his area and is not able to call if there is an emergency.

REGULATED - COMPLAINT - CUSTOMER SERVICE

Analyst: drharris

Open Date: 9/21/2022

It was discovered during the investigation that CenturyLink quoted an extended due date. The customer filed a ticket on August 30, 2022, and CenturyLink quoted a repair date of September 23, 2022. Repairs were completed on September 22, 2022.

#Due Date

REGULATED - COMPLAINT - CUSTOMER SERVICE

██████████ states after contacting CenturyLink about his phone outage, he was told a technician would be out, but no one showed.

#Missed Commitment

9/21/2022 CPNI CenturyLink/Qwest CPNI AUTHORIZED

Customer gave consent for CenturyLink/Qwest to release CPNI account information to PUC.

9/21/2022 2:45:00 PM CALL TAKEN BY KIM

██████████ called to complain about his CenturyLink/Qwest phone service.

██████████ states he is in the Jacksonville area and his phone has been out for about 3 weeks. He stated that he understands he is not the only one. ██████████ stated there is no cell reception and each time there is supposed to be a technician out, no one shows up and the service is still not working.

He also stated that once in a while they can get a call out but the call drops.

I explained to ██████████ that the PUC is aware of the issues and we are currently working on getting a resolution from CLQ. I explained we will contact the company in regard to his concerns and let him know what we find out.

9/21/2022 3:33:00 PM QUESTIONS TO CENTURYLINK

From: HARRISON Danielle * PUC

Sent: Wednesday, September 21, 2022 3:33 PM

To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>

Subject: ****URGENT**** OR/PUC - ██████████

Please see attached URGENT case and answer the following questions:

1. Please provide a 5-month repair history in the following format:

Q. Date/time received

A.

Q. Commitment date/time

A.

Q. Date/time repair completed

A.

Q. Cause of trouble

A.

Q. What repairs were done

Analyst: drharris

Open Date: 9/21/2022

A.

2. Is this an area-wide problem or isolated to this customer?
3. If it is an area-wide problem, please identify the cause of the trouble affecting multiple customers. Please include in your response whether this widespread outage involves an engineering project to replace the cable in this area.
4. What is the time frame for completion of the project?
5. Is the customer entitled to any out of service credits?
6. If yes, what is the amount of the credit, how was it calculated (please include the total monthly bill cost)? What statement will the credit appear on?
7. Were any commitment dates missed? Please add specific dates. Please explain why they were missed. Were the missed commitments under the same repair ticket? Please elaborate.
8. Please explain when and how the missed commitment was communicated to the customer.
9. Has the customer received the appropriate missed commitment credit(s)? If no credits were applied, please explain the situation.
10. What is the amount of the credit and what statement will the credit appear on?
11. Was the company notified of a need under OAR 860-023-0055(6)(c), i.e. medical need, business service, no access to 911, no alternative phone service (cell phone), etc.? If yes, when were you first notified?
12. What specific steps were taken to expedite this customer's repair ticket?
13. Please provide any additional details related to this complaint.

Danielle Harrison
Compliance Specialist
Oregon Public Utility Commission
Danielle.Harrison@puc.oregon.gov
Work 971-375-5087
Fax 503-378-5743

9/21/2022 4:39:00 PM EMAIL FROM CENTURYLINK - WILL RESPOND

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Wednesday, September 21, 2022 4:39 PM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>; jerolyn.ochs@lumen.com
Subject: RE: **URGENT** OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N18RRq7:ref]

Analyst: drharris

Open Date: 9/21/2022

Good evening,

This case has been assigned to Jerolyn Ochs for research and resolution.

Please let me know if you have any questions.

Thank you,

Tressa Carter
Case Manager
Customer Advocacy Group
Lumen

9/21/2022 5:54:00 PM EMAIL FROM CENTURYLINK - KNOWN ISSUE

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Wednesday, September 21, 2022 5:54 PM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: ****URGENT**** OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N18RRq7:ref]

Hi Danielle-

This is a known issue and a pair gain failure that we already have a scheduled repair for on 09/23/2022. I will advise you by Monday of the results of the ticket.

Thanks.

Jerolyn Ochs
Regulatory Analyst
Customer Advocacy Group
(720) 888-8943

9/28/2022 5:17:00 PM EMAIL FROM CENTURYLINK - RESPONSE

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Wednesday, September 28, 2022 5:17 PM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: ****URGENT**** OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N18RRq7:ref]

Good day-

Here is the history for this customer for 5 months.
Any questions that are not answered in the template are below.

Telephone number: [REDACTED]
Repair ticket initiated: 08/31/2022

Analyst: drharris

Open Date: 9/21/2022

Customer reported: No Dialtone
Commit date: 09/01/2022
Services repaired:09/02/2022
Summary of repair: Repair to PG system

Telephone number: [REDACTED]
Repair ticket initiated: 08/30/2022
Customer reported: No Dialtone
Commit date: 09/23/2022
Services repaired: 09/22/2022
Summary of repair: Reload in Central Office Reload controllers
Adjustment: \$173.60 2 months @ \$86.80 for each month

Jerolyn Ochs
Regulatory Analyst
Customer Advocacy Group
(720) 888-8943

9/29/2022 10:47:00 AM VOICE MAIL TO CUSTOMER- TO CLOSE

I attempted to contact [REDACTED] regarding his concerns with CenturyLink. I got his voicemail and left the following message. CenturyLink indicated his services were repaired on September 22, 2022. They also issued credits to your account for two months of no service. Thank you for bringing your concerns to our attention and your area is once the Commission is watching closely. If you have any issues in the next 30 days, please let me know. Beyond that, please continue to file tickets with the company as this helps the PUC hold them accountable. I did issue a fault for the company not repairing your services in a timely manner, which again is another way we can help hold the company accountable to the rules. If you have any additional questions or concerns, please call me back at toll free 1-800-522-2404 or 503-378-6600. Thank you again for bringing your concerns to our attention and have a great day.

10/6/2022 10:35:00 AM EMAIL TO CENTURYLINK - CLOSED CASE

From: HARRISON Danielle * PUC
Sent: Thursday, October 6, 2022 10:35 AM
To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>
Subject: CLOSED CASE - OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N18RRq7:ref]

For your records, this case is closed.

Danielle Harrison
Compliance Specialist
Oregon Public Utility Commission
Danielle.Harrison@puc.oregon.gov
Work 971-375-5087
Fax 503-378-5743

Analyst: drharris

Open Date: 9/21/2022

10/7/2022 DETERMINATION

A customer service fault is assigned to CenturyLink for quoting an extended due date. The customer filed a ticket on August 30, 2022, and CenturyLink quoted a repair date of September 23, 2022. Repairs were completed on September 22, 2022.

Oregon Public Utility Commission

Specialist: Harrison, Danielle R

Name: [Redacted] Commercial:
Language:

Addresses: [Redacted] (LOC) (INVOLVED)

E-mail: [Redacted] DOCKET #

Phones: [Redacted] (CBR) (INVOLVED)

Contacts:

Subject:

Comments:

COMPANY REVERSAL	CATEGORY COMPLX	STAFF UNRS	SAVINGS DET.	CLASS OPEN/MODE	TYPE BY	SUBTYPE CLOSE/MODE	FORMAL BY
0031 T QWESTC No UM 2206	REGU No	No		RCOM 9/30/2022/INET	RCSE drharris	RSRP 10/25/2022/TELE	drharris

Call Taken (date): 9/30/2022 By: cmspenst
Open Date: 9/30/2022 Opened By: drharris

Disconnect Notice Due: Disconnected: Out of Service:

9/30/2022 CODE DETAIL
REGULATED - COMPLAINT - SERVICE - REPAIR

[Redacted] states she has had dropped calls on her phone service with CenturyLink/Qwest since September 21. She filed a ticket on 9/21 with a due date of 9/23, but it was closed without repair. Stacey filed another ticket 9/29 for no dial tone, and again the ticket was closed without repair.

9/30/2022 12:13:00 PM EMAIL FROM JOE-FORWARDED FROM JACKSONVILLE
From: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Sent: Friday, September 30, 2022 12:13 PM
To: PUC PUC.FilingCenter * PUC <PUC.FILINGCENTER@puc.oregon.gov>; PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>
Cc: HELLMAN Marc * PUC <Marc.HELLMAN@puc.oregon.gov>; Smith Natascha B <natascha.b.smith@doj.state.or.us>
Subject: Add to UM 2206

Analyst: drharris

Open Date: 9/30/2022

Good morning team,

Please add the email below to dockets UM 2206, thanks.

Joseph Bartholomew
Oregon Public Utility Commission
Senior Telecommunication/Water Analyst
201 High St SE. Suite 207
Salem, OR 97301
503-689-4016
Joseph.bartholomew@puc.oregon.gov

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Friday, September 30, 2022 12:07 PM
To: BARTHLOMEW Joseph * PUC <Joseph.BARTHLOMEW@puc.oregon.gov>
Subject: So much for the new line

Joseph:

Please add this to the record in Um 2206/Um 1908. To say it is deeply disappointing and disturbing is an understatement.

Thank you.
Priscilla

Begin forwarded message:

From: [REDACTED]
Date: September 30, 2022 at 10:49:06 AM PDT
To: Priscilla Weaver <priscilla@saltmarshranch.com>
Subject: CL Repair Tickets

Hi Priscilla,

Yesterday I called the "dedicated" line to report a no dial tone for 5 minutes after a quick electrical blip off/on yesterday morning at 8:34am. When I called the rep, Devina, had no clue about our area's landline situation or zip code. I had to explain the whole thing. I was also told that the repair ticket # I called in last week for dropped calls and a "low voltage" code returned was "completed" and closed without any communication from CL. The same thing happened from yesterday's ticket#. It'e been "completed" and closed without any contact from CL - no call, text or email in either situation.

Analyst: drharris

Open Date: 9/30/2022

It feels like nothing has changed. They are not addressing current issues and are closing out ticket #'s with no contact or resolution to the customer. I spent 2 hours on the phone with CL yesterday. Infuriating!

9/30/2022 1:29:00 PM EMAIL TO PRISCILLA-NEED [REDACTED] EMAIL ADDY

From: PUC CONSUMER PUC * PUC
Sent: Friday, September 30, 2022 1:29 PM
To: 'priscilla@saltmarshranch.com' <priscilla@saltmarshranch.com>
Subject: RE: Add to UM 2206

Hello Priscilla,
Do you happen to have [REDACTED] email address so that we can get her address and phone number from her?

Thank you,
Carissa M. Spent
Carissa M. Spent
Compliance Specialist
Oregon Public Utility Commission
Puc.consumer@puc.oregon.gov
1-800-522-2404/503-378-6600
503-378-5743 (fax)

9/30/2022 1:44:00 PM EMAIL FROM PRISCILLA-[REDACTED] EMAIL ADDRESS

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Friday, September 30, 2022 1:44 PM
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>
Cc: [REDACTED]
Subject: Re: Add to UM 2206

[REDACTED]
Priscilla

9/30/2022 1:53:00 PM EMAIL TO [REDACTED]

From: PUC CONSUMER PUC * PUC
Sent: Friday, September 30, 2022 1:53 PM
To: [REDACTED]
Subject: FW: CenturyLink Repair Issue-Requestion from Oregon Public Utility Commission

Hello [REDACTED]:

Analyst: drharris

Open Date: 9/30/2022

Pricilla forwarded the below information to us. However could you reply with your address and phone number so we can look into the issue for you? Also, for verification, was it the 844-304-5337 number you called?

What was the most recent ticket number you had opened?

Thank you,
Carissa M. Spent
Carissa M. Spent
Compliance Specialist
Oregon Public Utility Commission
Puc.consumer@puc.oregon.gov
1-800-522-2404/503-378-6600
503-378-5743 (fax)

Begin forwarded message:

From: [REDACTED]
Date: September 30, 2022 at 10:49:06 AM PDT
To: Priscilla Weaver <priscilla@saltmarshranch.com>
Subject: CL Repair Tickets

Hi Priscilla,

Yesterday I called the "dedicated" line to report a no dial tone for 5 minutes after a quick electrical blip off/on yesterday morning at 8:34am. When I called the rep, Devina, had no clue about our area's landline situation or zip code. I had to explain the whole thing. I was also told that the repair ticket # I called in last week for dropped calls and a "low voltage" code returned was "completed" and closed without any communication from CL. The same thing happened from yesterday's ticket#. It'e been "completed" and closed without any contact from CL - no call, text or email in either situation.

It feels like nothing has changed. They are not addressing current issues and are closing out ticket #'s with no contact or resolution to the customer. I spent 2 hours on the phone with CL yesterday. Infuriating!

9/30/2022 2:32:00 PM EMAIL FROM CUSTOMER- INFORMATION

From: [REDACTED]
Sent: Friday, September 30, 2022 2:32 PM
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>
Cc: Priscilla Weaver <priscilla@saltmarshranch.com>
Subject: Re: CenturyLink Repair Issue-Requestion from Oregon Public Utility Commission

Analyst: drharris

Open Date: 9/30/2022

Hi Carissa,

Account Name: Applegate Gold LLC - [REDACTED]

Landline#: [REDACTED]

Address: [REDACTED]

Currently, I have a dial tone, but outgoing calls to cell phones will not connect. A busy signal sound immediately comes on. Only calls to landlines will connect. I tested this many times today. I can receive calls, but can only call out to landlines. Not OK!

Sept 21, 2022 - called old support line for Business Accounts

Ticket #: 260224144

Calls would drop after 30 seconds. The rep on the phone, Ian, did a line test and told me there was a Low Voltage Code being returned. This ticket was supposed to be serviced by a technician on Friday, Sept 23rd. The ticket was cancelled for no reason when I called to follow up. I did not receive an email, text or phone call. Keeping in mind that we do not have cell coverage out on the Little Applegate Road.

Sept 29, 2022 - called new dedicated line- 844.304.5337

Ticket #: 262931762

No Dial tone for up to 5 minutes after a quick electrical on/off blip.

Devina, the rep, told me this ticket was supposed to be serviced, yesterday, Sept 29th. She also has zero clue about the many issues our area has been experiencing, so I had to explain it to her. Like all tickets #'s I receive, it too has been cancelled or "completed" without any contact with me, the customer.

There has been zero follow through for my landline issues. I have been paying for services I am not receiving. Where is the accountability? Who will help me get my phone line working correctly? I cannot currently call people I need to because the line will not connect with cell phones. Please help me. I spent 2 hours on the phone yesterday with CenturyLink support. I do not have the time to call CL on a daily basis and I should not have to.

Please help me.

Thank you,

[REDACTED]

9/30/2022 2:45:00 PM EMAIL FROM CUSTOMER- CAN'T REACH LUMEN

From: [REDACTED]

Sent: Friday, September 30, 2022 2:45 PM

To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>

Cc: Priscilla Weaver <priscilla@saltmarshranch.com>

Subject: Re: CenturyLink Repair Issue-Requestion from Oregon Public Utility Commission

Analyst: drharris

Open Date: 9/30/2022

Hi Carissa,

I just called the dedicated support line and could not even speak to a person about my current issue. After doing a line check, the PBX phone loops on a message about a "damaged cable in the area". I am never given the option to speak to a person and the CL line hangs up. This is not acceptable.

9/30/2022 3:37:00 PM CALL TO LUMEN SPECIAL LINE

I called the Lumen special line that was given for customers in the Applegate area to call that the customer stated she was not able to reach. I called the number and it stated 'Thank you for calling CenturyLink dedicated line for service issues, please enter the zip code you are calling about.' I put in the Applegate zip code for [REDACTED] and it routed me to a representative named Luis. I explained I was calling from the PUC and testing the line as a customer mentioned the line was not working. I asked if he was taking complaints for a certain area within Oregon. Luis stated that he files tickets for several states in the US, including OR and WA, but not a specific area. I thanked him for that information and ended the call cordially.

9/30/2022 3:47:00 PM VOICE MAIL TO CUSTOMER - WILL BE FOLLOWING UP IN 48 HOURS

I attempted to contact [REDACTED] regarding her concerns with CenturyLink/Lumen. I got her voicemail and left the following message. I thanked [REDACTED] for her feedback around her experience with Lumen/CenturyLink, and we will be using it in our investigation into her concerns. I advised I will be sending over her concerns along with some of my own about not only her phone issues, but the experience with the dedicated customer service number as well. I advised I will be following up with her in 48 hours with any updates on her case after I send it over to CenturyLink. If she has any questions, please call me back at toll free 1-800-522-2404 or 503-378-6600. I am typically available Monday through Friday from 8a.m. to 4:30p.m.

9/30/2022 4:31:00 PM QUESTIONS TO CENTURYLINK

From: HARRISON Danielle * PUC

Sent: Friday, September 30, 2022 4:31 PM

To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>

Cc: NOTTINGHAM Melissa * PUC <melissa.nottingham@puc.oregon.gov>; WOLF Charla * PUC

<Charla.WOLF@puc.oregon.gov>; RIOS Deanna * PUC <Deanna.RIOS@puc.oregon.gov>;

BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>;

peter.gose@lumen.com

Subject: ****URGENT**** OR/PUC - [REDACTED]

Good afternoon,

I have the following complaint attached for a customer named [REDACTED] in the Jacksonville area. Please see attached URGENT complaint, open a ticket for this customer, and answer the following questions listed below.

Analyst: drharris

Open Date: 9/30/2022

I am also copying others this case who are involved with the Jacksonville area complaints based on the following concerns:

I was concerned about the customer's experience when she called the CenturyLink dedicated line for her area about the service issues. She states she was not able to get through to a live representative. Another PUC investigator, Carissa, also called the number, which asks for the zip code of the area you are experiencing your issue. This is for ANY zip code, not just the one for the Jacksonville area. I contacted the number and again was asked to put in any zip code. I entered the one for the customers area, and was directed to a representative named Luis. I asked if he was filing tickets for just certain areas in OR. He stated that he files tickets for most of the Mid West in the US, but does file tickets for OR and WA, but not a specific area.

My understanding is the dedicated number was JUST for customers in the Jacksonville area, and was going to be manned 24 hours by someone who was aware of the issues in the 97530 zip code. The concern is these representatives who are currently taking calls for CenturyLink on this dedicated number are not aware of the issue in Jacksonville and the special steps being taken to address them. Please advise if my understanding is correct or how this is going to be addressed.

Please see attached URGENT case and answer the following questions:

1. Please provide a 5 month repair history in the following format:

Q. Date/time received

A.

Q. Commitment date/time

A.

Q. Date/time repair completed

A.

Q. Cause of trouble

A.

Q. What repairs were done

A.

2. Is this an area-wide problem or isolated to this customer?

3. If it is an area-wide problem, please identify the cause of the trouble affecting multiple customers. Please include in your response whether this widespread outage involves an engineering project to replace the cable in this area.

4. What is the time frame for completion of the project?

5. Is the customer entitled to any out of service credits?

6. If yes, what is the amount of the credit, how was it calculated (please include the total monthly bill cost)? What statement will the credit appear on?

Analyst: drharris

Open Date: 9/30/2022

7. Were any commitment dates missed? Please add specific dates. Please explain why they were missed. Were the missed commitments under the same repair ticket? Please elaborate.
8. Please explain when and how the missed commitment was communicated to the customer.
9. Has the customer received the appropriate missed commitment credit(s)? If no credits were applied, please explain the situation.
10. What is the amount of the credit and what statement will the credit appear on?
11. Was the company notified of a need under OAR 860-023-0055(6)(c), i.e. medical need, business service, no access to 911, no alternative phone service (cell phone), etc.? If yes, when were you first notified?
12. What specific steps were taken to expedite this customer's repair ticket?
13. The customer states she called the dedicated CenturyLink line at 844-304-5337, but was not able to speak with a live person, and a message looped about a 'known issue' in her area. Do you show the customer called into this line?

Danielle Harrison
Compliance Specialist
Oregon Public Utility Commission
Danielle.Harrison@puc.oregon.gov
Work 971-375-5087
Fax 503-378-5743

9/30/2022 4:49:00 PM EMAIL FROM CUSTOMER - ABLE TO REACH CENTURYLINK

From: [REDACTED]
Sent: Friday, September 30, 2022 4:49 PM
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>
Cc: Priscilla Weaver <priscilla@saltmarshranch.com>
Subject: Re: CenturyLink Repair Issue-Requestion from Oregon Public Utility Commission

Hi Carissa,

Thank you for following up. I really appreciate it.

I was able to speak to a CL rep, calling the dedicated line after my last email to you. Thank goodness! The tickets from the past week were closed out as I reported earlier without anyone contacting me. Today's phone issue has been resolved. My long distance was mistakenly removed by CL. It's been restored and I'm grateful to have a working landline.

Thanks again,
[REDACTED]

Analyst: drharris

Open Date: 9/30/2022

9/30/2022 5:09:00 PM EMAIL FROM CENTURYLINK - WILL RESPOND

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Friday, September 30, 2022 5:09 PM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Cc: peter.gose@lumen.com; RIOS Deanna * PUC <Deanna.RIOS@puc.oregon.gov>; NOTTINGHAM Melissa * PUC <Melissa.NOTTINGHAM@puc.oregon.gov>; WOLF Charla * PUC <Charla.WOLF@puc.oregon.gov>; BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Subject: RE: ****URGENT**** OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N18zUOh:ref]

This case has been assigned to Doug Morgan for research and resolution.

10/5/2022 3:20:00 PM EMAIL FROM CUSTOMER- OUTAGE 10/5

From: [REDACTED]
Sent: Wednesday, October 5, 2022 3:20 PM
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>
Cc: Priscilla Weaver <priscilla@saltmarshranch.com>
Subject: NO Dial Tone

Hello PUC,

I live at [REDACTED] and had NO dial tone for 1.5 hours today after an electrical blip (quick on/off) around 1:50pm this afternoon. I was under the impression that CenturyLink made repairs so this could not happen again. We called this in and received a ticket #0505240. This is unacceptable.

[REDACTED]

10/5/2022 3:39:00 PM CALL TO CUSTOMER- MORE INFORMATION

I contacted [REDACTED] regarding her concerns with CenturyLink and her outage today, October 5, 2022. I wanted to first confirm her address. One email showed her address as [REDACTED], but the email today showed [REDACTED]. [REDACTED] states that was a typo, and her correct address is the [REDACTED].

I then asked a few questions about her phone service issue today. I asked if the phone service still out? [REDACTED] advised that it's working now. It started working just as she sent the email message, so here in the last few minutes.

Did you lose power when lost phone service? She stated it was a quick power outage 'blip', so a quick off and on of power. The dial tone stopped working for about an hour and a half. [REDACTED] advised she feels an electrical outage, or even a quick 'blip' should have no bearing on the landline services.

[REDACTED] went on to vent her frustrations about filing a ticket every week until her email to the PUC. She advised the same outage after a quick blip in power happened last week. [REDACTED] also expressed

Analyst: drharris

Open Date: 9/30/2022

concern that when calls in the ticket to CenturyLink there is no follow up or resolution by company. I advised we are aware of her concerns, and appreciate her bringing it to our attention. That is part of the reason the PUC is taking a vested interest in her area as we were made aware of the concerns impacting her and others.

I continued on with my questions about today's outage. I asked her what repairs did CLQ state they made? [REDACTED] advised they did not state what they did, just that repairs were done to the HUB. She also expressed concern if there is no power than no internet or cell phone service. When that happens she has to drive several miles to get cell phone service. [REDACTED] started to get off topic and discuss previous ticket issues she had. I advised I am aware of her previous issues and am still investigating those. The information I am asking for right now is related to today's outage. I asked if the information CenturyLink advised about the HUB was related to ticket# 0505240 from October 5, 2022? [REDACTED] advised she is not sure what they did.

I then asked once her services were restored if they contacted her to confirm it was fully resolved to your satisfaction? [REDACTED] advised that as of my conversation with her they have not, and never do.

[REDACTED] also went into more details about when she moved into the area back in 2013, she was forced to get a business line. She does have a business but if she hadn't, they wouldn't have provided her a residential line. [REDACTED] is concerned about the amount she has to pay for a business line and is not sure if she can move it over to residential at all. [REDACTED] then expressed frustration about the service issues over the past 9 years and not getting credits for it. She finally did after calling one time. I apologized for her past experience and again these issues are why the Commission is taking an interest in her specific area.

I explained we are not able to assist with the past 9 years, but we do need her help with the more recent issues in her area. I asked that she continue to call the customer support number and file the tickets as this helps us track if CenturyLink is doing what they should be. I also asked that she continue to keep me posted on any new issues. [REDACTED] thanked me for my time. She also brought up one last concern that some customers in the area don't have the ability to call in tickets if there is an outage because of poor cell phone coverage issues. I advised I know this is an issue and we ask that they do what they can to report their outages. The more tickets that are filed, the more we can see if the company is doing what they should be.

I advised I would continue to look into the issues she brought up from last week and today's with CenturyLink. I thanked her for the update and advised I would be in touch when I had more information. The call ended cordially.

10/6/2022 11:37:00 AM EMAIL TO CENTURYLINK

From: HARRISON Danielle * PUC

Sent: Thursday, October 6, 2022 11:37 AM

To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>

Subject: ****URGENT**** OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N18zUOh:ref]

Good morning Doug,

Analyst: drharris

Open Date: 9/30/2022

I am writing to find out a few things about this case for [REDACTED].

1. Are there any updates on the questions I sent over on September 30? I did send it as Urgent at the time, and have not heard back. The customer had another recent outage which I have sent questions about below.

2. Is this case going to be forwarded to Corey? I ask because per the email below - he was to be primary contact for cases for the Jacksonville area. This case is from that area.

From: Gose, Peter J <Peter.Gose@lumen.com>
Sent: Wednesday, September 28, 2022 2:25 PM
To: NOTTINGHAM Melissa * PUC <Melissa.NOTTINGHAM@puc.oregon.gov>
Cc: HELLMAN Marc * PUC <Marc.HELLMAN@puc.oregon.gov>; DOUGHERTY Michael * PUC <Michael.DOUGHERTY@puc.oregon.gov>; CONWAY Bryan * PUC <Bryan.CONWAY@puc.oregon.gov>; HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>; MALM Kim * PUC <Kim.MALM@puc.oregon.gov>; Tidwell, Corey <Corey.Tidwell@lumen.com>; Carter, Tressa <Tressa.Carter@lumen.com>; Girtman, Cindy <cindy.girtman@lumen.com>; Williams, Channing <Channing.Williams@lumen.com>
Subject: RE: Jacksonville Area Reliability Complaints

Melissa,

Thank you for establishing the points of contact within the Consumer Services division. Lumen has likewise dedicated two individuals in our Customer Advocacy Group to interface with Danielle and Kim. Corey Tidwell will be the primary point of contact, and Tressa Carter who serves as the primary contact for Oregon Lifeline matters will back up Corey. In any instance where they are both unavailable, I will provide coverage.

Please see attached case and answer the following questions:

1. The customer states she lost phone service after a quick power outage that lasted less than a minute on October 5, 2022. I have some questions about the backup batteries for this customer.

Q: Is this customer served via line power, and if so, is this customer served directly from a central office (CO) or does it rely on dial tone from a remote terminal (RT)?

A:

Q: If the customer is served via line power directly from a CO, please indicate what backup power method that CO uses during a power failure and the sequence of events that caused this failure. For

Analyst: drharris

Open Date: 9/30/2022

instance, was Company relying on a generator backup that was not located onsite and didn't have enough generators to serve the area, or was the Company unable to get a generator to the CO to power the CO in this failure?

A:

Q: If the CO did have backup batteries, how long did the backup batteries run and when the last time they were inspected? Please include in your response whether any deficiencies were observed during that inspection. Is there a backup generator at this CO site (preferred)? Was this CO alarmed to notify the Company when it lost power and what the Company's response to restore the CO during this failure?

A:

Q: If the customer is served by an RT, did the RT have battery backup? If so, how long did the battery backup on this site run before the RT failed?

A:

Q: When was the last time the RT batteries were inspected and were any deficiencies observed during that inspection?

A:

Q: What method does the Company use to know when this RT failed (was this RT alarmed) and what was the Company's response to this RT failure?

A:

2. The customer states she reported her phone outage on October 5, 2022, with Ticket# 0505240. Please answer the following about that ticket:

Q. Date/time received

A.

Q. Commitment date/time

A.

Q. Date/time repair completed

A.

Q. Cause of trouble

A.

Q. What repairs were done

A.

3. Is this an area-wide problem or isolated to this customer?

4. If it is an area-wide problem, please identify the cause of the trouble affecting multiple customers. Please include in your response whether this widespread outage involves an engineering project to replace the cable in this area.

Analyst: drharris

Open Date: 9/30/2022

5. What is the time frame for completion of the project?
6. Is the customer entitled to any out of service credits?
7. If yes, what is the amount of the credit, how was it calculated (please include the total monthly bill cost)? What statement will the credit appear on?
8. Were any commitment dates missed? Please add specific dates. Please explain why they were missed. Were the missed commitments under the same repair ticket? Please elaborate.
9. Please explain when and how the missed commitment was communicated to the customer.
10. Has the customer received the appropriate missed commitment credit(s)? If no credits were applied, please explain the situation.
11. What is the amount of the credit and what statement will the credit appear on?
12. Was the customer contacted after the issue was resolved by CenturyLink? If so, when and how?

Danielle Harrison
Compliance Specialist
Oregon Public Utility Commission
Danielle.Harrison@puc.oregon.gov
Work 971-375-5087
Fax 503-378-5743

10/6/2022 1:40:00 PM EMAIL FROM DOUG - INFORMATION FOR 9/30 EMAIL

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Thursday, October 6, 2022 1:40 PM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Cc: peter.gose@lumen.com; RIOS Deanna * PUC <Deanna.RIOS@puc.oregon.gov>; NOTTINGHAM Melissa * PUC <Melissa.NOTTINGHAM@puc.oregon.gov>; WOLF Charla * PUC <Charla.WOLF@puc.oregon.gov>; BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Subject: RE: ****URGENT**** OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N18zUOh:ref]

Good afternoon Danielle,

My apologies for overlooking this request and not responding sooner.

Here is the 5 month repair history:

09/21/22 @ 4:03pm
Out of service

Analyst: drharris

Open Date: 9/30/2022

Commit 09/23 by 6:30pm

Cleared 09/30 @5:41pm

The customer's initial isolated ticket was grouped into an area outage ticket regarding a cable failure. Repairs were made to the cable.

09/30 @ 5:50pm

Out of service

Commit 10/01 by 7:15pm

Cleared 10/01 @ 1:29pm

Notes indicate the trouble was with the pair gain system, but repaired.

This appears to be an area-wide issue.

The cause is likely related to the older Pair Gain system.

The outage was resolved 10/01, according to records.

The customer is entitled to out of service credits. I am calculating 11 days of service issues, which is equal to 1 month of adjustment per Oregon rule: \$121.44.

Customer was issued a \$36 credit for service related issues on 09/29.

\$121.44, less the applied \$36 = \$85.44.

I am applied a \$25 credit for the missed commitment on 09/23, when the isolated ticket was grouped into the outage.

Total adjustment to be applied today is \$110.44.

This will appear on the customer's 10/09 statement.

Account history is showing that the customer called the company on the following dates:

09/21: Spoke to an agent in Repair. The agent transferred the customer the Small Business office, but there are no other notes on this day.

09/29: Customer called about service interruption. Agent issued the abovementioned credit of \$36.

09/30: Customer called Repair, stating she has no long-distance service. She called previously because she wanted the basic long-distance, but it has stopped working shortly after. The agent reviewed the account and found she has no long-distance carrier. The agent offered a package which includes unlimited long-distance. The customer agreed and an order was placed, which completed 09/30 as well.

Please let me know if additional information is needed.

Sincerely,

Analyst: drharris

Open Date: 9/30/2022

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

10/6/2022 3:12:00 PM QUESTIONS TO CENTURYLINK FROM CHAR

From: WOLF Charla * PUC <Charla.WOLF@puc.oregon.gov>
Sent: Thursday, October 6, 2022 3:12 PM
To: Customer Advocacy (PUC) <uswpuc@centurylink.com>; HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Cc: peter.gose@lumen.com; RIOS Deanna * PUC <Deanna.RIOS@puc.oregon.gov>; NOTTINGHAM Melissa * PUC <Melissa.NOTTINGHAM@puc.oregon.gov>; BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Subject: RE: **URGENT** OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N18zUOh:ref]

Hi Doug:

Thank you for the quick response. A couple more questions.

* When you state [REDACTED] called Repair, did she call 844-304-5337 to report the outage, or did she call the standard repair number?

* Can you give a quick overview of what a Jacksonville customer should expect when they call 844-304-5337 for repair.

Thank you! - Charla

10/7/2022 12:50:00 PM EMAIL FROM CENTURYLINK TO CHAR

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Friday, October 7, 2022 12:50 PM
To: WOLF Charla * PUC <Charla.WOLF@puc.oregon.gov>
Subject: RE: **URGENT** OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N18zUOh:ref]

Hi Charla,

That is the number provided to customers for this area. My understanding is it's supposed to bump them to the front of the repair queue. This was created by Peter Gose.

I'm unable to determine if this is the number they've been using when calling. The notes on the account only say "repair", for the department. If you need to have this information confirmed, it will take some time for me to connect with the correct people in the company and pull reports on the customer's outbound calling. Let me know if you would like me to proceed with that.

Thank you,

Analyst: drharris

Open Date: 9/30/2022

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

10/10/2022 1:43:00 PM EMAIL TO CENTURYLINK - UPDATES?

From: HARRISON Danielle * PUC
Sent: Monday, October 10, 2022 1:43 PM
To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>
Subject: RE: ****URGENT**** OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N18zUOh:ref]

Good afternoon Doug,

Thank you for the updates on the questions I had sent over on September 30, 2022.

I wanted to see if there were any updates about the customer's outage they experienced on October 5, 2022? The questions about this outage and backup batteries are listed below and were emailed over on October 6, 2022.

Thank you so much for your help.

Sincerely,

Danielle Harrison
Compliance Specialist
Oregon Public Utility Commission
Danielle.Harrison@puc.oregon.gov
Work 971-375-5087
Fax 503-378-5743

10/12/2022 9:22:00 AM EMAIL FROM CENTURYLINK - STILL REVIEWING

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Wednesday, October 12, 2022 9:22 AM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: ****URGENT**** OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N18zUOh:ref]

Hello Danielle,

I'm working on getting the requested information about the battery backup and those RT's.

I am checking with Corey and Tressa to see if they found anything out.

Thank you,

Doug Morgan

Analyst: drharris

Open Date: 9/30/2022

Customer Advocacy Group
Case Manager
Lumen

10/12/2022 2:04:00 PM EMAIL FROM CENTURYLINK - SOME UPDATES

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Wednesday, October 12, 2022 2:04 PM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: ****URGENT**** OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N18zUOh:ref]

Hi Danielle,

I visited with both Corey and Tressa, hoping that one of their tickets involved in this outage would have information about the batteries. Unfortunately, this was not on their radar for things to ask.

I am going to reach out to the field to see what they can tell me.

Sincerely,

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

10/13/2022 10:51:00 AM EMAIL FROM CENTURYLINK - STILL REVIEWING

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Thursday, October 13, 2022 10:51 AM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: ****URGENT**** OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N18zUOh:ref]

Hello Danielle,

I'm waiting to hear back from the area supervisor regarding the backup battery questions. Hoping to have those details today or tomorrow.

Sincerely,

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

10/14/2022 10:28:00 AM EMAIL FROM CENTURYLINK - BATTERY INFORMATION

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Friday, October 14, 2022 10:28 AM

Analyst: drharris

Open Date: 9/30/2022

To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: **URGENT** OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N18zUOh:ref]

Hi Danielle,

Here is the info you requested!

* Is this customer served via line power, and if so, is this customer served directly from a central office (CO) or does it rely on dial tone from a remote terminal (RT)?

This customer is fed from an RT

* Was Company relying on a generator backup that was not located onsite and didn't have enough generators to serve the area, or was the Company unable to get a generator to the CO to power the CO in this failure?

There was no power related issue tied to this ticket and no trouble was found upon dispatch

* If the CO did have backup batteries, how long did the backup batteries run and when the last time they were inspected? Please include in your response whether any deficiencies were observed during that inspection. Is there a backup generator at this CO site (preferred)? Was this CO alarmed to notify the Company when it lost power and what the Company's response to restore the CO during this failure?

The CO does have backup batteries and an onsite gen set. There was no power related issue.

* If the customer is served by an RT, did the RT have battery backup? If so, how long did the battery backup on this site run before the RT failed?

The RT has new batteries and there was no power related issue

* When was the last time the RT batteries were inspected and were any deficiencies observed during that inspection?

Batteries were replaced and tested on 5/9/2022 and validated again early in September

* What method does the Company use to know when this RT failed (was this RT alarmed) and what was the Company's response to this RT failure?

There was no RT failure. This RT is alarmed

Doug Morgan
Customer Advocacy Group
Case Manager

Analyst: drharris

Open Date: 9/30/2022

Lumen

10/20/2022 1:03:00 PM EMAIL TO CENTURYLINK- TICKET INFORMATION REQUEST

From: HARRISON Danielle * PUC

Sent: Thursday, October 20, 2022 1:03 PM

To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>

Subject: RE: ****URGENT**** OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N18zUOh:ref]

Good afternoon Doug,

Thank you for the information, but I have some concerns. The customer reported a phone outage on October 5, 2022, after a brief power outage. This was also reported by several other customers in the Jacksonville area that same day.

I understand the technician advised there were no issues found when he checked the CO and RT, or any alerts of a power outage, but that does not negate that there was some sort of outage that took place.

Please provide all the tickets filed out of RT 2900 and 2600, on October 4, 2022, and October 5, 2022, for the Jacksonville area.

Thank you.

Sincerely,

Danielle Harrison
Compliance Specialist
Oregon Public Utility Commission
Danielle.Harrison@puc.oregon.gov
Work 971-375-5087
Fax 503-378-5743

10/21/2022 9:42:00 AM EMAIL FROM CENTURYLINK - NOT ABLE TO GET TICKET INFO

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>

Sent: Friday, October 21, 2022 9:42 AM

To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>

Subject: RE: ****URGENT**** OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N18zUOh:ref]

Hello Danielle,

I have gone to the area supervisor on this topic multiple times now. He confirms again that there were no outages in this timeframe and the backup batteries are working as they should.

Furthermore, he has no way of pulling outage ticket information. We do not have any system that will track outages specifically, or at the RT level. They're tracked through the repair tickets on individual accounts.

Analyst: drharris

Open Date: 9/30/2022

Regards,

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

10/25/2022 10:43:00 AM CALL TO CUSTOMER- TO CLOSE

I contacted [REDACTED] about her concerns with CenturyLink. I thanked her for notifying the PUC of her concerns. We did get some answers back from CenturyLink about the outage from October 4, 2022, that we were not completely satisfied with. The Commission is going to continue to investigate issues in her area further, so while I am closing out her complaint, the PUC will continue to update docket UM 2206.

[REDACTED] states landline hardware is not up to date. [REDACTED] just wants them to fix the issue instead of people going out of the way to get it resolved since no access to 911. I let her know the PUC understands her frustrations and is why we are continuing to push back on the company to ensure they are getting things taken care of. I empathized with her frustrations and she can continue to track where things are at on our website. [REDACTED] thanked me for my time but is just frustrated that things aren't getting resolved. I advised that so far from the customers I have spoken with the company is getting repairs done with 48 hours, and

[REDACTED] feels that nothing is going to happen until something happens to her or her neighbor. She states this is life or death since they do not have cell phone service in her area. I let her know the PUC understands which is why we are continuing to look into things.

10/25/2022 10:57:00 AM EMAIL TO CENTURYLINK - CLOSED CASE

From: HARRISON Danielle * PUC
Sent: Tuesday, October 25, 2022 10:57 AM
To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>
Subject: CLOSED CASE - OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N18zUOh:ref]

For your records, this case is closed.

Danielle Harrison
Compliance Specialist
Oregon Public Utility Commission
Danielle.Harrison@puc.oregon.gov
Work 971-375-5087
Fax 503-378-5743

Oregon Public Utility Commission

Specialist: Harrison, Danielle R

Name: [Redacted] Commercial:
Language:

Addresses: [Redacted]

E-mail: none DOCKET #

Phones: [Redacted]

Contacts:

Subject:

Comments:

COMPANY REVERSAL	CATEGORY COMPLX	STAFF UNRS	SAVINGS DET.	CLASS OPEN/MODE	TYPE BY	SUBTYPE CLOSE/MODE	FORMAL BY
0031 T QWESTC No UM 2206	REGU No	No		RCOM 10/6/2022/INET	RCSE drharris	RSRP 10/6/2022/TELE	drharris

Call Taken (date): 10/6/2022 By: drharris
Open Date: 10/6/2022 Opened By: drharris

Disconnect Notice Due: Disconnected: Out of Service:

10/5/2022 CODE DETAIL
REGULATED - COMPLAINT - SERVICE - REPAIR

Priscilla Weaver contacted the PUC via email on behalf of a Emily Demmin, who had no dial tone as of October 5, 2022, with her CenturyLink phone service.

10/5/2022 4:28:00 PM EMAIL FROM PRISCILLA - INFORMATION

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Wednesday, October 5, 2022 4:28 PM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Subject: UM 1908/2206 new or continuing outage

Joseph,

Please add the following outage data for today's issue(s).

Fowler 899-4423 2:01 pm today no dial tone

Analyst: drharris

Open Date: 10/6/2022

[REDACTED]

[REDACTED] ticket # 0505116

[REDACTED], 3889 Little Applegate ticket 0505240 "no dial tone for 1.5 hours after an electrical blip at 1:50 pm"

Thanks.

Priscilla Weaver

10/6/2022 2:17:00 PM CALL TO CUSTOMER- TO CLOSE

I contacted [REDACTED] regarding her CenturyLink phone issues. I asked her what the issue was. She stated on October 4, 2022. they experienced a quick power outage in her area that only lasted less than a minute. It caused her to lose phone service. She contacted CenturyLink on the dedicated number she was given by Priscilla and had ticket # 0505116 filed.

[REDACTED] stated her phone services were restored on October 5, 2022, in the morning, so she called CenturyLink and had the ticket canceled. I asked [REDACTED] in the future to please leave these tickets open. This helps the PUC ensure the company is doing what they should as far as repairs and maintaining their equipment. She stated she would do that in the future.

I also asked if she could contact me directly if there are any more issues so we can help alleviate some stress from Priscilla. I advised in the next 30 days if she has any more issues to please call in the ticket to CenturyLink via that dedicated number, and then to please let me know. I advised she can reach me at 1-800-522-2404. [REDACTED] she would do that and thanked me for my help. The call ended cordially.

10/7/2022 11:04:00 AM CALL TO CUSTOMER- VERIFY INFO

I contacted [REDACTED] regarding CenturyLink. Priscilla sent over a list of customers impacted and there was someone with the last name of Horner which was associated with her number. I asked if there was anyone there by that name. [REDACTED] stated there was not, so there is a chance Priscilla transposed a number wrong or something. I thanked [REDACTED] for her time and the call ended cordially.

10/7/2022 11:33:00 AM EMAIL TO CENTURYLINK - TICKET INFO CONCERNS

From: HARRISON Danielle * PUC
Sent: Friday, October 7, 2022 11:33 AM
To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>
Subject: RE: **URGENT** OR/PUC - Unknown [REDACTED] [ref:_00D412HUz0._5004N19J2z8:ref]

Good morning Doug,

Analyst: drharris

Open Date: 10/6/2022

I did contact [REDACTED] and confirmed there was no one at her address or on her account with the last name of Horner. My guess is the phone number was incorrectly listed for the [REDACTED] customer.

I do have a concern about [REDACTED] as you stated there was no ticket listed on her account or report of an outage. I spoke with the customer and she gave me ticket# 0505116. Do you not show that listed on her account?

Sincerely,

Danielle
Compliance Specialist
Oregon Public Utility Commission
puc.consumer@puc.oregon.gov
503-378-6600
Fax 503-378-5743

See other case listed under Unknown [REDACTED] for more details.

10/7/2022 12:07:00 PM EMAIL FROM CENTURYLINK - RESPONSE

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Friday, October 7, 2022 12:07 PM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: **URGENT** OR/PUC - Unknown [REDACTED] [ref:_00D412HUz0._5004N19J2z8:ref]

Hi Danielle,

I called [REDACTED] a moment ago for clarification. She is stating the ticket of 0505116 is the one she cancelled when the service seemed to start working again. As of today she is not showing up as part of any outage ticket. She says the phone seems to be working as normal, and was sounding clear on our call as well.

Let me know if you have questions.

Sincerely,

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

Oregon Public Utility Commission

Specialist: Harrison, Danielle R

Name: [REDACTED] Commercial:
Language:

Addresses: [REDACTED] (LOC) (INVOLVED)

E-mail: none DOCKET #

Phones: [REDACTED]

Contacts: [REDACTED] (OTHR) (DECEASED)

Subject:

Comments:

COMPANY REVERSAL	CATEGORY COMPLX	STAFF UNRS	SAVINGS DET.	CLASS OPEN/MODE	TYPE BY	SUBTYPE CLOSE/MODE	FORMAL BY
0031 T QWESTC No UM 2206	REGU No	No		RCOM 10/5/2022/INET	RCSE drharris	RSRP 10/20/2022/TELE	drharris

Call Taken (date): 10/6/2022 By: drharris
Open Date: 10/6/2022 Opened By: drharris

Disconnect Notice Due: Disconnected: Out of Service:

10/5/2022 CODE DETAIL
REGULATED - COMPLAINT - SERVICE - REPAIR

Priscilla Weaver contacted the PUC via email on behalf of a [REDACTED], who had no CenturyLink dial tone as of October 5, 2022,

10/5/2022 4:28:00 PM EMAIL FROM PRISCILLA - INFORMATION

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Wednesday, October 5, 2022 4:28 PM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Subject: UM 1908/2206 new or continuing outage

Joseph,

Please add the following outage data for today's issue(s).

Analyst: drharris

Open Date: 10/6/2022



Little Applegate ticket 0505240 "no dial tone for 1.5 hours after an electrical blip at 1:50 pm"

Thanks.

Priscilla Weaver

10/6/2022 12:55:00 PM QUESTIONS TO CENTURYLINK - URGENT

From: HARRISON Danielle * PUC

Sent: Thursday, October 6, 2022 12:55 PM

To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>

Subject: ****URGENT**** OR/PUC - Unknown

Good afternoon,

I have the following complaint attached for a customer named Unknown in the Jacksonville area. Please see attached URGENT complaint, assign to Corey Tidwell or Tressa Carter (who are taking complaints for this area), open a repair ticket for this customer (if one has not already been filed), and answer the following questions listed below.

1. The information provided to the PUC only included the last name and CenturyLink number impacted. Please provide the first name, address, and any ticket information associated with this CenturyLink number.

2. Please provide a 2 month repair history in the following format:

Q. Date/time received

A.

Q. Commitment date/time

A.

Q. Date/time repair completed

A.

Q. Cause of trouble

A.

Q. What repairs were done

A.

2. Is this an area-wide problem or isolated to this customer?

Analyst: drharris

Open Date: 10/6/2022

3. If it is an area-wide problem, please identify the cause of the trouble affecting multiple customers. Please include in your response whether this widespread outage involves an engineering project to replace the cable in this area.

4. What is the time frame for completion of the project?

5. Is the customer entitled to any out of service credits?

6. If yes, what is the amount of the credit, how was it calculated (please include the total monthly bill cost)? What statement will the credit appear on?

7. Were any commitment dates missed? Please add specific dates. Please explain why they were missed. Were the missed commitments under the same repair ticket? Please elaborate.

8. Please explain when and how the missed commitment was communicated to the customer.

9. Has the customer received the appropriate missed commitment credit(s)? If no credits were applied, please explain the situation.

10. What is the amount of the credit and what statement will the credit appear on?

11. Was the company notified of a need under OAR 860-023-0055(6)(c), i.e. medical need, business service, no access to 911, no alternative phone service (cell phone), etc.? If yes, when were you first notified?

12. What specific steps were taken to expedite this customer's repair ticket?

13. Was this customer contacted once the issue/ticket was resolved? If so, how and when?

Danielle Harrison
Compliance Specialist
Oregon Public Utility Commission
Danielle.Harrison@puc.oregon.gov
Work 971-375-5087
Fax 503-378-5743

10/6/2022 1:37:00 PM EMAIL FROM CENTURYLINK - WILL RESPOND

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>

Sent: Thursday, October 6, 2022 1:37 PM

To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>; corey.tidwell@lumen.com

Subject: RE: ****URGENT**** OR/PUC - Unknown [ref:_00D412HUz0._5004N19lz5N:ref]

Hi Danielle,

This has been assigned to Corey Tidwell.

Analyst: drharris

Open Date: 10/6/2022

Please let me know if you have any questions.

Thank you,

Tressa Carter
Case Manager
Customer Advocacy Group
Lumen
Voice: (720) 567-6989

10/6/2022 2:21:00 PM EMAIL FROM CENTURYLINK - TICKET FILED

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Thursday, October 6, 2022 2:21 PM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: ****URGENT**** OR/PUC - Unknown [ref:_00D412HUz0._5004N19lz5N:ref]

Hi Danielle,

I don't show an open repair ticket for this customer, so I requested our repair escalation team open one, and expedite a repair for this URGENT service complaint. This account doesn't show any individual repair tickets.

The customer's information:



I will follow this complaint closely, and keep you updated as I receive information from our repair team.

Regards,

Corey Tidwell
Case Manager
Customer Advocacy Group
Office : 208-207-2236
Corey.Tidwell@Lumen.com

10/10/2022 9:48:00 AM EMAIL FROM CENTURYLINK - RESPONSE

Analyst: drharris

Open Date: 10/6/2022

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Monday, October 10, 2022 9:48 AM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: ****URGENT**** OR/PUC - Unknown [ref:_00D412HUz0._5004N19lz5N:ref]

Hi Danielle,

I show repair ticket 0007659 was completed 10/09/2022 10:14 AM it shows no trouble found. I reached out to our regional operations supervisor to see if we confirmed with the customer their service is working properly.

Our technician spoke to [REDACTED], she confirmed the service has been working fine. [REDACTED] told our technician she called in because she wanted to try the direct reporting number 48 hr response process.

Let me know if you have any additional questions, I'm happy to help.

Regards,

Corey Tidwell
Case Manager
Customer Advocacy Group
Office : 208-207-2236
Corey.Tidwell@Lumen.com

10/10/2022 1:36:00 PM VOICE MAIL TO CUSTOMER- PLEASE CALL

I attempted to contact [REDACTED] regarding his concerns with CenturyLink. I got his voicemail and left the following message. I am calling about some concerns you had with CenturyLink. Please call me back at toll free 1-800-522-2404 or 503-378-6600. I am typically available Monday through Friday from 8a.m. to 4:30p.m.

10/12/2022 11:00:00 AM VOICE MAIL CUSTOMER- 2ND ATTEMPT

I attempted to contact [REDACTED] regarding his concerns with CenturyLink. I got his voicemail and left the following message. I am calling about some concerns you had with CenturyLink. Please call me back at toll free 1-800-522-2404 or 503-378-6600. I am typically available Monday through Friday from 8a.m. to 4:30p.m.

10/20/2022 12:39:00 PM CALL TO CUSTOMER - TO CLOSE

I contacted [REDACTED] regarding his concerns with CenturyLink. I talked with [REDACTED], and she states that husband is deceased. I apologized about that and advised I would update my records.

I asked about the outage on 10/5 that Priscilla reported to the PUC. [REDACTED] states she did have an outage that day but there have been other issues like static and such. She couldn't remember if CenturyLink came out in the 48 hours or not, but she said that it is working. I asked if there are any

Analyst: drharris

Open Date: 10/6/2022

current issues and she stated no. [REDACTED] states that services have been improving since the PUC started looking more into their concerns.

I asked if she has the Lumen support number and she stated she did. I advised if she has any more issues to please contact that number, get a ticket number, and then call me here at the PUC. I gave her the PUC phone number and explained we will open case files to keep track and ensure CenturyLink is continuing to do what they should be doing, and to help alleviate the burden from Priscilla. [REDACTED] states she will do that and thanked me for my time.

10/20/2022 12:50:00 PM EMAIL TO CENTURYLINK - CLOSED CASE

From: HARRISON Danielle * PUC

Sent: Thursday, October 20, 2022 12:50 PM

To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>

Subject: CLOSED CASE - OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N19lz5N:ref]

For your records, this case is closed.

Danielle Harrison
Compliance Specialist
Oregon Public Utility Commission
Danielle.Harrison@puc.oregon.gov
Work 971-375-5087
Fax 503-378-5743

Oregon Public Utility Commission

Specialist: Harrison, Danielle R

Name: [Redacted] Commercial:
Language:

Addresses: [Redacted] (LOC) (INVOLVED)

E-mail: none DOCKET #

Phones: [Redacted]

Contacts:

Subject:

Comments:

COMPANY REVERSAL	CATEGORY COMPLX	STAFF UNRS	SAVINGS DET.	CLASS OPEN/MODE	TYPE BY	SUBTYPE CLOSE/MODE	FORMAL BY
0031 T QWESTC No UM 2206	REGU No	No		RCOM 10/5/2022/INET	RCSE drharris	RSRP 10/7/2022/TELE	drharris

Call Taken (date): 10/6/2022 By: drharris
Open Date: 10/6/2022 Opened By: drharris

Disconnect Notice Due: Disconnected: Out of Service:

10/5/2022 CODE DETAIL
REGULATED - COMPLAINT - SERVICE - REPAIR

Priscilla Weaver contacted the PUC via email on behalf of a customer who had no dial tone as of October 5, 2022. She provided the last name as [Redacted], with no other details. It was later discovered the customer was [Redacted].

10/5/2022 4:28:00 PM EMAIL FROM PRISCILLA - COMPLAINT

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Wednesday, October 5, 2022 4:28 PM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Subject: UM 1908/2206 new or continuing outage

Joseph,

Please add the following outage data for today's issue(s).

Analyst: drharris

Open Date: 10/6/2022

I explained from the other people I have spoken with her in area there was a brief power outage, which caused the interruption in phone service. The company is supposed to have backup batteries when this happens so phone service is not interrupted. I understand why she canceled the ticket but in the future keep the tickets open. This helps us track if the company is fixing the issues that caused it in the first place.

I advised in the future she has anymore issues to please call the dedicated line, get ticket number, and then notify me of any issues via the phone number she called me back at. [REDACTED] asked if there was an email address too. I advised there is and gave her puc.consumer@puc.oregon.gov. I advised she just needs to put her name and attention Danielle. Everyone in my office knows I am handling complaints for her area.

I advised that since her issue was resolved and the ticket not filed, I will be closing out her complaint. I thanked her for reporting her experience so we can have it for our records. [REDACTED] thanked me for my time and help with the issues for her area. The call ended cordially.

10/7/2022 11:27:00 AM EMAIL TO CLQ- CLOSED CASE

From: HARRISON Danielle * PUC

Sent: Friday, October 7, 2022 11:27 AM

To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>

Subject: CLOSED CASE - OR/PUC- [REDACTED]

This is a copy of a closed case for your records, there is no need for investigation. Thank you.

Danielle Harrison
Compliance Specialist
Oregon Public Utility Commission
Danielle.Harrison@puc.oregon.gov
Work 971-375-5087
Fax 503-378-5743

Oregon Public Utility Commission

Specialist: Harrison, Danielle R

Name: [Redacted] Commercial:
Language:

Addresses: [Redacted] (LOC) (INVOLVED)

E-mail: none DOCKET #

Phones: [Redacted]

Contacts: [Redacted]

Subject:

Comments:

COMPANY REVERSAL	CATEGORY COMPLX	STAFF UNRS	SAVINGS DET.	CLASS OPEN/MODE	TYPE BY	SUBTYPE CLOSE/MODE	FORMAL BY
0031 T QWESTC No UM 2206	REGU No	No		RCOM 10/5/2022/INET	RCSE drharris	RSRP 10/7/2022/TELE	drharris

Call Taken (date): 10/6/2022 By: drharris
Open Date: 10/6/2022 Opened By: drharris

Disconnect Notice Due: Disconnected: Out of Service:

10/5/2022 CODE DETAIL
REGULATED - COMPLAINT - SERVICE - REPAIR

Priscilla Weaver contacted the PUC via email on behalf of a customer who had no dial tone as of October 5, 2022. She provided the last name as [Redacted], with no other details. It was later discovered the phone number belonged to [Redacted].

10/5/2022 4:28:00 PM EMAIL FROM PRISCILLA - COMPLAINT

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Wednesday, October 5, 2022 4:28 PM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Subject: UM 1908/2206 new or continuing outage

Joseph,

Please add the following outage data for today's issue(s).

Analyst: drharris

Open Date: 10/6/2022

[REDACTED] ticket 0505240 "no dial tone for 1.5 hours after an electrical blip at 1:50 pm"

Thanks.

Priscilla Weaver

10/6/2022 3:28:00 PM VOICE MAIL TO CUSTOMER- PLEASE CALL

I attempted to contact [REDACTED] regarding their CenturyLink phone issues. I got their voicemail and left the following message. I am follow up regarding a email from Priscilla Weaver about phone issues you are experiencing in your area with CenturyLink. I have some information and questions that I would like to discuss with you. Please call me back at toll free 1-800-522-2404 or 503-378-6600. I am typically available Monday through Friday from 8a.m. to 4:30p.m.

10/6/2022 4:11:00 PM CALL TAKEN BY RICH

[REDACTED] called to return Danielle's VM. I informed her she was currently unavailable but I would send Danielle a message asking her to call again. [REDACTED] said the best number to reach her at is [REDACTED].

10/7/2022 10:37:00 AM CALL TO CUSTOMER - TO CLOSE

I returned the call from [REDACTED] about CenturyLink. I asked her what issue she experienced and if it is still occurring. [REDACTED] states that sometimes when they lose power at their home, even for a quick second, the phone goes dead and there is no dial tone. She states this happened 3 or 4 times over the last few months, but happened recently a few days ago. She contacted CenturyLink after it happened and was advised to unplug and plug back in her phone. It worked and she was able to get a dial tone. However, 10 minutes later she went to use the phone and there was no dial tone. [REDACTED] advised she called back CenturyLink and was told they would have a technician come out. Later that night had a dial tone so she called someone, but the phone call cut out/dropped. [REDACTED] states when this happens and you go to call the person back, you get a busy signal or no dial tone. [REDACTED] stated that said yesterday, October 6, 2022. a technician was to come out. She went to check her phone in the morning and discovered she had a dial tone. She was able to call out with no issues. So she canceled the ticket with CLQ. [REDACTED] stated the power issue and loss of phone service seems to be a pattern, but dropped calls seem to be intermitted issue.

I advised in the future to not cancel the tickets as this helps the PUC track if company is doing what they should be with regards to repairs or maintaining back up batteries. The backup batteries are supposed to keep phone service working in an event of a power outage. I asked in the future when she has an issue to call the Lumen Customer Support Number: 844-304-5337 to file the tickets, then

Analyst: drharris

Open Date: 10/6/2022

notify me with the ticket number. [REDACTED] stated she was going to keep the ticket open at first but the company gives a 830am to 430pm timeframe when a technician will come out. That is a long time to wait for someone to show, even with the service working, which is why she decided to cancel the ticket. I advised we understand and if we can get the company to fix their phone issues then this won't be a problem.

I asked when she does have any issues to call the number mentioned previously, and then please then notify me so we can keep a log of it on our end. I asked if she has my number and [REDACTED] stated she has the number I left her on the voicemail. I advised since her issue is resolved I will be closing out her case, but it will be part of our records in regards to the issues in her area. I thanked her for bringing her experience to our attention. [REDACTED] thanked me for my efforts and will be in touch if anything changes. The call ended cordially.

10/7/2022 10:59:00 AM EMAIL TO CENTURYLINK - CLOSED CASE

From: HARRISON Danielle * PUC
Sent: Friday, October 7, 2022 10:59 AM
To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>
Subject: CLOSED CASE - OR/PUC - [REDACTED]

This is a copy of a closed case for your records, there is no need for investigation. Thank you :

Danielle Harrison
Compliance Specialist
Oregon Public Utility Commission
Danielle.Harrison@puc.oregon.gov
Work 971-375-5087
Fax 503-378-5743

11/1/2022 5:31:00 PM EMAIL FROM CUSTOMER -PUBLIC COMMENT

From: [REDACTED]
Sent: Tuesday, November 1, 2022 5:31 PM
To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Cc: [REDACTED]
Subject: UM 1908

This is to notify you that our Century Link land line (docket # above) went out twice today: we had no dial tone and a call was dropped. This happened around 2 pm today.

Thank you.

Sincerely,

[REDACTED]

11/2/2022 8:37:00 AM EMAIL FROM CUSTOMER- ADDRESS

Analyst: drharris

Open Date: 10/6/2022

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

From: [REDACTED]
Sent: Wednesday, November 2, 2022 8:37 AM
To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Subject: Re: UM 1908

Addendum:
[REDACTED]

Sent from my iPhone

11/7/2022 9:47:00 AM VOICE MAIL TO CUSTOMER- PLEASE CALL

I attempted to contact [REDACTED] regarding CenturyLink. I got their voicemail and left the following message. I have some questions and information that I would like to review with you. Please call me back at toll free 1-800-522-2404 or 503-378-6600. I am typically available Monday through Friday from 8a.m. to 4:30p.m. We are closed this Friday, November 11, 2022, because of a holiday. I look forward to speaking with you.

11/9/2022 9:05:00 AM CALL TO CUSTOMER - INFORMATION

I returned a phone call from [REDACTED] about her concerns with CenturyLink. I advised we got her public comment about the outage she had on November 1, 2022. I asked if she contacted CenturyLink to file a ticket. [REDACTED] states she did not as she was leaving out of town and didn't want someone to just show up while they were gone. I asked if she is still noticing any issues. [REDACTED] states she is not sure and has been back for only two days now.

[REDACTED] explained the reason she sent in the email is because had received an email from Priscilla that all their issues need to be documented. [REDACTED] sent in the email about the outage since they were out of town. I advised we do need documentation but mainly through the tickets filed and case files opened with the PUC. I explained that we need the tickets so that the PUC can track if the company is repairing within the 48 hours and getting her concerns fully resolved.

I also explained the Public Comments is important but more for customers who want to voice their disapproval or concerns with the rate increases that CenturyLink is asking for. They can list past experiences to explain why, but anything after September 28, 2022, we want tickets and open cases with the PUC to help track any current issues. If customers want to post there that is fine, but sometimes they don't get seen right away. [REDACTED] thanked for the clarification and will make sure to file tickets in the future.

Oregon Public Utility Commission

Specialist: Harrison, Danielle R

Name: [REDACTED] Commercial:
Language:

Addresses: [REDACTED] (LOC) (INVOLVED)

E-mail: none DOCKET #

Phones: [REDACTED] (INVOLVED)

Contacts: UNKNOWN [REDACTED] (OTHR)

Subject:

Comments:

COMPANY REVERSAL	CATEGORY COMPLX	STAFF UNRS	SAVINGS DET.	CLASS OPEN/MODE	TYPE BY	SUBTYPE CLOSE/MODE	FORMAL BY
0031 T QWESTC No UM 2206	REGU No	No		RCOM 10/6/2022/INET	RCSE drharris	RSRP 10/20/2022/TELE	drharris

Call Taken (date): 10/6/2022 By: drharris
Open Date: 10/6/2022 Opened By: drharris

Disconnect Notice Due: Disconnected: Out of Service:

10/5/2022 CODE DETAIL
REGULATED - COMPLAINT - SERVICE - REPAIR

Priscilla Weaver contacted the PUC via email on behalf of a customer who had no dial tone as of October 5, 2022. She provided the last name as [REDACTED] with no other details.

10/5/2022 4:28:00 PM EMAIL FROM PRICISLLA - CUSTOMER COMPLAINT

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Wednesday, October 5, 2022 4:28 PM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Subject: UM 1908/2206 new or continuing outage

Joseph,

Please add the following outage data for today's issue(s).

[REDACTED] 2:01 pm today no dial tone

Analyst: drharris

Open Date: 10/6/2022

[REDACTED] ticket 0505240 "no dial tone for 1.5 hours after an electrical blip at 1:50 pm"

Thanks.

Priscilla Weaver

10/6/2022 2:07:00 PM QUESTIONS TO CENTURYLINK- URGENT

From: HARRISON Danielle * PUC
Sent: Thursday, October 6, 2022 2:07 PM
To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>
Subject: ****URGENT**** OR/PUC - Unknown [REDACTED]

Good afternoon,

I have the following complaint attached for a customer named Unknown [REDACTED] in the Jacksonville area. Please see attached URGENT complaint, assign to Corey Tidwell or Tressa Carter (who are taking complaints for this area), open a repair ticket for this customer (if one has not already been filed), and answer the following questions listed below.

1. The information provided to the PUC only included the last name and CenturyLink number impacted. Please provide the first name, address, and any ticket information associated with this CenturyLink number.

2. Please provide a 2 month repair history in the following format:

Q. Date/time received

A.

Q. Commitment date/time

A.

Q. Date/time repair completed

A.

Q. Cause of trouble

A.

Q. What repairs were done

A.

2. Is this an area-wide problem or isolated to this customer?

Analyst: drharris

Open Date: 10/6/2022

3. If it is an area-wide problem, please identify the cause of the trouble affecting multiple customers. Please include in your response whether this widespread outage involves an engineering project to replace the cable in this area.
4. What is the time frame for completion of the project?
5. Is the customer entitled to any out of service credits?
6. If yes, what is the amount of the credit, how was it calculated (please include the total monthly bill cost)? What statement will the credit appear on?
7. Were any commitment dates missed? Please add specific dates. Please explain why they were missed. Were the missed commitments under the same repair ticket? Please elaborate.
8. Please explain when and how the missed commitment was communicated to the customer.
9. Has the customer received the appropriate missed commitment credit(s)? If no credits were applied, please explain the situation.
10. What is the amount of the credit and what statement will the credit appear on?
11. Was the company notified of a need under OAR 860-023-0055(6)(c), i.e. medical need, business service, no access to 911, no alternative phone service (cell phone), etc.? If yes, when were you first notified?
12. What specific steps were taken to expedite this customer's repair ticket?
13. Was this customer contacted once the issue/ticket was resolved? If so, how and when?

Danielle Harrison
Compliance Specialist
Oregon Public Utility Commission
Danielle.Harrison@puc.oregon.gov
Work 971-375-5087
Fax 503-378-5743

10/6/2022 2:28:00 PM EMAIL FROM CENTURYLINK - WILL RESPOND

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Thursday, October 6, 2022 2:28 PM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Cc: jerolyn.ochs@lumen.com
Subject: RE: ****URGENT**** OR/PUC - Unknown [redacted] [ref:_00D412HUz0._5004N19J2yW:ref]

Good afternoon Danielle,

Analyst: drharris

Open Date: 10/6/2022

Jerolyn Ochs will be the Case Manager assigned for research and resolution on this URGENT case.

Thank you!

AshleyKay Wardle
Senior Analyst
Customer Advocacy Group
Boise, ID 83709
208-207-2240
ashley.wardle@lumen.com

10/7/2022 4:51:00 PM EMAIL FROM CENTURYLINK - WILL RESPOND MONDAY

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Friday, October 7, 2022 4:51 PM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: **URGENT** OR/PUC - Unknown [redacted] [ref:_00D412HUz0._5004N19J2yW:ref]

Hi Danielle-

We were out today but I do not have the response as yet. I am writing to advise that we will respond on Monday.

Jerolyn Ochs
Regulatory Analyst
Customer Advocacy Group
(720) 888-8943

10/10/2022 3:41:00 PM EMAIL FROM CENTURYLINK - RESPONSE

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Monday, October 10, 2022 3:41 PM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: **URGENT** OR/PUC - Unknown [redacted] [ref:_00D412HUz0._5004N19J2yW:ref]

Hi Danielle-

The customer is [redacted]. Tickets are below and the responses to your questions are below that.

Telephone number: [redacted]
Repair ticket initiated: 08/30/2022
Customer reported: Static on the line
Commit date: 09/03/2022
Services repaired: 08/30/2022
Summary of repair: Cut to clear

Analyst: drharris

Open Date: 10/6/2022

Telephone number: [REDACTED]
Repair ticket initiated:10/05/2022
Customer reported: No Dialtone
Commit date: 10/05/2022
Services repaired:10/07/2022
Summary of repair:*NO TROUBLE FOUND*

1. The information provided to the PUC only included the last name and CenturyLink number impacted. Please provide the first name, address, and any ticket information associated with this CenturyLink number.

Answer: 331998705

2. Please provide a 2 month repair history in the following format: *See above

Q. Date/time received

A.

Q. Commitment date/time

A.

Q. Date/time repair completed

A.

Q. Cause of trouble

A.

Q. What repairs were done

A.

2. Is this an area-wide problem or isolated to this customer? Just this customer

3. If it is an area-wide problem, please identify the cause of the trouble affecting multiple customers. Please include in your response whether this widespread outage involves an engineering project to replace the cable in this area. NA

4. What is the time frame for completion of the project? NA

5. Is the customer entitled to any out of service credits? No

6. If yes, what is the amount of the credit, how was it calculated (please include the total monthly bill cost)? What statement will the credit appear on? NA

7. Were any commitment dates missed? Please add specific dates. Please explain why they were missed. Were the missed commitments under the same repair ticket? Please elaborate See tickets

8. Please explain when and how the missed commitment was communicated to the customer. NA

Analyst: drharris

Open Date: 10/6/2022

9. Has the customer received the appropriate missed commitment credit(s)? If no credits were applied, please explain the situation. NA

10. What is the amount of the credit and what statement will the credit appear on? NA

11. Was the company notified of a need under OAR 860-023-0055(6)(c), i.e. medical need, business service, no access to 911, no alternative phone service (cell phone), etc.? If yes, when were you first notified? NA

12. What specific steps were taken to expedite this customer's repair ticket? NA

13. Was this customer contacted once the issue/ticket was resolved? If so, how and when?

Jerolyn Ochs
Regulatory Analyst
Customer Advocacy Group
(720) 888-8943

10/11/2022 1:05:00 PM QUESTIONS TO CENTURYLINK - ADDITIONAL

From: HARRISON Danielle * PUC

Sent: Tuesday, October 11, 2022 1:05 PM

To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>

Subject: RE: ****URGENT**** OR/PUC - Unknown [redacted] [ref:_00D412HUz0._5004N19J2yW:ref]

Good afternoon Jerolyn,

Thank you for the information.

I am concerned and confused about the response for the outage the customer experienced on October 5, 2022. You advised there was no issue found; however, the PUC had several customers from the Jacksonville area reported a phone outage after a brief power outage in the area on or around that date. (I believe the power outage was actually on October 4, 2022.) It seems after this outage some customers were restored within a few hours to the next day.

I believe this customer was one of those impacted by the power outage and is related to possible battery backup issues.

Please review and respond to the following questions:

Q: Is this customer served via line power, and if so, is this customer served directly from a central office (CO) or does it rely on dial tone from a remote terminal (RT)?

A:

Analyst: drharris

Open Date: 10/6/2022

Q: If the customer is served via line power directly from a CO, please indicate what backup power method that CO uses during a power failure and the sequence of events that caused this failure. For instance, was Company relying on a generator backup that was not located onsite and didn't have enough generators to serve the area, or was the Company unable to get a generator to the CO to power the CO in this failure?

A:

Q: If the CO did have backup batteries, how long did the backup batteries run and when the last time they were inspected? Please include in your response whether any deficiencies were observed during that inspection. Is there a backup generator at this CO site (preferred)? Was this CO was alarmed to notify the Company when it lost power and what the Company's response to restore the CO during this failure?

A:

Q: If the customer is served by an RT, did the RT have battery backup? If so, how long did the battery backup on this site run before the RT failed?

A:

Q: When was the last time the RT batteries were inspected and were any deficiencies observed during that inspection?

A:

Q: What method does the Company use to know when this RT failed (was this RT alarmed) and what was the Company's response to this RT failure?

A:

Thank you.

Sincerely,

Danielle Harrison
Compliance Specialist
Oregon Public Utility Commission
Danielle.Harrison@puc.oregon.gov
Work 971-375-5087
Fax 503-378-5743

10/12/2022 8:29:00 AM EMAIL FROM CENTURYLINK - BATTERY RESPONSE

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>

Sent: Wednesday, October 12, 2022 8:29 AM

Analyst: drharris

Open Date: 10/6/2022

To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: **URGENT** OR/PUC - Unknown [ref:_00D412HUz0._5004N19J2yW:ref]

Danielle-

Please find my answers below:

I am not certain where the information concerning a power outage came from as this is not accurate and there were no power-related issues in October that I am aware of for this area.

The technician confirmed that there were no issues found.

The customer had an order on 10/05/2022 to remove their internet.

Q: Is this customer served via line power, and if so, is this customer served directly from a central office (CO) or does it rely on dial tone from a remote terminal (RT)?

A: This customer serves from a remote terminal.

Q: If the customer is served via line power directly from a CO, please indicate what backup power method that CO uses during a power failure and the sequence of events that caused this failure. For instance, was Company relying on a generator backup that was not located onsite and didn't have enough generators to serve the area, or was the Company unable to get a generator to the CO to power the CO in this failure?

A: There was no power-related issue tied to this ticket and no trouble was found upon dispatch.

Q: If the CO did have backup batteries, how long did the backup batteries run and when the last time they were inspected? Please include in your response whether any deficiencies were observed during that inspection. Is there a backup generator at this CO site (preferred)? Was this CO alarmed to notify the Company when it lost power and what the Company's response to restore the CO during this failure?

A: The CO does have backup batteries and an onsite gen set. There was no power-related issue.

Q: If the customer is served by an RT, did the RT have battery backup? If so, how long did the battery backup on this site run before the RT failed?

A: The RT has new batteries and there was no power-related issue.

Q: When was the last time the RT batteries were inspected and were any deficiencies observed during that inspection?

A: Batteries were replaced and tested on 5/9/2022 and validated again early in September.

Analyst: drharris

Open Date: 10/6/2022

Q: What method does the Company use to know when this RT failed (was this RT alarmed) and what was the Company's response to this RT failure?

A: There was no RT failure. This RT is alarmed.

Jerolyn Ochs
Regulatory Analyst
Customer Advocacy Group
(720) 888-8943

10/12/2022 11:20:00 AM VOICE MAIL TO CUSTOMER- PLEASE CALL

I attempted to contact [REDACTED] regarding her concerns with CenturyLink. I got her voicemail and left the following message. I am following up regarding some issues you were having with CenturyLink that was brought to our attention by Priscilla Weaver. I have some information and questions that I would like to review with you. Please call me back at toll free 1-800-522-2404 or 503-378-6600. I am typically available Monday through Friday from 8a.m. to 4:30p.m.

10/20/2022 11:39:00 AM CALL TO CUSTOMER- TO CLOSE

I attempted to contact [REDACTED] regarding his concerns with CenturyLink. I am following up regarding some issues you were having with CenturyLink that was brought to our attention by Priscilla Weaver.

[REDACTED] stated that he experienced no dial tone and dropped calls. I asked how long the dial tone was out on 10/5. He said he was not sure how long it was out as he had left and when he got home it was working. [REDACTED] confirmed the dial tone was lost after a power outage that occurred.

[REDACTED] states the dropped calls issue was a few weeks ago around 10/11. I asked if he filed a ticket with CenturyLink about it? He states a tech came out on a service call was the last time had a dropped call. He states a ticket was already called in. I asked if he had a ticket number that was filed and the date. [REDACTED] states he does not as a neighbor called it in.

I advised in the future to please get the ticket number, date filed and what the issue is. I asked if the tech came out within 48 hours and he stated they did.

I asked if he is still experiencing any issues with the phone service currently. [REDACTED] states that it's working now. I reviewed steps to take if there are any issues in the future such as calling the specialized Lumen Ticket number, then contacting the PUC so we can open a complaint case. I have him the contact information for the PUC which included the phone number and website address. I also advised once we get the complaints I am following up in 48 hours to ensure their issue is resolved and CenturyLink is doing the repairs within that timeframe and checking with customers on resolution before the tickets are closed. [REDACTED] thanked me for taking this on and would relay this contact information to people in his area to ensure the PUC is getting all the information needed.

Analyst: drharris

Open Date: 10/6/2022

10/20/2022 11:59:00 AM EMAIL TO CENTURYLINK - CLOSED CASE

From: HARRISON Danielle * PUC

Sent: Thursday, October 20, 2022 11:59 AM

To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>

Subject: CLOSED CASE - OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N19J2yW:ref]

For your records, this case is closed.

Danielle Harrison
Compliance Specialist
Oregon Public Utility Commission
Danielle.Harrison@puc.oregon.gov
Work 971-375-5087
Fax 503-378-5743

Oregon Public Utility Commission

Specialist: Harrison, Danielle R

Name: [REDACTED] Commercial:
Language:

Addresses: [REDACTED] (LOC) (INVOLVED)

E-mail: [REDACTED] DOCKET #

Phones: [REDACTED] (INVOLVED)

Contacts:

Subject:

Comments:

COMPANY REVERSAL	CATEGORY COMPLX	STAFF UNRS	SAVINGS DET.	CLASS OPEN/MODE	TYPE BY	SUBTYPE CLOSE/MODE	FORMAL BY
0031 T QWESTC No UM 2206	REGU No	No		RCOM 10/18/2022/TELE	RCSE drharris	RSBL	

Call Taken (date): 10/18/2022 By: drharris
Open Date: 10/18/2022 Opened By: drharris

Disconnect Notice Due: Disconnected: Out of Service:

10/18/2022 CODE DETAIL

10/18/2022 CPNI CenturyLink CPNI AUTHORIZED

Customer gave consent for CenturyLink to release CPNI account information to PUC.

10/18/2022 11:06:00 AM CALL TAKEN BY DANIELLE

[REDACTED] called in about issues with CenturyLink. She states she is having issues ranging from calls dropping, static, and other sounds like an answering machine on the phone calls. [REDACTED] states when her husband tried calling her there was a busy signal and she lost phone service when the power went out a few weeks ago.

[REDACTED] states she just contacted CenturyLink today, October 18, 2022, and filed ticket# 46344171. [REDACTED] states CenturyLink did some testing over the phone and found something with the lines, but they aren't sure what. She states they advised her a technician should be out later today, October 18, 2022, between noon and 7:15pm.

Analyst: drharris

Open Date: 10/18/2022

I thanked [REDACTED] for updating me on this and would open a case file. I will follow up with her in 48 hours to ensure they came out in that timeframe and were able to resolve her issues. If they did, then her case will be closed out and kept on file for our records. If not, then I will be contacting CenturyLink. [REDACTED] thanked me for my time and the call ended cordially.

10/20/2022 12:54:00 PM VOICE MAIL TO CUSTOMER- PLEASE CALL

I attempted to contact [REDACTED] regarding CenturyLink. I got her voicemail and left the following message. I am following up regarding the ticket you filed with CenturyLink on October 18, 2022. I know the company advised you someone would be out that same day on October 18, and I wanted to verify if they did and if the issue was resolved. Please call me back at toll free 1-800-522-2404 or 503-378-6600. I am typically available Monday through Friday from 8a.m. to 4:30p.m.

10/21/2022 10:54:00 AM CALL TO CUSTOMER - ONGOING ISSUES

I contacted [REDACTED] regarding CenturyLink. I am following up regarding the ticket you filed with CenturyLink on October 18, 2022. I know the company advised you someone would be out that same day on October 18, and I wanted to verify if they did and if the issue was resolved.

[REDACTED] states the technician did come out that day and was there for about 5 minutes. The technician told her husband that he checked the lines to the driveway and house. The technician states they know what is going on, and the issue is in the ground, so it's not in his realm of fixing it. [REDACTED] states they are working on the main boxes and not the individual ones. The technician states there is an issue at Stirling Creek Rd and Applegate intersection.

I asked if they provided any next steps or if they closed the ticket. [REDACTED] stated she was advised by the technician if it does it again, they will send him back out to look at it, and must have closed the ticket.

I asked if they were still having issues. [REDACTED] states on October 20, 2022, around 2pm someone tried calling her but it ran, and then dial tone or nothing at all. [REDACTED] states that someone also tried calling her October 20, 2022, but they got a busy signal. She was not sure on the time. [REDACTED] states this morning, October 21, 2022, about 9:30/10am the call disconnected while talking with her brother in law.

[REDACTED] states when she calls CLQ to put in repair ticket, there are no issues at the time. It's an intermittent issue, and when it does happen she is not able to call it in as she has no cell phone service at the home. When CenturyLink did a test on it October 18, 2022, the representative advised her it was inconclusive which meant there was something going on.

[REDACTED] also brought up that CenturyLink has been doing work on the bigger cabinets earlier in the year, and putting in internet. She is not sure when they will get internet out to her home.

I advised I will be sending over her concerns to CenturyLink, and let them know that it's an ongoing issue. I also asked if she can document dates/times of the issues she is having. This is very helpful to show the company the issues she is having. [REDACTED] states she will do this and the call ended cordially.

Analyst: drharris

Open Date: 10/18/2022

10/21/2022 11:20:00 AM QUESTIONS TO CENTURYLINK

From: HARRISON Danielle * PUC

Sent: Friday, October 21, 2022 11:25 AM

To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>

Subject: OR/PUC - [REDACTED]

Please see attached case and answer the following questions:

1. Please provide a 5 month repair history in the following format:

Q. Date/time received

A.

Q. Commitment date/time

A.

Q. Date/time repair completed

A.

Q. Cause of trouble

A.

Q. What repairs were done

A.

2. Is this an area-wide problem or isolated to this customer?

3. If it is an area-wide problem, please identify the cause of the trouble affecting multiple customers. Please include in your response whether this widespread outage involves an engineering project to replace the cable in this area.

4. What is the time frame for completion of the project?

5. Is the customer entitled to any out of service credits?

6. If yes, what is the amount of the credit, how was it calculated (please include the total monthly bill cost)? What statement will the credit appear on?

7. Were any commitment dates missed? Please add specific dates. Please explain why they were missed. Were the missed commitments under the same repair ticket? Please elaborate.

8. Please explain when and how the missed commitment was communicated to the customer.

9. Has the customer received the appropriate missed commitment credit(s)? If no credits were applied, please explain the situation.

10. What is the amount of the credit and what statement will the credit appear on?

Analyst: drharris

Open Date: 10/18/2022

11. Was the company notified of a need under OAR 860-023-0055(6)(c), i.e. medical need, business service, no access to 911, no alternative phone service (cell phone), etc.? If yes, when were you first notified?

12. What specific steps were taken to expedite this customer's repair ticket?

13. The customer states she was advised by the technician about underground wiring issues near Stirling Creek Rd and Applegate intersection. Has CenturyLink been doing any work in this area? Have there been any testing of the underground lines to see if there are any issues with them?

14. Tell me about the conversation the customer had with a CenturyLink representative on October 18, 2022. Did the representative perform any testing over the phone with the customer? If so, what was done and what was the outcome of those results?

15. The technician advised the customer the work that needs to be done to resolve her issues are underground and outside of his realm. Do your records indicate if the technician located any issues related to the companies equipment? Was the repairs needed within his level of expertise? Did he advise of needing someone at another level to make the repairs needed?

Danielle Harrison
Compliance Specialist
Oregon Public Utility Commission
Danielle.Harrison@puc.oregon.gov
Work 971-375-5087
Fax 503-378-5743

10/21/2022 12:34:00 PM EMAIL FROM CENTURYLINK - WILL RESPOND

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Friday, October 21, 2022 12:34 PM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Cc: doug.morgan@lumen.com
Subject: RE: OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N19toZX:ref]

Good afternoon Danielle,

Doug Morgan will be the Case Manager assigned to this complaint for research and resolution.

Thank you!

AshleyKay Wardle
Senior Analyst
Customer Advocacy Group
Boise, ID 83709
208-207-2240
ashley.wardle@lumen.com

Analyst: drharris

Open Date: 10/18/2022

10/25/2022 11:31:00 AM EMAIL FROM CENTURYLINK - SOME INFORMATION

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Tuesday, October 25, 2022 11:31 AM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N19toZX:ref]

Hello Danielle,

Here is a 5-month repair and account history:

09/30/22 Customer called repair office to report trouble that has been happening with the phone line. Said there are no issues at this time, however. Agent recommended that the customer call when the problems come back.

10/18/22 @ 11:04am

No dial tone

Commit 10/18 by 7:15pm

Cleared 10/18 @ 3:10pm

Trouble with the Pair Gain system was repaired. Notes on the ticket say that the trouble was beyond the customer's network interface; inside wiring.

Intermittent issues appear to be due to the age of the system. I did not find any outage tickets that would provide specifics at an area-wide level.

There are no projects at this time to upgrade or replace the cable.

I am issuing a 1-month credit today for the intermittent issues: \$43.35.

No commitments were missed.

I did not find any information pertaining to CenturyLink doing any work near the Stirling Creek Rd and Applegate intersection. I am reaching out to the area supervisors for confirmation.

The call information for 10/18 with a repair agent does not provide enough detail to tell what, if any, troubleshooting was performed.

I will find out what I can about the underground cable issues and advise as soon as possible.

Sincerely,

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

Analyst: drharris

Open Date: 10/18/2022

10/27/2022 11:33:00 AM EMAIL FROM CENTURYLINK - RESPONSE

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Thursday, October 27, 2022 11:33 AM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N19toZX:ref]

Good morning Danielle,

Here are the additional answers to your questions, from the area supervisor:

1. The customer states she was advised by the technician about underground wiring issues near Stirling Creek Rd and Applegate intersection. Has CenturyLink been doing any work in this area? Have there been any testing of the underground lines to see if there are any issues with them?

Answer: The technician was referring to the fiber that we'll be deploying in the future. There are no issues with the underground lines to the customers location.

2. The technician advised the customer the work that needs to be done to resolve her issues are underground and outside of his realm. Do your records indicate if the technician located any issues related to the companies equipment? Were the repairs needed within his level of expertise? Did he advise of needing someone at another level to make the repairs needed?

Answer: Again, the technician was referring to the fiber that CTL will be placing in the future. There were no issues related to company equipment. No other repairs were needed. Unfortunately the technician closed the ticket on suspicion of possible trouble, rather than actual trouble found, which was none.

There are no definitive timeframes as to when CTL will be placing fiber here.

Regards,

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

11/2/2022 3:24:00 PM CALL TO TO CUSTOMER- MORE ISSUES

I contacted [REDACTED] about her issues with CenturyLink. I called to find out if she is still having ongoing issues. She said the phone has been a nightmare but hasn't filed any more tickets since the last one back on the 18th. I advised that the ticket from the 18th, CenturyLink indicated: Trouble with the Pair Gain system was repaired. Notes on the ticket say that the trouble was beyond the customer's network interface; inside wiring.

Analyst: drharris

Open Date: 10/18/2022

█████ said there is no inside wiring issues and her neighbors are having the same one. I asked if they called the dedicated line to file tickets or notified the PUC? █████ said she does not know. I advised to have them do this, the more tickets open, the more the company can see there is an issue. This is helpful for the PUC to be able to show the company

█████ states the repairman told her she can keep filing tickets but it's not going to solve the issues. He can't work on bringing in the fiber services to area. Whoever is dealing with the boxes need to work on that. I explained that CenturyLink indicated they didn't know when the fiber would be coming in, which is why I need to make sure they are fixing the issues she is having now.

█████ indicated the issues are ongoing. She even bought a new landline and cordless phone but still having issues. They are only about a month old.

█████ gave me the following information about her dropped calls:

October 23, 2022 - Dropped calls started between 10-8am. This happened four times. Then she had no dial tone, but then is started working the rest of the day. She does not have exact time when it started working.

October 24, 2022 - Around 7:45 am she had a dropped call, then no dial tone. Then her phone rang three times, and went dead when she answered the phone. At 8 am no dial tone, but her services came back on later on in the day. She was not home and was not sure when. █████ states that when it's dead people can't leave her a message. She missed two calls from doctors on lab results, and a missed call back on xray tests

October 25, 2022 - Around 7:10am she had a dropped call, then no dial tone. At 7:20 am she had a dropped call, then no dial tone. At 10:20am her phone rang three times, she answered but she heard dead air. █████ states when that happens people can hear her but she can't hear them. At 11:45am she tried to call out but it dropped call, went dead, then came back on a minute later. At 4pm there was an incoming call where it rang twice, she answered, but there was dead air. It then come back on and she could hear the other person. She tried to use the phone at one point but it sayd the "line was in use". That was later on in the day, but she isn't sure exactly when.

October 26, 2022 - At 5:15pm she had a dropped call.

October 27, 2022 - A call dropped at 8am, and another call dropped at 6:45pm.

October 29, 2022 - A dropped call occured at 8am, 5:45pm, and 7pm.

November 1, 2022 - At 11:30am she had a dropped call, and another one at 5pm.

November 2, 2022 - She had a call drop at 7:30am.

Analyst: drharris

Open Date: 10/18/2022

██████ states there is no length of time when it seems to drop or time of day. The issue is very intermittent. She doesn't feel it's inside wiring as other neighbors are having the same issue, and it's not the phone since they are all new and less than a month old.

██████ states before she even called the PUC in the Spring her son was sick and in the hospital. People were unable to reach her about his medical needs.

██████ then asked about what the tech said about the underground lines. I explained the company didn't seem to have much information about it, which didn't make sense. The most I can do is figure out if the company is doing what they need to in order to fix her issues. ██████ states she will continue to track her issues and let her neighbors know about the dedicated line and to reach out to me.

11/3/2022 9:26:00 AM QUESTIONS TO CENTURYLINK

From: HARRISON Danielle * PUC

Sent: Thursday, November 3, 2022 9:26 AM

To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>

Subject: RE: OR/PUC - ██████ [ref:_00D412HUz0._5004N19toZX:ref]

Good morning Doug,

Please see below outage concerns documented by the customer:

October 23, 2022 - Dropped calls started between 10-8am. This happened four times. Then she had no dial tone, but then it started working the rest of the day. She does not have exact time when it started working.

October 24, 2022 - Around 7:45 am she had a dropped call, then no dial tone. Then her phone rang three times, and went dead when she answered the phone. At 8 am no dial tone, but her services came back on later on in the day. She was not home and was not sure when. ██████ states that when it's dead people can't leave her a message. She missed two calls from doctors on lab results, and a missed call back on x-ray tests

October 25, 2022 - Around 7:10am she had a dropped call, then no dial tone. At 7:20 am she had a dropped call, then no dial tone. At 10:20am her phone rang three times, she answered but she heard dead air. ██████ states when that happens people can hear her but she can't hear them. At 11:45am she tried to call out but it dropped call, went dead, then came back on a minute later. At 4pm there was an incoming call where it rang twice, she answered, but there was dead air. It then came back on and she could hear the other person. She tried to use the phone at one point but it said the "line was in use". That was later on in the day, but she isn't sure exactly when.

October 26, 2022 - At 5:15pm she had a dropped call.

October 27, 2022 - A call dropped at 8am, and another call dropped at 6:45pm.

October 29, 2022 - A dropped call occurred at 8am, 5:45pm, and 7pm.

Analyst: drharris

Open Date: 10/18/2022

November 1, 2022 - At 11:30am she had a dropped call, and another one at 5pm.

November 2, 2022 - She had a call drop at 7:30am.

****Please open a trouble ticket, and let me know the findings, along with answers to the below questions.****

Q. Please provide the line test results once the repair has been made. This complaint will be closed when test results demonstrate this line meets the minimum service quality standards. For your convenience, the minimum standards are provided below. Please report in the following format:

Loop Current > 20 mA

A.

Circuit Loss < 8.5 db

A.

Circuit Noise < 20 DBrnc

A.

Power Influence: (as a goal should not exceed 80 dBrnc)

A.

Q. Is this an area-wide problem or isolated to this customer?

A.

Q. If it is an area-wide problem, please identify the cause of the trouble affecting multiple customers. Please include in your response whether this widespread outage involves an engineering project to replace the cable in this area.

A.

Q. What is the time frame for completion of the project?

A.

Q. Is the customer entitled to any out of service credits?

A.

Q. If yes, what is the amount of the credit, how was it calculated (please include the total monthly bill cost)? What statement will the credit appear on?

A.

Q. Were any commitment dates missed? Please add specific dates. Please explain why they were missed. Were the missed commitments under the same repair ticket? Please elaborate.

A.

Q. Please explain when and how the missed commitment was communicated to the customer.

A.

Analyst: drharris

Open Date: 10/18/2022

Thank you.

Sincerely,

Danielle Harrison
Compliance Specialist
Oregon Public Utility Commission
Danielle.Harrison@puc.oregon.gov
Work 971-375-5087
Fax 503-378-5743

11/3/2022 12:08:00 PM EMAIL FROM CENTURYLINK - WILL REVIEW

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Thursday, November 3, 2022 12:08 PM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N19toZX:ref]

Good afternoon Danielle,

I will request to have a new dispatch ticket set up. There are no outages and, as previously stated, the technician on the 10/18 dispatch determined the trouble was inside the home.

I'm curious as to why the customer isn't contacting the company at all to report these issues? There is still only the one dispatch from my last interaction with this case and no notes on the customer's account.

I'll provide the dispatch information once they respond.

Thank you,

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

11/4/2022 8:59:00 AM EMAIL FROM CENTURYLINK - SENDING OUT TECHNICIAN

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Friday, November 4, 2022 8:59 AM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N19toZX:ref]

Hi there Danielle,

We are working on getting a technician out there today. I am checking with the area supervisor, so he is aware that it's a PUC complaint, as well as providing the line test results.

Analyst: drharris

Open Date: 10/18/2022

I should have this info by Monday.

Have a good weekend,
Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

11/7/2022 10:27:00 AM EMAIL FROM CENTURYLINK - WORKING ON TICKET INFO

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Monday, November 7, 2022 10:27 AM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N19toZX:ref]

Hello Danielle,

I have not been able to reach the area supervisor or technician about the 11/04 dispatch and the line test results.

The ticket was closed by the tech @ 12:15pm, stating no trouble was found during the visit.

I'll continue trying to get the other information.

Thank you,

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

11/7/2022 1:56:00 PM EMAIL TO CENTURYLINK - INSIDE TESTING NO COST?

From: HARRISON Danielle * PUC
Sent: Monday, November 7, 2022 1:56 PM
To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>
Subject: RE: OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N19toZX:ref]

Hello Doug,

Thank you for the updates and working on getting the information, I appreciate it.

I am going to be calling the customer back soon, but before I did, I wanted to ask a question.

Analyst: drharris

Open Date: 10/18/2022

CenturyLink states the issue is inside wiring, but the customer is adamant that it isn't as she states other neighbors in her area are experiencing the same issue. I have already told the customer if her neighbors are having issues they need to notify the company and file trouble tickets.

I was wondering, to help eliminate if her ongoing issues are due to inside wiring, and as a customer service gesture by the company, is there a way to have the technician test the inside wiring at no cost to the customer? I would of course make sure this was ok with the customer first, but I wanted to see what your thoughts were, and ask if the company would be willing to do this inside wiring testing at no cost.

Thank you again for your help.

Sincerely,

Danielle Harrison
Compliance Specialist
Oregon Public Utility Commission
Danielle.Harrison@puc.oregon.gov
Work 971-375-5087
Fax 503-378-5743

11/7/2022 2:44:00 PM EMAIL FROM CENTURYLINK - YES, NO COST FOR INSIDE

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>

Sent: Monday, November 7, 2022 2:44 PM

To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>

Subject: RE: OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N19toZX:ref]

Hi Danielle,

Sure, I think that's perfectly fine. I can have the repair office coordinate with the customer to set the appointment date for a time she will be home and make sure there's no charge.

Let me know after you speak with her about it.

Thanks,

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

11/7/2022 3:21:00 PM CALL TO CUSTOMER - UPDATES

I contacted [REDACTED] about her concerns with CenturyLink. She asked if I requested to have a technician come out. I advised that yes, when we last spoke I let CenturyLink know of her ongoing

Analyst: drharris

Open Date: 10/18/2022

issues which is why they came out. I asked what they told her. [REDACTED] states that the technician told her that it's not outside or inside the house, but with the junction box.

I advised that if she is ok with this, CenturyLink has agreed to test her inside wiring at no cost since they keep saying is the issue. This way we can eliminate this from what is causing the issues. [REDACTED] states she is fine with that. I advised I will let CenturyLink know and have them reach out to her to schedule that.

I also asked if her neighbors reported their issues. She said she was going to talk with the neighbors about this today. [REDACTED] states she will give them my contact number and the dedicated Lumen number.

I asked if any more issues since November 2, 2022, and she said yes, it's a lot of the same issues. I advised we are looking at her filing tickets directly with CenturyLink, then update the ticket each time there is an issue. This is only after the inside wiring fails to resolve her issues. This is the process we are looking at for the next steps. [REDACTED] states she is fine with this and will wait to hear from CenturyLink on a time for them to come and check the inside lines.

11/7/2022 3:37:00 PM EMAIL TO CENTURYLINK - PLEASE CONTACT CUSTOMER

From: HARRISON Danielle * PUC

Sent: Monday, November 7, 2022 3:37 PM

To: 'Customer Advocacy (PUC)' <uswpuc@centurylink.com>

Subject: RE: OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N19toZX:ref]

Hello Doug,

Thank you so much for being flexible on this and doing this for the customer at no cost.

I spoke with the customer and she said she is fine with having someone come in and look at her inside wiring. Please feel free to contact her to set up a date and time that works best to do this.

Thank you for keeping me posted on things and I look forward to hearing the results.

Sincerely,

Danielle Harrison

Compliance Specialist

Oregon Public Utility Commission

Danielle.Harrison@puc.oregon.gov

Work 971-375-5087

Fax 503-378-5743

11/8/2022 11:46:00 AM EMAIL FROM CENTURYLINK - WILL SCHEDULE TECH

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>

Sent: Tuesday, November 8, 2022 11:46 AM

Analyst: drharris

Open Date: 10/18/2022

To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N19toZX:ref]

No problem Danielle,

I will let you know when I have a confirmation from the repair office.

Thanks!

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

11/9/2022 9:57:00 AM EMAIL FROM CENTURYLINK - APPOINTMENT DATE

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Wednesday, November 9, 2022 9:57 AM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N19toZX:ref]

Good morning Danielle,

My repair office attempted to reach the customer, but was unable to get in touch. They set an appointment up for 11/11. They cannot waive the technician charge on their end, so if the customer does end up getting billed then I will issue an account credit to reverse it.

I'll follow up again on 11/14 to see how it went.

Thank you,

Doug Morgan
Customer Advocacy Group
Case Manager
Lumen

11/14/2022 9:33:00 AM EMAIL FROM CENTURYLINK - JACK REPLACED

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Sent: Monday, November 14, 2022 9:33 AM
To: HARRISON Danielle * PUC <Danielle.HARRISON@puc.oregon.gov>
Subject: RE: OR/PUC - [REDACTED] [ref:_00D412HUz0._5004N19toZX:ref]

Good morning,

Doug is out of the office so I am following up on this one. A technician replaced a jack in the living room. I have issued a credit for \$99 to offset the \$99 charge that was billed.

Analyst: drharris

Open Date: 10/18/2022

Please let me know if you have any questions.

Thank you,

Tressa Carter
ANALYST II
Customer Advocacy Group
Lumen

11/14/2022 11:03:00 AM CALL TO CUSTOMER- TO CLOSE

I contacted [REDACTED] to find out what happened with CenturyLink. [REDACTED] confirmed a technician came into her home on November 11, 2022, and stated the issue was not inside or outside of the home. He did replace an old jack, but stated that was not the issue as the other ones were working. [REDACTED] did mention having a few dropped calls since then, but had a lot of things going on in her personal life so she did not file the tickets with CenturyLink.

I advised [REDACTED] now that we have CenturyLink confirming the inside wiring is fine, we need those tickets to show them the issue is still continuing. I advised that if it does happen again to call in the repair ticket to CenturyLink, and then let me know. That way we can track her issues and make sure it gets repaired. [REDACTED] states she will do that.

[REDACTED] also mentioned giving the CenturyLink repair number and the PUC number to her neighbor to call in their issues, but hasn't had a chance to talk with the neighbor behind her. I thanked her for doing this as we need people to call in these tickets and help us show the ongoing issues in her area.

I advised [REDACTED] I would keep her case open for the next five days and if I didn't hear back I will assume all is good. If she has another dropped call, please call the repair ticket into CenturyLink, and then let me know right away. I thanked her for doing this for me and her patience. [REDACTED] thanked me for my help, and the call ended cordially.

11/15/2022 1:46:00 PM CALL FROM CUSTOMER- SOME UPDATES

[REDACTED] states there were two CenturyLink technicians that came out and did testing on the outside of her house. They think the issue is at the box located at Little Applegate and Sterling Creek. The techs told her they would be forwarding the results to CenturyLink office, who will then forward the results to the PUC.

I thanked [REDACTED] for the updates and asked if she had any other dropped call issues. [REDACTED] states she has not since we last spoke. I reminded her if she does to call CenturyLink repair line right away and then me with the ticket number. [REDACTED] states she will and the call ended cordially.

CASE: UM 1908
WITNESS: MELISSA NOTTINGHAM

**PUBLIC UTILITY COMMISSION
OF
OREGON**

STAFF EXHIBIT 203

**Exhibits in Support of Testimony
[Redacted]**

November 23, 2022

1 **BEFORE THE PUBLIC UTILITY COMMISSION**
2 **OF OREGON**

3 UM 1908

4 In the Matter of
5 LUMEN TECHNOLOGIES,
6 Proposed Commission Action Pursuant
7 to ORS 756.515 to Suspend and
8 Investigate Price Plan (UM 1908), and
9 QWEST CORPORATION,
10 Investigation Regarding the Provision of
11 Service in Jacksonville, Oregon and
12 Surrounding Areas (UM 2206).

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4	09-20-22	Comments by Senator Jeff Golden	UM 2206
5	09-23-22	Comments by Priscilla Weaver	UM 2206
6	09-26-22	Comments by Priscilla Weaver re new Outage	UM 2206
7	09-26-22	Additional Comment by Priscilla Weaver	UM 2206
8	09-27-22	Comments by Priscilla Weaver re Ninth Outage Report	UM 2206
9	09-27-22	Comments by Troy Rush re Sanctions on CenturyLink in Rogue Valley	UM 1908
10	09-28-22	Comments by Priscilla Weaver re Report of Outage	UM 2206
11	09-30-22	Email from Stacey Lehen re Repair Tickets	UM 1908
12			
13	10-05-22	Comments by Candace Stephenson re Telephone Issues	UM 1908
14	10-05-22	Comments by Priscilla Weaver re New or Continuing Outages	UM 1908
15	10-06-22	Comments by Marty Paule re CenturyLink Service and Rate Issues in Jacksonville/Applegate	UM 1908
16	10-27-22	Comments by Oregon People's Utility District Association (OPUDA); filed by Danelle Romain	UM 1908
17			
18	10-28-22	Comments by Customers Marion Hadden, William C. Driver, James Horner, Nina Kiskadden, Chris Beekman, James Kraemer, Ben Yohai, Barbara Krack, Susan Shaffer, Roarke Ball, and Gail Battaglia	UM 1908
19			
20	11-08-22	Comments by Susan Konecny	UM 1908

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From: Priscilla Weaver
To: LOCKWOOD Charles * PUC
Cc: REP Marsh; redq16@aol.com
Subject: Re: Docket Number UM 2206--Notice of Filing--Oregon PUC
Date: Wednesday, December 8, 2021 7:02:36 PM

One more thing: there is a potentially problematic typo in the staff report. As noted in our complaint, it takes about 12-25 **minutes** (not miles) for us to get to Ruch to report outages. Thanks for making this correction.

Priscilla

On Dec 8, 2021, at 6:08 PM, LOCKWOOD Charles * PUC
<Charles.LOCKWOOD@puc.oregon.gov> wrote:

Description: Staff Report for the December 14, 2021 Public Meeting (Item No. RA1), by Joseph Bartholomew.

Docket Name: INVESTIGATION - PROVISION OF SERVICE IN JACKSONVILLE AND SURROUNDING AREAS

Utility Company: QWEST CORPORATION -- TELE, UTIL_T

Type of Activity: STAFF REPORT, filed on 12/8/2021.

To view this document, please click on the below link:

<http://edocs.puc.state.or.us/efdocs/HAU/um2206hau18724.pdf>

All parties on the Commission's service list will receive email notices of all documents filed in this docket. The Commission will also provide electronic service of all related rulings, notices, and orders via email. If you are unable to view documents electronically and therefore need to receive hard copies, please send a statement of need to:

Public Utility Commission
Administrative Hearing Division
PO Box 1088
Salem, OR 97308-1088

For more information about eFiling, please visit the Filing Center page on the PUC's website at <https://www.oregon.gov/puc/filing-center/Pages/default.aspx>.

PAM MARSH
STATE REPRESENTATIVE
DISTRICT 5
SOUTHERN JACKSON COUNTY



HOUSE OF REPRESENTATIVES

December 10, 2021

Oregon Public Utility Commission
Administrative Hearing Division
PO Box 1088
Salem, OR 97308-1088
puc.publiccomments@puc.oregon.gov

Re: RA1 INVESTIGATION – Provision of Service in Jacksonville and Surrounding Areas

Dear Commissioners,

I am reaching out to submit comment in support of staff's recommendation that the PUC open an investigation into the provision of telephone service in the Jacksonville area.

I regularly hear from constituents in my District who live in rural areas of Ruch and the Applegate Valley (with a Jacksonville address/zip code), and who have struggled with landline service for years, including ongoing and frequent outages, no way for the community to report widespread outages, slow response times and inconsistent repair services.

Because many residents lack adequate internet connections and cell phone service, landline connections are critical for basic communication and quality of life, and crucial for medical and fire safety and response.

It is my sincere hope that the PUC will conduct a thorough investigation into these issues as a first step towards ensuring these problems are resolved.

Thank you for your consideration. Please do not hesitate to contact me directly with any questions you may have.

Best regards,



Pam Marsh
Representative House District 05
Southern Jackson County

To: Oregon Public Utility Commission

December 12, 2021

Re: RA1 Investigation -- Docket No. UM 2206

We are the complaining parties in this matter.

CenturyLink/Lumen's Comments [Dated January 10 but apparently submitted December 10?] are an attempt to detract from their ongoing failure to provide reliable land line service by invoking the federal RDOF broadband initiative as a reason for delay. We urge you not to allow CenturyLink to put us at further risk by this ploy.

As we stated explicitly in our initial submission, our complaint is not about CenturyLink deploying fiber optic for broadband in the future. Broadband is for another day and another regulatory authority.

Our vulnerable community does not have the luxury of waiting years for that eventuality. We need reliable land line service right now and we won't have it unless the Commission adopts the staff report and holds CenturyLink to account. The investigation will not delay CenturyLink's RDOF-related activities.

CenturyLink does not dispute the factual scenario laid out in the Staff Report. Once the investigation is opened, it should be a straightforward matter for CenturyLink to promptly inform the Commission whether CenturyLink will provide the relief we seek and whether they will agree to a very tight implementation timeline, before any more "close calls" or worse out here. Their conclusory statements about "enhancing network monitoring," etc., if intended as an agreement to provide the relief we seek, should be readily converted to a detailed action plan, with short dates certain, that the Commission can respond to as soon as feasible.

We respectfully urge the Commission to proceed to adopt the Staff Report at your December 14 meeting and open the investigation of CenturyLink/Lumen as recommended.

Thank you for your consideration.

Priscilla Weaver
6268 Little Applegate Road
Jacksonville OR 97530
541-899-1672
priscilla@saltmarshbranch.com

Kathy and Jim Horner
4600 Little Applegate Road
Jacksonville OR 97530
541-899-5648
redg16@aol.com

From: [BARTHOLOMEW Joseph * PUC](#)
To: [PUC PUC.FilingCenter * PUC](#)
Cc: [HELLEBUYCK Bruce * PUC](#)
Subject: FW: Docket Number UM 2206-
Date: Thursday, January 13, 2022 9:48:56 AM

Good morning Team,

Please add the email below to docket UM 2206 as customer comment, thanks.

Joseph Bartholomew
Oregon Public Utility Commission
Senior Telecommunication/Water Analyst
201 High St SE. Suite 207
Salem, OR 97301
503-689-4016
Joseph.bartholomew@puc.oregon.gov

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

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Tuesday, January 11, 2022 12:41 PM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Cc: REP Marsh <Rep.PamMarsh@oregonlegislature.gov>; Kathy Horner <redg16@aol.com>
Subject: Docket Number UM 2206-

Good afternoon Joseph and happy new year!

Not sure of the protocol, but I wanted to update your records on the final outage of 2021 on our beleaguered CenturyLink land lines that you and your colleagues are investigating.

Sometime during the night of Christmas Eve or in the early morning of Christmas Day (Dec 25), our land lines went out. Several people called it in and we were told that it was a cable issue, a problem in a remote terminal, or that no one else had reported an outage.

We did have a snowfall on Christmas Day and a few times the lights flickered, but we never lost power, only the land lines. Whether one of the power blips caused the phones to shut down, I cannot say.

Our land lines were out all day on Christmas, with service coming back on the morning of December 26. We then had intermittent service that and into the morning of December 27. Once again we were lucky that no one needed to use 911 during the outage.

That was our last outage for 2021. We have not had any outages so far in 2022.

Please let me know if you need further details.

Thanks for the work you and your colleagues are doing to get us help.

Priscilla Weaver
541-899-1672

February 17, 2022

Mailing Address:
PO Box 32, Talent,
OR 97540
Service Address:
9334 Wagner Creek Road,
Talent, OR 97540

Oregon Public Utility Commission

Re: RA1 Qwest Corporation dba CenturyLink QC
Docket No. UM 2206

Dear Hearing Panel,

My husband, James Curtis, and I are sixty-seven years of age and have resided at 9334 Wagner Creek Road outside the city limits of Talent, Oregon for nearly twenty-two years. Our initial service was through Qwest, which later became CenturyLink.

I recently retired as a medical transcriptionist, working from home. My husband, Jim, continues to work part-time as a photographer and printer, also from home. Both our jobs require(d) an internet connection for uploading and downloading audio and visual files. Over the years we've experienced marginal service, never having received the speeds we pay for, despite our calls for tech support or requests for billing charges in line with speeds we actually receive.

As well, our landline is through CenturyLink. We have need for a landline because cell service in our area is sketchy and calls are often dropped. At the moment we are in the midst of a major thinning/logging operation in order to prepare for the coming fire season. We have people working with chainsaws and heavy equipment and need a reliable way to call 911 in case of an emergency.

In the past when we have lost service, we have spent an inordinate amount of time on calls with CenturyLink, usually with little resolution, mainly because our calls get dropped after being put on hold while a customer service representative "checks" what the problem might be. When we have to resort to calling about our connectivity problems (when our landline is working), the automated system encourages us to go to their website and "chat" with a bot but how does one go to a website without an internet connection? It's our belief CenturyLink actively discourages customers from reporting outages by forcing us to jump through several hoops to reach a real person, and being put on hold (sometimes for more than half an hour), only to be disconnected with no call back.

On February 7th of this year and during our thinning operation, we lost our landline as well as our internet. Just before we lost internet we were on a "chat" with CenturyLink to alert them to an outage. We knew the outage was not a problem with any equipment at our home because it never is; rather, it's an area outage, which we tried to explain to customer service. However, the service agent insisted she schedule a tech to come out to our house but noted one couldn't get here until Friday, February 11th, nearly five days later.

By Friday morning February 11th, we did have a limping internet connection again but no landline, so I used my cell phone to call CenturyLink and ask when our landline would be back. The service agent told us maybe by the next day, maybe by Monday. She noted it was an area outage they were working on. Through text messages and cell-delivered emails, we got multiple notifications that the tech would

be out Friday and that someone over 18 years of age needed to be present, masked, and practicing social distancing. Friday, came and went. No tech showed or contacted us.

By Monday morning we still had no landline but our internet seemed to be back to its usual sub-standard speeds. On my way to a dentist's appointment that afternoon, I saw a CenturyLink technician working in Talent. I pulled over and told the technician we had not had a landline for over a week now. He said they were wrapping up a repair (the area outage) and thought all customers had service restored. I told him we did not, so he asked for our phone number and said he would give it to his supervisor to check out. Two hours later our landline was back. We now know it's more effective to track down a tech working in our area rather than call customer service. What kind of business plan is that?

On Tuesday there was a power surge (Pacific Power) and our lights flickered off for a few seconds. We began to notice slow loading of websites on our devices and later an inability to stream. We performed download tests, or tried to but there wasn't enough connectivity to perform one. On Wednesday we were able to run tests, which came back showing 0.15 Mbps download and 0 Mbps upload speeds with an Ethernet connection. Today while waiting for the tech (who never arrived or called) tests showed:

Download	Mbps	Upload	Mbps
	0.09		0.66
	0.36		0.53
	0.58		0.76
	1.28		0.66

Today at approximately 3:30 pm our internet service was restored to nearly what we are paying for (1.5 mbps download) though we have never gotten download speeds greater than what we have today, 1.28 mbps. This speed is only for devices plugged into the Ethernet. Our phones and laptops don't get this speed with wifi. It will be interesting to see how much fluctuation in speed we will be experiencing throughout a day and evening.

To illustrate that this is not an isolated incident, it should be noted that in September of 2020, after another loss of service for nearly a week, my husband began communications with CenturyLink's David Copp who explained that the service line we use splits between many customers, and it is our belief our line is oversold, outdated, and needs an upgrade. However, Mr. Copp stated no upgrades were in the works. Frustrated and feeling ripped off, Jim then filed a complaint with the FCC (Ticket No. 4252932) and later received an email from Robert Matthews at CenturyLink who had reviewed the FCC complaint. He was regretful we had any issues and admits "the area is at capacity and customers may experience slow speeds, packet loss and latency during peak hours." He also goes on to claim, erroneously, that their records "indicate the line is currently provisioned at 100% of the 1.5 mbps speed on a very stable line." We were credited \$26.92 on October 20, 2020.

In conclusion I would like to say that not only do we feel we are being robbed of money, we also feel we are being robbed of our time and piece of mind. In the past week we have been stood up by CenturyLink twice after rearranging our schedules to be home when a technician arrives, each time a no-show. We have lost income and experienced extreme frustration. In a heartbeat, if there were an alternative to CenturyLink we would sign up.

But another thing I'd like to say is that each time I was able to talk to a real person at CenturyLink I made sure they understood the angry person they were talking to was not angry at them personally but

at CenturyLink. I also told them I was pretty sure they aren't being paid enough to have to listen to angry customers day in and day out. I believe CenturyLink's practices are toxic to its customers as well as its employees, and at the end of my interactions with a customer service representative I apologize for my tone and encourage them to find other employment for the sake of their own mental health. Surely, having to listen to, lie to, and hang up on angry customers is unhealthful.

Thank you for taking the time to listen to our experiences with CenturyLink.

Sincerely,

Laura (Laurie) Wenzel
James (Jim) Curtis

UM-2206

The following complaint information includes the following Century Link Customers:

485 Little Applegate Rd. 541-899-9989
495 Little Applegate Rd. 541-899-7820
1201 " " " 541-899-3910
1275 " " " (and) 541-899-3133
1331 " " " 541-899-5308
541-899-6929

* We have all had intermittent phone outages since Dec. 2021. At some point in January we all had increased days of continuous outages with a few hours of intermittent outages (meaning we had more days and hours of continuous outages than of intermittent outages).

1/10/22 (11am) until 1/17/22 we had a continuous outage of service.

2/10/22 (10am) until 2/21/22 we have had a continuous outage and it is continuing today.

2/18/22 all customers, with the exception of 541-899-9989 and 541-899-5308, started to have intermittent outages. The other 2 numbers, just mentioned, continue to have continuous outages at this time.

Customers at 485, 495, 1201, ^{and} 133,
Little Applegate have been submitting ~~and~~
repair tickets since Dec 2021, with no
Change in service. In January 2022, ^{and Feb 22} we
all continued to submit repair tickets
In Feb. 2022, Customers at 485 & 495
Little Applegate Rd. Submitted repair
tickets on line & via calling Century
link about 1 to 2 times per week.

The following is just a few of the repair
ticket numbers and dates repair was
supposed to ~~occur~~ ^{occur} (Combined Customers)!

Repair ticket #s - 0317039
0380961
0379287

^a few dates repairs
~~Jan~~ Schedules 1/15/22
1/20/22
1/25/22

2/01/22
2/07/22 Case # 24579480
2/14/22

591-899-9989 spoke to escalator ^{Repair ticket} 2/18/22 (0365740)
Supervisor 2/22/22

Customers @ 485 and 495 Little
Applegate Rd. Have requested multiple
times that the technician come to
speak with us, after ORJ call us,
This has never happened

485 LHM approached
On 21/08/22 I (541-899-9989) spoke
to an escalation supervisor, named Connie,
she documented history and promised
that a field supervisor would call me
on my cell phone, which I provided,
and I never receive a phone call.
During that 21/08/22 call she set up a
repair ticket (#0365740) for 2/15/22.
There was never any change in our service.
It was not repaired.

Priscilla here is some
v Additional ~~information~~ info. you may
(or) may not want to include
We have had phone landing problems
off and on since 2016, but
this most recent occurrence is the
worst;

Since 2016 we have had intermittent
and continuous outages that were
much more brief than current;
we all have sound quality issues, from
static, cutting out during calls, &
fax like sound in background; Strange
messages about #'s being "out of
service" (or) "can't make call as dialled,"
and getting disconnected during many calls

Priscilla, please let me
know if you need more details.

Jicki Yuen-Moore
485 Little Applegate Rd.
541-899-9986
541-916-6275 (cell)

Feb. 21, 2022

From: MENZA Candice * PUC
To: MENZA Candice * PUC
Subject: Docket Number UM 2206-additional complaint and comment
Date: Tuesday, February 22, 2022 10:29:47 AM

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Monday, February 21, 2022 12:47 PM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Cc: Kathy Horner <redg16@aol.com>; REP Marsh <Rep.PamMarsh@oregonlegislature.gov>; HELLEBUYCK Bruce * PUC <Bruce.HELLEBUYCK@puc.oregon.gov>; Goatcher Jill D <jill.d.goatcher@doj.state.or.us>; CONWAY Bryan * PUC <Bryan.CONWAY@puc.oregon.gov>
Subject: Docket Number UM 2206-additional complaint and comment

Good morning Joseph,

ADDITIONAL COMPLAINT:

A couple of days ago I was contacted by a neighbor at the foot of Little Applegate Road seeking help in yet another subset of CenturyLink failures in our area. I had no idea these folks had been without landline service intermittently since mid-December and without any service since at least February 10. I suggested she write down as much detail as she could in the limited time before the meeting tomorrow/today. Her report is attached. She asked that it be filed as part of the record in this case.

Please let me know if you need to have us make a typed copy of this report and we will do so promptly.

ADDITIONAL COMMENT on behalf of all those living out here, and in response to CenturyLink's behavior as contrasted with their written representations to the Commission:

We are deeply troubled at the cavalier attitude of the decision-makers at CenturyLink in failing to respond at all to this ongoing and long-standing outage, much less to respond promptly. Lives remain at risk out here, yet CenturyLink has chosen, for all intents and purposes, to abandon the people submitting this additional complaint.

We need the Commission's help more than ever.

Thanks.

Priscilla Weaver
6268 Little Applegate Road
Jacksonville OR 97530
541-899-1672

541-899-9989 spoke to escalation supervisor:

2/15/22 (Repair ticket #0365740)

2/22/22

Customers @ 485 and 495 Little Applegate Rd. have requested multiple times that the technician come to speak with us, after (or) call us. This has never happened.

On 2/08/22 I (485 Little Applegate Road, 541-899-9989) spoke to an escalation supervisor, named Connie, she documented history and promised that a field supervisor would call me on my cell phone, which I provided, and I never received a phone call. During that 2/08/22 call she set up a repair ticket (#0365740) for 2/15/22. There was never any change in our service. It was not repaired.

Priscilla here is some Additional info you may (or) may not want to include.

We have ha[d] landline problems off and on since 2016, but this most recent occurrence is the worst.

Since 2016 we have had intermittent and continuous outages that were much more brief than current; we all have sound quality issues, from static, cutting out during calls, & fax like sound in background; strange messages about being "out of service" (or) "can't make call as dialed;" and getting disconnect during many calls.

Priscilla, please let me know if you need more details.

Jackie Lucas-Morris
485 Little Applegate Road
541-899-9986
541-916-6275 (cell)

Transcribed per J. Bartholomew request by Priscila Weaver, 2/22/2022

KNOLL Ellie * PUC

From: PUC PUC.FilingCenter * PUC
To: BARTHOLOMEW Joseph * PUC
Subject: RE: More phone trouble on Little Applegate Road UM 2206

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Monday, March 14, 2022 11:37 AM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Cc: Kathy Horner <redg16@aol.com>
Subject: More phone trouble on Little Applegate Road

Joseph,

As you know, our area was part of a widespread electrical power outage on Saturday, March 12, at which time everyone on Little Applegate Road and surrounding roads also lost our land lines. We thought everyone's land lines were operational shortly thereafter due to the temporary batteries installed at the Buncom station/box/terminal.

I was wrong. Jackie Morris and her neighbors at the foot of Little Applegate, the CL customer who filed a handwritten complaint letter earlier this month, told me yesterday that she and her neighbors were still without phone service, and their land lines remain out today, March 14.

We have no idea why this is so, but we suspect it is because these folks are not hooked up to the Buncom station/box/terminal and instead are connected to a similar piece of equipment on Upper Applegate Road closer to where their homes are located at the foot of Little Applegate Road. If we are correct, then it appears even the existing PUC complaints were not enough to persuade CL to install battery backup for these folks.

To make matters worse, the area manager we were told at the hearing had been made available to us as a prompt way to let CenturyLink know there is an outage rather than relaying on the nationwide 800 number to report single-home outages told Ms. Morris when she called to report their outage that he (Mike ___) is no longer the southern Oregon area manager for CL/Lumen but that he would tell someone else about the outage.

Of the three types of relief we asked CL for in our complaints — backup batteries, a dedicated phone number to report outages and get prompt restoration, and re-installation of the remote monitoring that would ensure CL knows about the outage right away — it appears CL is only willing to do part of the battery issue without further PUC involvement. How disappointing!

Thanks, as always, for listening.

Priscilla Weaver

From: [BARTHOLOMEW Joseph * PUC](#)
To: [PUC PUC.FilingCenter * PUC](#)
Subject: FW: UM 2206 new filing
Date: Thursday, September 1, 2022 9:17:29 AM
Attachments: [UM 2206 submission.docx](#)
[ongoing widespread outage.msg](#)
[UM 2206 two different outage issues today.msg](#)
[UM 2206 continuing outage.msg](#)
[image001.png](#)

Good morning team,

Can you file the email below as well as the emails/word dock attached to UM 2206 Docket as a customer comment, thanks.

Joseph Bartholomew
Oregon Public Utility Commission
Senior Telecommunication/Water Analyst
201 High St SE. Suite 207
Salem, OR 97301
503-689-4016
Joseph.bartholomew@puc.oregon.gov



From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Thursday, September 1, 2022 8:18 AM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Cc: Kathy Horner <redg16@aol.com>; Rep Marsh <MarshP@oregonlegislature.gov>
Subject: UM 2206 new filing

Good morning Joseph,

Enclosed for filing is our neighborhood's urgent plea for relief now.

I apologize for the clumsy language but we simply cannot wait for the luxury of fine-tuning our language. When I hear that one neighbor has had three repair tickets cancelled and no one will respond until Saturday, it makes me furious. This has gone on all week. When will the PUC act on our modest request?

Please hold this company responsible at last

Thank you.

Priscilla Weaver

encl.

Dated: September 1, 2022

To: Oregon Public Utilities Commission

From: Priscilla Weaver et al.

Re: UM 2206

This is to request that the PUC exercise its authority right now to provide interim relief to Lumen/CL's land line customers near Jacksonville whose service quality and safety issues are implicated in Docket UM 2206, to include at a minimum, all customers served via remote terminals RT 2900 and 2600, and/or with addresses on Little Applegate Road, Yale Creek Road, Sterling Creek Road, Upper Applegate Road and all smaller roads branching from these main roads ("Affected Customers").

The working session on August 30th made it clear that this modest interim relief is authorized, appropriate, and warranted. It is a straightforward example of how the PUC can use the tools available to it to address the service quality and safety prongs of the public interest, which the PUC must take into account, with a quick and automatic enforcement mechanism and without further delay. It is the Commission's opportunity to make enforcement functional.

The need for this relief right now is clear. As of this morning, we have been without working phones for at least four days and perhaps longer. Customers reporting through the standard mechanism are being told their repair tickets have "cleared." Others have had several tickets dropped with no one showing up.

We request that the PUC enter an order right now requiring Lumen to take the following steps on the following schedule:

1. Within 7 business days Lumen shall
 - a. Establish an "800" or other dedicated telephone number ("Dedicated Number") for any Affected Customer experiencing an outage/service quality issue to call twenty four hours a day, seven days a week including holidays.
 - i. The Dedicated Number is to be set up such that the Affected Customer is connected directly to the office/division of Lumen responsible for initiating high priority repair response for outages/service issues.
 - ii. In order to assure prompt response from Lumen but also to assure that the customer's report is for a multiple-customer outage/service quality issue and not for single-customer issues, Lumen may modify its internal procedures to allow one Affected Customer to report knowledge of other telephone numbers affected by the outage/service quality issue.
 - iii. Whether or not Lumen chooses to make such internal modifications, it shall be sufficient to initiate the expediated response contemplated by this Order that the customer is able to identify at least one other

telephone number or customer whose line is experiencing the outage/service quality issue or otherwise has a good faith belief that the outage/service quality issue affects other customers.

- b. Staff the Dedicated Line 24/7 or otherwise assure any calls to the Dedicated Line result in the immediate initiation of onsite repair;
 - c. Take such other steps as are necessary to assure the Affected Customers' outage/service quality reports will be treated as high priority for immediate resolution;
 - d. Provide notice to each Affected Customer informing them of the new Dedicated Line, how to use it, and what Lumen's response will be.
2. Within 14 days, Lumen shall provide the PUC a report confirming the foregoing steps have been taken. The report should include a sample of the notification to Affected Customers and a detailed description of the processes Lumen has put in place for assuring the immediate initiation of repair response when calls are received on the Dedicated Line.
3. The Dedicated Line and expedited response mechanisms required by this Order shall remain in effect until (a) Lumen has completed installation of fiber optic cable to each Affected Customer's home that will enable Affected Customers to use their land lines through the fiber optic cable, as Lumen represented to the PUC on August 30, 2022, or (b) Lumen/CL provides the Affected Customers with land line service at no increased cost and delivered other than by Lumen's existing copper wire system to their homes.

From: [Priscilla Weaver](#)
To: Peter.Gose@lumen.com
Cc: [BARTHOLOMEW Joseph * PUC](#)
Subject: ongoing widespread outage
Date: Thursday, September 1, 2022 7:59:43 AM

Mr. Gose,

Hoping this email goes through. My earlier one provoked an automatic “I am out of the office from March 14th to March 21st” resposne.

Neighbors reporting this morning on the outage now into its fourth day and perhaps longer.

Erin Volheim: Our phone/internet still not working. CL cancelled my repair ticket. Our neighbor Dave Willard has had 3 repair tickets cancelled by CL with no shows.

Do I have to take this to the media? I don’t know how else to get your company’s attention.

Priscilla Weaver

From: [Priscilla Weaver](#)
To: [BARTHOLOMEW Joseph * PUC](#)
Cc: [Kathy Horner](#)
Subject: UM 2206 two different outage issues today
Date: Tuesday, August 30, 2022 7:17:38 PM

Joseph,

To be sure the PUC understands that our service quality issues continue, please inform them of this update however such things get communicated.

CENTURYLINK LAND LINE OUTAGE NUMBER 1 ON AUGUST 30, 2022

This morning while I was on personal business and not on my computer, text messages started coming in from several neighbors as follows;

10:16 a.m. EV: Have people been having recent issues with landline to landline calls dropping while talking?

GB: Yes, I was just getting ready to call CL.

PS: Yes, twice yesterday.

Emily: This morning a call I was trying to make cut off twice.

CD: I've noticed calls not going through on the first try.

EV: Okay, my understanding is we should all try to call it in.

KS: Lost a call just now.

One of these neighbors posted a screen shot from someone at CL saying it is an "area equipment issue."

Emily: CL started a ticket for me. Said a tech would be out "no later than Thursday." I stressed it was an area-wide problem.

2:08 pm during the working session:

KS: No dial tone.

EV: I was told they aren't going to come out for repair UNTIL SATURDAY AT LEAST for our repair ticket. Our Century Link internet is also worse than unusual.

BY: I've made several calls today. Every single one gets cut off. Second attempts miraculously seem to stay connected. Additionally, our line has been scratchy ever since the big thunderstorm approximately two weeks ago.

That's all for outage number 1 as of 7:15pm this evening.

OUTAGE NUMBER 2 ON AUGUST 30, 2022:

Approximately 30 minutes ago (ca. 6:40 pm) our power went out. I just got a dial tone while writing this note. It is my understanding the backup batteries should kick in essentially instantaneously.

Thanks for all the staff's work to update the Commissioners on our situation and especially on their robust authority to hold CL's ongoing service quality failures.

Priscilla Weaver

From: [Priscilla Weaver](#)
To: [Peter J Gose](#); [BARTHOLOMEW Joseph * PUC](#)
Subject: UM 2206 continuing outage
Date: Thursday, September 1, 2022 7:43:13 AM

As of this morning, many of us are still without phone service. I personally just tried to make a call, got about 4 words out, and it dropped. Called back, got about 4 words out, and it dropped.

This is not even enough to make a 911 call.

I am at the end of my rope. You may not know this but we are in extreme fire season, with dense smoke from nearby fires affecting people's health.

Does someone have to die out here to get Lumen's attention?

Priscilla
541-899-1672

From: [BARTHOLOMEW Joseph * PUC](#)
To: [PUC PUC.FilingCenter * PUC](#)
Subject: FW: our new filing in UM 2206
Date: Thursday, September 1, 2022 9:47:08 AM

Good morning team,

Below is another email I would like to add as a customer comment to Docket UM 2206, thanks.

Joseph Bartholomew
Oregon Public Utility Commission
Senior Telecommunication/Water Analyst
201 High St SE. Suite 207
Salem, OR 97301
503-689-4016
Joseph.bartholomew@puc.oregon.gov

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

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Thursday, September 1, 2022 9:40 AM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Subject: our new filing in UM 2206

Please revise our request to have the order require the dedicated line to be directly connected to the “high operational level” of Lumen. Peter Gose just supplied the words I was grappling for.

Priscilla

From: [BARTHOLOMEW Joseph * PUC](#)
To: [PUC PUC.FilingCenter * PUC](#)
Cc: [Goatcher Jill D](#)
Subject: FW: continuing phone outage in UM 2206 area
Date: Thursday, September 8, 2022 9:30:45 AM

Good morning Team,

Please add the email below to docket UM 2206 as customer comments, thanks.

Joseph Bartholomew
Oregon Public Utility Commission
Senior Telecommunication/Water Analyst
201 High St SE. Suite 207
Salem, OR 97301
503-689-4016
Joseph.bartholomew@puc.oregon.gov

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

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Friday, September 2, 2022 2:11 PM
To: Peter J Gose <peter.gose@lumen.com>; Tre Hendricks <tre.hendricks@lumen.com>
Cc: Rep Marsh <MarshP@oregonlegislature.gov>; BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>; Kathy Horner <redg16@aol.com>
Subject: continuing phone outage in UM 2206 area

To Lumen/CenturyLink:

It is Friday, September 2, 2022 at 2:03pm.

Our phones are still out and have been for several days.

We are 3 hours away from a 3-day holiday weekend when presumably your crews, if they are working at all to resolve this issue, will shut down.

We are in extreme wildfire danger with a fast-growing wildfire nearby.

We are engulfed in health- and life-threatening smoke with no end in sight.

Temperatures are in the high 90s and the forecast is for the temperatures to rise above 100F by Monday.

As you know, many people affected by the lack of land line access \\are reliant solely on their land lines to reach 911 in case of a wildfire, health, smoke, criminal trespass, automobile or farm accident, or any other emergency.

We will do everything in our power to hold Lumen/CenturyLink responsible for any harm to the people of this area or to their property by the ongoing, knowing refusal of Lumen to restore our phone system to full functionality and keep it that way. You have been on notice for many years and you are still on notice.

Priscilla Weaver,
on behalf of the residents of Little Applegate Road, Yale Creek Road, Sterling Creek Road, and all others part of the ongoing PUC investigation UM 2206

From: [BARTHOLOMEW Joseph * PUC](#)
To: [PUC PUC.FilingCenter * PUC](#)
Cc: [Goatcher Jill D](#)
Subject: FW: UM 2206 outage day five
Date: Thursday, September 8, 2022 9:30:12 AM

Good morning Team,

Please add the email below to docket UM 2206 as customer comments, thanks.

Joseph Bartholomew
Oregon Public Utility Commission
Senior Telecommunication/Water Analyst
201 High St SE. Suite 207
Salem, OR 97301
503-689-4016
Joseph.bartholomew@puc.oregon.gov

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

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Saturday, September 3, 2022 2:06 PM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Cc: Peter J Gose <peter.gose@lumen.com>; Hendricks, Tre E <Tre.Hendricks@lumen.com>; Kathy Horner <redgl6@aol.com>
Subject: UM 2206 outage day five

This pattern would be amusing if it were not so frightening.

Last year we had no land line service from August 30 until September 7, first while CL took four days to repair boxes on Little Applegate Road that had lain broken and exposed to rain and snow for at least eight months, and then another four days over the Labor Day weekend while they tried to figure out how to reconnect their own system correctly. No power outage, no tree falling on wires or boxes, no missing batteries, just years of neglect.

This August 30 our phones went out again (actually at least one day earlier but no one documented it until the 30th). Callers to the 800 number were told it was an "area equipment issue." it is now four days later and our phones still aren't working and now it is Labor Day weekend again. And guess what? One of my neighbors called the notorious 800 number again today to check on the situation and she was given a repair ticket for Wednesday September 7, four days from now.

No one could make this stuff up: the same eight-day outage over the same holiday weekend two years in a row?

Happy anniversary?

Priscilla

To: Oregon Public Utilities Commission

From: Priscilla Weaver on behalf of all CenturyLink/Lumen land line customers in the area implicated in docket UM 2206, including without limitation customers served through RT 2900 and RT 2600 and the residents of Phoenix/Talent and communities along the southern coast whose similar complaints were folded into this docket

Date: September 13, 2022

Re: Request for relief in docket UM 2206

The purpose of this filing is to request that the PUC exercise its authority to impose a penalty/fine on CenturyLink/Lumen commensurate with CL's multi-year failure to provide safe and reliable land line service in the public interest and its ongoing refusal to take the steps necessary to keep its phone lines and equipment in good repair.

It took eight years and pressure from the PUC before CenturyLink took the very first step to cut down on multi-day outages — the elementary step of installing working backup batteries to keep land line service operational when there is a power failure.

It has been nine months since we asked the PUC to require CenturyLink to provide a simple, dedicated phone number linked directly to their widespread outage/priority service department so that repairs would not take a week or longer (in one instance eight months) to be initiated, and CenturyLink still will not give us this simple partial remedy. Nor will CenturyLink restore the remote monitoring system that used to notify them automatically when an outage occurred. In each instance – batteries, dedicated reporting, and automatic notification – CenturyLink made a business (i.e., financial) decision not to spend the money. Since CenturyLink will not voluntarily fulfill its obligations, the PUC must act to ensure compliance in the only way CenturyLink recognizes – through its corporate pocketbook.

We have now had dropped calls or no dial tone at all for 14 days with no end in sight. There has not been a single power glitch or outage, nor a fallen tree, nor a rain or wind storm during this time. Worse yet, we are getting wildly inconsistent responses even from the general 800 repair/outage system. Is it a "cable failure"? something wrong at the "Buncom junction box," a "card failure?" Who knows?

It is obvious that only a significant financial penalty that will hit CenturyLink/Lumen directly in its wallet will get their attention.

It is our understanding that a multi-million dollar penalty was assessed against the company a few years ago when they refused to reinstate service farther north in Oregon after a catastrophic wildfire. We know, after the working session a couple of weeks ago in this docket, that the PUC unquestionably has the authority, without opening another docket or another investigation or holding more hearings, to impose penalties. We suggest the following

rationale, or something similar, would result in an appropriate and unquestionably warranted two-pronged penalty/fine in this case:

1. CenturyLink's service quality failures are documented back to at least 2014 and probably longer. A penalty that accounts for those eight years is in order as the kind of deterrent that might finally get CenturyLink to take the matter seriously.
2. Without either CenturyLink or individual customers having to expend resources to document to the penny what each of us has paid for service we did not receive for those 8 years — land line service 24/7 — we know that CenturyLink currently charges about \$100/month for minimum land line service, or approximately \$1200/year per customer, for a total of \$9,600 for the eight years.
3. Again, without asking CenturyLink to expend the resources to document a list of specific customers affected during each of the last eight years, we can estimate that approximately 200-300 customers were affected each year. Thus, an appropriate penalty would be in the range of \$1,920,000- \$2,800,000.
4. Accordingly, we request that the PUC immediately impose a midrange penalty of \$2,500,000 on CenturyLink for their failure to provide safe and reliable land line service over the last eight years
5. To make the PUC's enforcement functional and the penalty/fine effective, i.e., assure that CenturyLink keeps its system operational going forward, the PUC also should automatically penalize/fine CenturyLink \$100,000 per day any time a future outage is not remedied within 24 hours. CenturyLink has it entirely within its control to make sure this penalty is never assessed: reinstate the automatic remote monitoring system that used to alert them when a phone line in our area went dead and prioritize repairs when the monitoring system sounds the alarm. If the batteries are working, no power outage will take out our phones for more than the few minutes it takes for the batteries to kick in. If a rainstorm gets their underground wiring wet and shorts out the system, it's because CenturyLink didn't fix broken green boxes. Their lines are buried copper cable so tree falls should not take out the phones. Only CenturyLink's unmaintained equipment is implicated

It is high time CenturyLink be required to comply with their obligations rather than continuing to make a mockery of the regulatory system on which the people of Oregon rely to protect them.

Respectfully submitted,

Priscilla Weaver

September 18, 2022

Commissioner Megan Decker, Chair
Commissioner Letha Tawney
Commissioner Mark Thompson
Oregon Public Utility Commission

Re: Supplement to original complaint dated November 21, 2021 in UM 2206

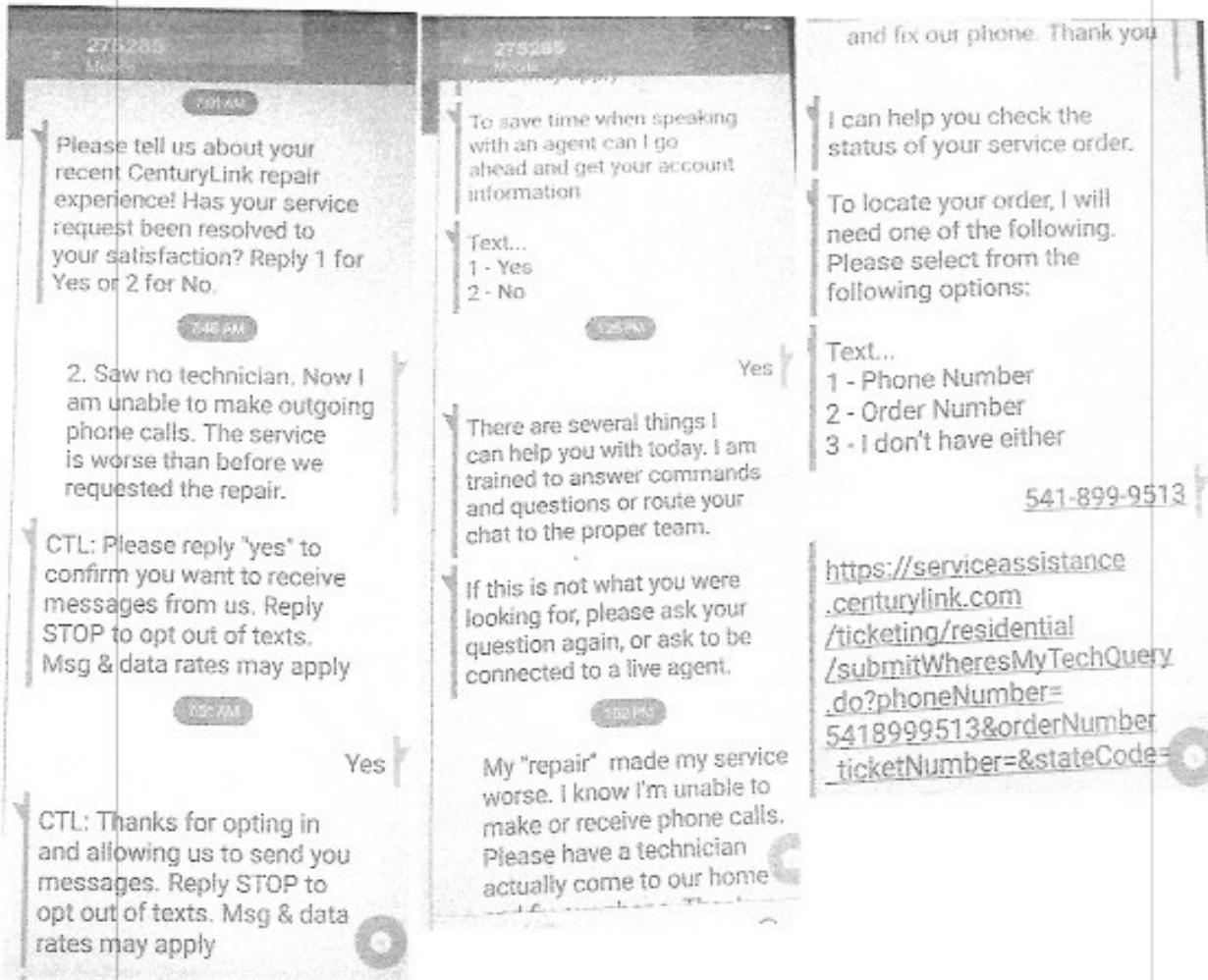
The complainants in this matter file this supplement to their original complaint to urge the PUC to adopt, and immediately implement, the final recommendation on page 8 of the Staff Report dated September 14, 2022, for consideration at the meeting noticed for September 20, 2022, at 9:30 a.m. The recommendation begins with the headline on page 8: *"Immediate Action to Address Outages in Jacksonville."*

Complainants asked for this relief – a direct, staffed telephone number for the CenturyLink/Lumen land line customers in the area addressed in UM 2206, including the areas served by RT 2900 and RT 2600 -- in their original complaint filed ten months ago (see below). In those ten months, over a dozen multi-day outages have occurred and each time, each individual customer is required to spend literally hours trying to get through to either an operator on the general 800 number or in a text "chat," precious hours that could have been devoted to CenturyLink actually repairing their equipment and making their system operational. Every time, the customer is told they cannot report a widespread outage and their only choice is to accept an individual repair ticket for a technician to come to their address, not to the various terminals implicated in a widespread outage. Every time they are told they must be home. Every time they are told a \$99 charge will apply if it is the customer's fault. Yadda, yadda, yadda.

There are dozens of examples of this ridiculously inefficient and dangerously slow way of reporting what is always an area wide outage. We attach but one example to this supplement, that of customers Hadden & Sartorio at 4035 Little Applegate Road, telephone 541-899-9513. Earlier this week, when their incoming phone calls dropped after a few words, they obediently contacted the general 800 number, patiently waited through all the stock language that does not apply to our repeated outages, and accepted a repair ticket. They stayed home all day on the assigned date, but no one showed up. To make matters worse, their outgoing calls also began to drop off. If a CenturyLink technician showed up somewhere to investigate their repair ticket, it only made matters worse. And so, early Friday morning (Sept 17), they initiated a "chat" with CenturyLink online. Their attempt to get the message across follows. Among other things, it took nearly an hour before the operator told them he couldn't help them because he was an internet technician, not a phone technician!

Page 1 of 8

Requiring CenturyLink/Lumen to provide a direct reporting line as outlined in the Staff Recommendation is fully warranted and long overdue. We respectfully request that the order be entered forthwith.



Visit this link to view your order information.

If you'd like additional assistance, please select from the following options, or just type your next question:

Text...

- 1 - My appointment is past due
- 2 - I need to make a change
- 3 - Where's my modem
- 4 - I need the technician to return
- 5 - I did not schedule an appointment
- 6 - Agent
- 7 - All done!

4

Let's pull up your account details.

Please enter one of the following: Your account number, telephone number, or email address.

Thank You. Give me a moment while I pull up your account.

I understand you are inquiring about making an appointment.

What can I help you with today:

Text...

- 1 - I want to order new products or services
- 2 - I am moving to another address
- 3 - I need to schedule a repair of existing service

3

Please wait while I check for an available Agent. Typically, response is within a few minutes.

Okay

275285

Hi. Thank you for contacting CenturyLink. While I am pulling your account information, could you please help me with your alternate callback number?

your alternate callback number and account number?

541-941-2226

account number?

5418999513

Can you please tell me your service/billing address?

4015 Little Apple gate rd, Jacksonville OR 97530

Thank you for the details.

Nice to meet you. What can I do for you today?

A tech supposedly made a repair to our phone service yesterday. Today our service is worse and are now unable to make outgoing or receive incoming calls. Our previous problem was only that occasional calls got dropped now our service is worse than before our supposed repair. Nice to meet you today

I apologize, I mostly handle queries about internet issues. Can I get one of my tech experts to help you with this issue?

Yes, this is crazy this has always been a phone issue!

Original complaint to which the foregoing is a supplement:

November 21, 2021

Commissioner Megan Decker, Chair
Commissioner Letha Tawney
Commissioner Mark Thompson
Oregon Public Utility Commission

Re: Critical CenturyLink land line telephone issue in rural southern Oregon

Dear Commissioners Decker, Tawney, and Thompson:

We write as two of the approximately 60-80 households on Little Applegate and Yale Creek Roads near Jacksonville, Oregon. We need your help getting us reliable and consistent land line phone service so that we can access 911 in emergencies.

People's lives out here are at stake. Because we have only our CenturyLink land lines to reach 911 as described below, we are in an unusually vulnerable, perhaps unique, telecommunication "desert." Our land lines are ancient and unreliable and prone to multiple-household outages. To make matters worse, there is no battery backup during power outages. When outages are due to broken equipment, CenturyLink's repair response is slow and unpredictable, often taking many hours to initiate and then days stretching into months to complete. Every outage is a potential human disaster as we wait for our land line service to be restored ... again.

This is not hyperbole or hysteria. We have had ten widespread outages so far this year (listed below), one lasting for 4+ days, another for 8+ days! For us, this is a life and death matter, with a recent close call described below. Without your intervention, CenturyLink will not upgrade our lines nor restore the backups and safeguards that would lessen the risk of catastrophe for lack of access to 911.

HOW THE PUC CAN HELP US NOW

The permanent "fix" for our old copper land lines is replacement with fiber optic cable. For now, we ask you to exercise your authority over land lines by requiring CenturyLink to take the following steps to minimize outages and to provide prompt and effective repairs:

1. Restore the backup battery/generator safeguards that CenturyLink allowed to go dormant for failure to replace or maintain them. These are essential backup when an outage is due to an electrical power failure. CenturyLink's failure to keep this basic safeguard in place is knowing and puts our community at continuing, preventable risk.

Page 4 of 8

2. Restore the remote monitoring capability that was removed or allowed to become inoperable. It is our understanding that this system automatically alerts the land line provider when our phones go out so that repairs can be undertaken promptly. We need this automatic notification system because CenturyLink also will not provide us with a 24/7 dedicated phone line direct to the department at CenturyLink used for widespread outages and that has the authority to initiate immediate repair.

We further ask the PUC to put in place an ongoing monitoring or oversight mechanism to which we can turn if CenturyLink does not meet its obligations under the foregoing two points. Until fiber optic can be laid, we remain at the whim of CenturyLink's corporate priorities, which do not include maintaining reliable land line service. To the extent the PUC has issued fines to CenturyLink for failure to maintain in the past, the fines have not been effective.

JUSTIFICATION:

OUR LIVES DEPEND ON OUR LAND LINES

No cell service through towers. We are located in a small river valley with no good sight lines (geography). Our numbers are small compared to the larger, more lucrative markets (economics). For these reasons, there are no towers to provide us with direct cell phone service.

Broadband not robust enough to support cell service. Other than a few of us lucky enough to get in on the nascent StarLink satellite service still in the testing stage, none of us have access to internet/broadband strong enough to support cell service, much less 24/7 service. There is no fiber optic cable and the existing satellite services often hover around 1Mbs. You read that correctly – one. That leaves us at the mercy of our antiquated land lines.

Time-consuming, inefficient and ineffective reporting mechanism. When our land lines go out, and because we cannot reach 911, someone in the household other than the person having a heart attack or a stroke or respiratory failure or not as mortally injured in a car accident must drive a minimum of 12 and from some homes up to 25 minutes to the hamlet of Ruch. Ruch has a fire station and we usually are able to make cell phone calls tin Ruch. Emergencies cannot wait, of course, for the hour it takes to make the 911 call and have help arrive. We are a tragedy waiting to happen, and a few weeks ago it almost did.

A frighteningly close call. The early morning of October 24, our neighbor Sandy E, who lives near the intersection of Little Applegate and Yale Creek Roads, experienced respiratory distress/failure. She was able to call 911 only because her land line happened to be working that day. It was determined an ambulance would take too long, so she was airlifted and taken to intensive care in Medford. Just one day later, October 25, our land lines went down because of faulty CenturyLink equipment. If Sandy's emergency had occurred that day, she would likely have died waiting for help that could not be summoned.

Was this really a close call? You bet. In fact, both our county's Citizen Alert Emergency Notification service and our local fire department have begun sending alerts when our phones are down, knowing almost none of us can call for help.

CENTURYLINK HAS NOT MET ITS OBLIGATIONS TO MAINTAIN ITS LAND LINES

The newest old copper cables carrying our land line signals were laid in the mid 1970s and a significant portion date back to the 1950s. CenturyLink has chosen not to upgrade this decaying system, nor do they provide us with either prompt or effective maintenance. Instead, CenturyLink has chosen to direct its energies to shedding its COLR obligations.

When our land lines went out the day after Sandy's life-threatening emergency, it took CenturyLink over four days to repair one card and one cable. Luckily, no one needed 911 during that time. Crisis avoided, but just barely.

Our longest outage so far this year, from August 30 through September 7, occurred because three broken green telephone "boxes" along Little Applegate Road took also took four days to repair. During those days, our lines went off and on unpredictably.



After the crews left on the Friday before Labor Day, the system could not be successfully restarted. It took another four+ days with no phone service – until the Tuesday after Labor Day – before they figured out how to hook up the system correctly. To put this in context, those three boxes had been broken, laying on their sides exposed to rain and wind and snow, covered only haphazardly with orange bags, since at least January, eight months earlier.

WE DO NOT HAVE A WAY TO QUICKLY REPORT OUTAGES AND INITIATE REPAIRS

As noted above, a remote (i.e., where we live) automatic reporting mechanism to alert the provider when an outage occurred is no longer operable in our area. Until at least four of us realize our phones are out and each drive down to Ruch and each call the general "hotline" for individual (e.g., the cat ate the phone cord in the kitchen) outages, CenturyLink doesn't even

know we have an issue, much less that it is, by definition, urgent. Precious hours are lost because the "hotline" will not accept the word of one customer that the problem is widespread. Nor will the hotline allow us to report our neighbors' outages to prove it is widespread and warrants immediate action.

We need the automatic monitoring system hooked back up or re-installed, or else we need a direct line, 24/7, to the department with authorization to initiate repairs immediately.

WHAT ABOUT RDOF AND OTHER BROADBAND INITIATIVES?

We are aware of the federal funding being made available to ameliorate rural broadband coverage issues. We plan to seek assistance from the appropriate federal authorities to make sure CenturyLink does not use taxpayer money to provide broadband "service" to our area that will not work within our geographic constraints. From our limited access to the inner workings of the RDOF contracting process and CenturyLink's statements to us about their intentions, we already have concerns.

However, and to be clear, our request to you at this time is limited to direct relief for our land lines right now. If the federal/state partnerships and/or interfaces for federal funding of broadband as a declared "essential service" become available to us, we will update this request as appropriate. But our need for access to 911 cannot wait for the federal activities to wind their way through the system to eventual implementation.

Thank you for your consideration of this request and for your service to all the people of Oregon. We stand ready to provide whatever additional information we can and to assist you in your deliberations in any way we can.

Priscilla Weaver
6268 Little Applegate Road
Jacksonville OR 97530
541-899-1672
priscilla@saltmarshranch.com

James and Kathleen W. Horner
4600 Little Applegate Road
Jacksonville OR 97530
541-899-5648
redg16@aol.com

**2021 OUTAGES TO DATE ON LITTLE APPLGATE AND YALE CREEK ROADS
NEAR JACKSONVILLE, OREGON**

January 27-28 "major cable break"
March 6 possibly due to power outage, but no backup
March 15 working on the three "boxes," but not fixed
June 10 cause unknown to us
June 28-29 "cable issue"
August 3-4 cause unknown to us
August 30- Sept 7 "box" repair plus inability to re-connect system
Sept 7
Sept 30 cause unknown to us
Oct 25-29 "cable issue and bad card in the remote terminal"
November 9 cause unknown to us

Notes: We do not have a headcount for exactly how many homes were without service for each outage but we know each outage was multiple. Nor do we know exactly how many homes have CenturyLink land lines; no other provider has land lines in this area. Some of the outages may have been triggered by rain getting into CenturyLink's unmaintained equipment or by electric power failures for which a functioning battery/generator backup could have taken over.

From: [DECKER Megan * PUC](#)
To: [COLLINS Kristi * PUC](#)
Subject: FW: Century Link -- abandonment of responsibilities
Date: Tuesday, September 20, 2022 8:59:38 AM

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

From: Rep Marsh <Rep.PamMarsh@oregonlegislature.gov>
Sent: Monday, September 19, 2022 6:39 PM
To: GRANT Michael * PUC <Michael.GRANT@puc.oregon.gov>; DECKER Megan * PUC <Megan.DECKER@puc.oregon.gov>; THOMPSON Mark * PUC <Mark.R.THOMPSON@puc.oregon.gov>; TAWNEY Letha * PUC <Letha.TAWNEY@puc.oregon.gov>
Cc: FREEMAN Robin * PUC <Robin.FREEMAN@puc.oregon.gov>; BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Subject: Century Link -- abandonment of responsibilities

Dear Commissioners,

Today is Day 21 in a row without landline service for residents of the Applegate. Because I've been in the middle of many conversations about the company, I regularly hear from Century Link customers in other areas of the state who are also frustrated by prolonged outages and poor (or no) customer support. The Applegate is a poster child for Century Link's service failures, but the issues repeat themselves in communities across the state.

On Tuesday morning the Public Utility Commission will consider staff recommendations that reflect months of frustration with the company's refusal to provide the basic services that they are obligated by law to supply as a carrier of last resort.

While I support the staff recommendations, it is clear to me that the company's intransigence reflects Century Link's disdain for its COLR obligation. Service failures continue despite financial support allocated through the universal service fund. Century Link just doesn't want to serve landline customers. But the PUC's study of COLR clearly indicated that landlines continue to be critical in many areas of the state. That is very much the case in the Applegate, where cell phone and broadband services are sketchy at best.

Century Link will continue to obfuscate and delay any PUC direction until it begins to affect the bottom line. Accordingly, I urge the Public Utility Commission to immediately fine Century Link an amount equivalent to one quarter worth of its OUSF support. This should get the company's attention; moreover, it is absurd for the state to issue OUSF subsidies to a company that has consistently failed to perform.

As in many areas of the state, landline service in the Applegate isn't a luxury. Functioning telephones and the ability to call for help can be (and often are) matters of life and death. Century Link needs a clear message from the PUC that it will be held accountable.

Many thanks for your consideration of this request.

Best,
Pam

From: [DECKER Megan * PUC](#)
To: [COLLINS Kristi * PUC](#)
Subject: FW: Century Link neglect of its Applegagte Service Area
Date: Tuesday, September 20, 2022 8:59:44 AM

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

From: Sen Golden <Sen.JeffGolden@oregonlegislature.gov>
Sent: Tuesday, September 20, 2022 6:55 AM
To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>;
puc.commission@puc.oregon.gov
Cc: PUC PUCHearings * PUC <PUC.HEARINGS@puc.oregon.gov>; TAWNEY Letha * PUC
<Letha.TAWNEY@puc.oregon.gov>; mark.thompson@puc.oregon.gov; DECKER Megan * PUC
<Megan.DECKER@puc.oregon.gov>
Subject: Century Link neglect of its Applegagte Service Area

September 20, 2022

To the OPUC Commissioners—

I believe you're in receipt of an email dated September 19 from my colleague Representative Pam Marsh concerning the failure of Century Link to restore landline service to the Applegate Valley for three weeks now. She aptly describes the critical nature of that service and the need to have it restored promptly—far more promptly than has been the case here—and recommends measures that would likely motivate the company to restore service. I agree completely with her recommendation, and ask you to take swift action to implement it and/or any other measure that would expedite restoration of service.

When a potentially life-and-death utility service is allowed to remain down for this length of time (in the absence of disaster circumstances that make repairs difficult), and when the utility company in question receives support from the OUSE, we are not meeting our obligation to Oregon citizens. I ask you to take decisive action to make sure landline service is restored to this area at the soonest possible moment, and further action to make sure that Century Link fully and promptly meets basic responsibilities and standards in all of its service areas from this point forward.

Thank you for your consideration and your service to our state.

Senator Jeff Golden
Oregon Senate District 3

From: [PUC PUC.PublicComments * PUC](#)
To: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Cc: [BARTHOLOMEW Joseph * PUC](#)
Subject: FW: UM 2206 outage update
Date: Friday, September 23, 2022 3:42:21 PM

Public Comments for docketing.

Thanks,
Deanna

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

From: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>
Sent: Friday, September 23, 2022 10:21 AM
To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Subject: FW: UM 2206 outage update

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

From: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Sent: Friday, September 23, 2022 9:39 AM
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>
Cc: HELLMAN Marc * PUC <Marc.HELLMAN@puc.oregon.gov>; Smith Natascha B <natascha.b.smith@doj.state.or.us>
Subject: FW: UM 2206 outage update

Good morning Team,

Please add the below email string to docket UM 2206, thanks.

Joseph Bartholomew
Oregon Public Utility Commission
Senior Telecommunication/Water Analyst
201 High St SE. Suite 207
Salem, OR 97301
503-689-4016
Joseph.bartholomew@puc.oregon.gov

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

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Friday, September 23, 2022 9:37 AM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Subject: UM 2206 outage update

I was away from home yesterday until late afternoon. When I returned, I had a voice message at 12:07pm from a CTL tech named Ray. Reported nicely on their work, asked me to call if I was still having issues to call him. I didn't need to as I have not had dropped calls on my own line for a couple of days.

That is the only communication I had from anyone at CTL/Lumen yesterday and I have had no communication from them today.

I am of course eagerly awaiting the Order so I can tell our area how to report directly from now on and I can step back. I feel like a grade school teacher doing a field trip with my little charges.

Thanks.

Priscilla

> On Sep 23, 2022, at 8:20 AM, BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov> wrote:

>

> Good morning Priscilla,

>

> Thanks for the information. I will add it to the docket. Did CTL contact you after they completed the software upgrade yesterday? I talked to Peter on the phone and he stated that after the upgrade they were going to get with you and see if there are still issues, did that meeting take place?

>

> Joseph Bartholomew

> Oregon Public Utility Commission

> Senior Telecommunication/Water Analyst

> 201 High St SE. Suite 207

> Salem, OR 97301

> 503-689-4016

> Joseph.bartholomew@puc.oregon.gov

>

>

>

> -----Original Message-----

> From: Priscilla Weaver <priscilla@saltmarshranch.com>

> Sent: Friday, September 23, 2022 7:09 AM

> To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>

> Cc: Kathy Bowman <kjinxkathy@gmail.com>; Autumn MacIvor <amacivor@gmail.com>

> Subject: UM 2206 outage update

>

> Good morning Joseph,

>

> Not sure how to report while we wait for PUC instructions in the new Order, but to keep you updated on day 25 of our outage:

>

> Autumn MacIvor and Erin Volheim at 4873 Little Applegatee, phone 899-6833 had a call drop yesterday around 8:00am

>

> Kathy and Duane Bowman at 2131 LAR phone 899-7264 had dropped calls yesterday as well.

>

> Thanks.

>

> Priscilla

From: BARTHLOMEW Joseph * PUC
To: PUC PUC,FilingCenter * PUC; PUC CONSUMER PUC * PUC
Cc: HELLMAN Marc * PUC; Smith Natascha B
Subject: FW: UM 2206 new outage
Date: Monday, September 26, 2022 11:38:46 AM
Attachments: [image001.png](#)

Good morning Filing team,

Please add the below email to docket UM 2206, thanks.

Joseph Bartholomew
Oregon Public Utility Commission
Senior Telecommunication/Water Analyst
201 High St SE. Suite 207
Salem, OR 97301
503-689-4016
Joseph.bartholomew@puc.oregon.gov



From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Monday, September 26, 2022 11:20 AM
To: BARTHLOMEW Joseph * PUC <Joseph.BARTHLOMEW@puc.oregon.gov>
Subject: UM 2206 new outage

Joseph,

I don't know how to get this reported using your consumer hotline, so please take whatever steps are necessary at your end to ensure our 48-hour window is triggered. We have heard nothing about a dedicated line as yet.

This morning (**September 26, 2022, 7:25 am** for purposes of starting the 48-hour sanctions clock) at 7:25 am I started receiving text messages from neighbors that their phones are again malfunctioning, specifically, multiple dropped calls. I asked each of them to report using the general 800 number or online reporting. One customer's experience is reflected below. In other words, we are not able to set up the repair ticket system you requested while we are still dependent on the general 800 number.

There are at least five individual customer violations so far. I cannot yet confirm a sixth I have been notified about:

Denim 899-5630

Hadden/Sartorio 899-9513 (see note below)
Yohai 899-6833
Bowman 899-7264
Fowler 899-7805

Please confirm that you have received this note and that the 48-hour window for repair has been triggered as of 7:25 this morning.

Thanks.

Priscilla

Begin forwarded message:

From: Marion Hadden & Jim Sartorio
Date: September 26, 2022 at 10:53:43 AM PDT
To: Priscilla Weaver <priscilla@saltmarshranch.com>
Subject: Re: Gentle Reminder

I have reported the problem using the 800 #. I first tried using the online system but after 2 attempts which aborted before completing I hung up and used our cell phone.

CL acknowledged a problem exists and they are working on it. They did not provide a ticket number. At the end of the automated call I was told to wait on the line if I needed to speak to someone. I did so I could ask for the ticket number but no one ever came on.

Dropped calls - 2 at about 8:50 am when we emailed you. 1 at 9:30 am. 1st 2 calls from cell phone in Medford, 9:30 call from Erin.

We did have a 5 minute call at 9:00 am that did not drop. This was from southern CA.

Jim

On Mon, Sep 26, 2022, 10:16 AM Priscilla Weaver
<priscilla@saltmarshranch.com> wrote:

I need your repair ticket numbers and the other info in order to trigger the 48-hour window for CL to fix the problem.

Thanks.

Priscilla

From: BARTHOLOMEW Joseph * PUC
To: PUC PUC,FilingCenter * PUC; PUC CONSUMER PUC * PUC
Cc: HELLMAN Marc * PUC; Smith Natascha B
Subject: FW: Um 2206
Date: Monday, September 26, 2022 12:22:32 PM
Attachments: [image001.png](#)

Good afternoon,

Please add the below email to docket UM 2206, thanks.

*Joseph Bartholomew
Oregon Public Utility Commission
Senior Telecommunication/Water Analyst
201 High St SE. Suite 207
Salem, OR 97301
503-689-4016
Joseph.bartholomew@puc.oregon.gov*



From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Monday, September 26, 2022 12:21 PM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Cc: Kathy Horner <redg16@aol.com>
Subject: Um 2206

sixth confirmed violation, this one from Kathy Horner, 899-5648.

Begin forwarded message:

From: redg16@aol.com
Date: September 26, 2022 at 12:06:10 PM PDT
To: priscilla@saltmarshranch.com
Subject: dropped call
Reply-To: redg16@aol.com

Jim had a call with Lyn dropped 3 times this AM

Please send the info!

Kathy

From: [BARTHOLOMEW Joseph * PUC](#)
To: [PUC PUC.FilingCenter * PUC](#); [PUC CONSUMER PUC * PUC](#)
Cc: [HELLMAN Marc * PUC](#); [Smith Natascha B](#)
Subject: FW: UM 2206 ninth outage report
Date: Tuesday, September 27, 2022 7:43:40 AM

Good morning,

Please add the below email to docket UM 2206, thanks.

Joseph Bartholomew
Oregon Public Utility Commission
Senior Telecommunication/Water Analyst
201 High St SE. Suite 207
Salem, OR 97301
503-689-4016
Joseph.bartholomew@puc.oregon.gov

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

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Tuesday, September 27, 2022 7:15 AM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Subject: UM 2206 ninth outage report

Ninth report of ongoing malfunction:

“All evening night of September 26th. Fast busy signal on two outbound local calls.”. Peter Salant, 541-899-8295”

Please add to the documentation of the outage that was first reported at 7:25 am Monday, September 26th.

Thanks.

Priscilla Weaver

From: [PUC.PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [NOTTINGHAM Melissa * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#); [NOTTINGHAM Melissa * PUC](#)
Subject: FW: Sanctions on Centurylink in Rogue Valley -UM 2206
Date: Wednesday, September 28, 2022 11:55:03 AM

Public comment received.

Deanna

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

From: CenturyLink Customer <rushon@q.com>
Sent: Tuesday, September 27, 2022 8:29 PM
To: PUC.PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Subject: Sanctions on Centurylink in Rogue Valley

Hello, just adding some more information to the complaint against Centurylink. Centurylink is systematically firing or forcing its longtime employees out of the company and is trying to fill the positions with contractors who are few and far between and ill equipped to do the job leaving customers without service for weeks on end. I was terminated after 25 years and had been working 6 days a week 10 hours a day since Covid started. They mandated the 10 hours a day to try to keep up with the workload and then in August of 2020 they raised the requirement of completing jobs for every tech to reach a minimum score calculated with metrics program called Links to Success. The techs do not know how the score is calculated and are informed whether they passed or failed at the end of the month by the manager. After 3 months of not making the score, you are put on a 3-month probation where if you do not make the score during one of these months, you are let go regardless of whether you are great employee otherwise. They do not factor in drive time, traffic, obstacles like bad cable, out of service electronics, customers not being home and a host of many other factors that take away points from attaining the overall score. Because of this pressure to try and make this score every month a lot of techs have quit or been fired unfairly, and the union has stated that they have no recourse to fight this system so Centurylink is providing substandard service and jeopardizing customers safety by not keeping competent technicians employed and letting vital 911 systems and other internet and phone systems fail. One of our top techs transferred from the Seattle area to the Salem area and just quit this last year because he could not make his numbers and he said they were not going to replace him. They are not maintaining the copper plant and they are just letting it deteriorate and they are diverting the money to executive bonuses. We have seen it firsthand. They have received federal money to upgrade the plant, but it has never manifested out in the field. We are still trying to keep the systems alive by using facilities that were put in back in the 60's, 70's, and 80's and it was never meant to last this long.

Any Questions, please feel free to reach out, Troy Rush
253-208-0026

From: [BARTHLOMEW Joseph * PUC](#)
To: [PUC PUC.FilingCenter * PUC](#); [PUC CONSUMER PUC * PUC](#)
Cc: [HELLMAN Marc * PUC](#); [Smith Natascha B](#)
Subject: FW: UM 2206 additional documentation of ongoing outage for the docket
Date: Wednesday, September 28, 2022 7:40:26 AM

Good morning,

Please add the below email to docket UM 2206, thanks.

Joseph Bartholomew
Oregon Public Utility Commission
Senior Telecommunication/Water Analyst
201 High St SE. Suite 207
Salem, OR 97301
503-689-4016
Joseph.bartholomew@puc.oregon.gov

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

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Wednesday, September 28, 2022 7:19 AM
To: BARTHLOMEW Joseph * PUC <Joseph.BARTHLOMEW@puc.oregon.gov>
Subject: UM 2206 additional documentation of ongoing outage for the docket

This message arrived at 7:35pm on Tuesday, September 27 from Jackie Morris:

“Just received new email. Our landline 541-899-9989 and our neighbor Lori's is not working right now. The phone rings but we can not pick it up and the person can't hear you on the other end. Right before that it was dead and right before that it was just a dial tone that wouldn't go way.”

I have asked Jackie for Lori's last name and phone number and will forward it when received.

Thanks.

Priscilla

From: [BARTHLOMEW Joseph * PUC](#)
To: [PUC PUC,FilingCenter * PUC](#); [PUC CONSUMER PUC * PUC](#)
Cc: [HELLMAN Marc * PUC](#); [Smith Natascha B](#)
Subject: Add to UM 2206
Date: Friday, September 30, 2022 12:13:12 PM
Attachments: [image001.png](#)

Good morning team,

Please add the email below to dockets UM 2206, thanks.

*Joseph Bartholomew
Oregon Public Utility Commission
Senior Telecommunication/Water Analyst
201 High St SE. Suite 207
Salem, OR 97301
503-689-4016
Joseph.bartholomew@puc.oregon.gov*



From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Friday, September 30, 2022 12:07 PM
To: BARTHLOMEW Joseph * PUC <Joseph.BARTHLOMEW@puc.oregon.gov>
Subject: So much for the new line

Joseph:

Please add this to the record in Um 2206/Um 1908. To say it is deeply disappointing and disturbing is an understatement.

Thank you.
Priscilla

Begin forwarded message:

From: Stacey Lehnen
Date: September 30, 2022 at 10:49:06 AM PDT
To: Priscilla Weaver <priscilla@saltmarshranch.com>
Subject: CL Repair Tickets

Hi Priscilla,

Yesterday I called the "dedicated" line to report a no dial tone for 5 minutes after a quick electrical blip off/on yesterday morning at 8:34am. When I called the rep, Devina, had no clue about our area's landline situation or zip code. I had to explain the whole thing. I was also told that the repair ticket # I called in last week for dropped calls and a "low voltage" code returned was "completed" and closed without any communication from CL. The same thing happened from yesterday's ticket#. It's been "completed" and closed without any contact from CL - no call, text or email in either situation.

It feels like nothing has changed. They are not addressing current issues and are closing out ticket #'s with no contact or resolution to the customer. I spent 2 hours on the phone with CL yesterday. Infuriating!

From: BARTHLOMEW Joseph * PUC
To: PUC PUC.FilingCenter * PUC; PUC CONSUMER PUC * PUC
Cc: HELLMAN Marc * PUC; Smith Natascha B
Subject: FW: UM 1908/2206
Date: Wednesday, October 5, 2022 10:54:18 AM
Attachments: [image001.png](#)

Good morning,

Please add the email below to docket UM 2206, thanks.

*Joseph Bartholomew
Oregon Public Utility Commission
Senior Telecommunication/Water Analyst
201 High St SE. Suite 207
Salem, OR 97301
503-689-4016
Joseph.bartholomew@puc.oregon.gov*



From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Tuesday, October 4, 2022 3:55 PM
To: BARTHLOMEW Joseph * PUC <Joseph.BARTHLOMEW@puc.oregon.gov>
Subject: UM 1908/2206

Joseph, I don't know whether you consider this a new outage problem or a continuation of the malfunctioning that began on August 30, but either way it should be added to the record in this case for the purpose of imposing sanctions.

Thanks.

Priscilla

Begin forwarded message:

From: Candy Stephenson <candace713@hotmail.com>
Date: October 4, 2022 at 3:44:19 PM PDT
To: priscilla@saltmarshranch.com
Subject: Phones

I called in a phone problem at approximately 3 pm.
The phone dropped my calls at 2:47 and again at 2:52. After the calls dropped I

had no dial tone for 5 minutes.

Also there was loud clicking on the phone. My mom said when the phone dropped her call it sounded like a fax machine noise.

Oddly enough when I was talking to CL not a single clicking or dropped call. Ticket repair # 0501923.

They will be here tomorrow between 3&5, to check my personal phone lines outside my house. They said they will also check the main boxes down at Buncom.

Candy Stephenson
541-899-4482

From: BARTHLOMEW Joseph * PUC
To: PUC PUC.FilingCenter * PUC; PUC CONSUMER PUC * PUC
Cc: HELLMAN Marc * PUC; Smith Natascha B
Subject: FW: UM 1908/2206
Date: Wednesday, October 5, 2022 10:54:18 AM
Attachments: [image001.png](#)

Good morning,

Please add the email below to docket UM 2206, thanks.

*Joseph Bartholomew
Oregon Public Utility Commission
Senior Telecommunication/Water Analyst
201 High St SE. Suite 207
Salem, OR 97301
503-689-4016
Joseph.bartholomew@puc.oregon.gov*



From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Tuesday, October 4, 2022 3:55 PM
To: BARTHLOMEW Joseph * PUC <Joseph.BARTHLOMEW@puc.oregon.gov>
Subject: UM 1908/2206

Joseph, I don't know whether you consider this a new outage problem or a continuation of the malfunctioning that began on August 30, but either way it should be added to the record in this case for the purpose of imposing sanctions.

Thanks.

Priscilla

Begin forwarded message:

From: Candy Stephenson <candace713@hotmail.com>
Date: October 4, 2022 at 3:44:19 PM PDT
To: priscilla@saltmarshranch.com
Subject: Phones

I called in a phone problem at approximately 3 pm.
The phone dropped my calls at 2:47 and again at 2:52. After the calls dropped I

had no dial tone for 5 minutes.

Also there was loud clicking on the phone. My mom said when the phone dropped her call it sounded like a fax machine noise.

Oddly enough when I was talking to CL not a single clicking or dropped call. Ticket repair # 0501923.

They will be here tomorrow between 3&5, to check my personal phone lines outside my house. They said they will also check the main boxes down at Buncom.

Candy Stephenson
541-899-4482

From: BARTHLOMEW Joseph * PUC
To: PUC PUC.PublicComments * PUC
Cc: MENZA Candice * PUC; TOEWS Kimberly * PUC; WALKER Cheryl * PUC; DAVIS Diane * PUC
Subject: RE: CenturyLink service and rate issues in Jacksonville/Applegate - UM 2206
Date: Wednesday, October 5, 2022 11:59:47 AM
Attachments: [image001.png](#)

See response below, thanks.

Joseph Bartholomew
Oregon Public Utility Commission
Senior Telecommunication/Water Analyst
201 High St SE. Suite 207
Salem, OR 97301
503-689-4016
Joseph.bartholomew@puc.oregon.gov



From: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Sent: Wednesday, October 5, 2022 11:16 AM
To: BARTHLOMEW Joseph * PUC <Joseph.BARTHLOMEW@puc.oregon.gov>
Cc: MENZA Candice * PUC <Candice.MENZA@puc.oregon.gov>; TOEWS Kimberly * PUC <Kimberly.TOEWS@puc.oregon.gov>; WALKER Cheryl * PUC <Cheryl.WALKER@puc.oregon.gov>; DAVIS Diane * PUC <Diane.DAVIS@puc.oregon.gov>
Subject: FW: CenturyLink service and rate issues in Jacksonville/Applegate - UM 2206

Comments for you.

Deanna

From: Marty Paule <mpaule1686@gmail.com>
Sent: Wednesday, September 28, 2022 7:06 PM
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>
Subject: CenturyLink service and rate issues in Jacksonville/Applegate

I read [a news story](#) today regarding a new customer trouble reporting line Century Link is now operating to report service issues in my area. I note the story also mentions that CL's current rate plan has been extended for up to nine months. Does this mean CL has applied for a rate increase? No rates are being increased. This means that CTL cannot raise rates while the investigation is ongoing.

If so, I object strenuously to any increase in CL's service rates. I currently pay about \$70 monthly for a single residential line while the US average for landlines hovers around \$40 monthly. In my view, the 70% premium we

pay over that average represents predatory pricing for those of us in the 97530 area code who have no viable options such as cellular service or VOIP. The PUC approves rates based on the price plan. Although it is higher than the national average, we have to look at the market average (Oregon in this case) and all customers pay the same rate for land line regardless of where they live in Oregon.

When you factor in CL's troubled service history and its unwillingness to provide fiber optic or cellular options in our area, it is apparent that CL is exploiting a subscriber base with no alternatives. Regardless of the outcome of the service quality issues related in the above news story, I would urge the PUC to review and potentially order new, lower rates that more closely align with national landline costs. CTL has a job order in the works to upgrade the area to Fiber utilizing RDOF funding (Rural Digital Opportunity Fund). CTL does not have their own cellular network and does not offer cellular options in any market in the US.

In the interim, I applaud the PUC's order requiring CL to offer customers a better trouble-reporting option.

Sincerely,

Marty Paule
5198 Sterling Creek Rd
Jacksonville, OR 97530
541-899-3988

BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON
UM 1908, UM 2206

IN THE MATTER OF
LUMEN TECHNOLOGIES

INTERESTED PARTY COMMENTS
OREGON PEOPLE'S UTILITY DISTRICTS
OF ORDER NO. 22-340

In the Administrative Law Judge's memorandum of September 29, 2022, Dockets UM 1908 and UM 2206 were consolidated. As a result, both the Oregon Public Utility Commission Staff's investigation into CTL/Lumen's (CTL) price plan and CTL's request for a hearing on Order No, 22-340 are being addressed in the same docket, which is designated as having a contested case status.¹

UM 2206 includes PUC Safety Staff Comments dated 8/30/2022 outlining OAR 860-024 and OAR 860-028 requirements.² As such, Oregon's People's Utility Districts (PUD) would like to share its experiences related to CTL where CTL is an Occupant attached to PUD owned poles and as a Pole Owner where the PUD is the Occupant. As pole owners and pole occupants, the PUDs and CTL must adhere to Commission Pole Attachment Rules provided in OAR 860-028 and Commission Safety Rules provided in OAR 860-024.

Northern Wasco County PUD Experience

Northern Wasco County PUD provides electric service to nearly 25,000 people and businesses in Wasco County utilizing 6,500 poles owned by the PUD and 230 poles owned by CTL.

¹ Docket NO. 1908, Department of Justice Document Management Proposal, October 12, 2022

² UM 2206 Oregon Public Utility Commission Safety Staff Comments, August 30, 2022,

https://oregonpuc.granicus.com/MetaViewer.php?view_id=2&clip_id=1007&meta_id=33839

In accordance with OAR 860-028-0230 – Pole Attachment Rental Reductions, The PUD has denied CTL the rental rate reduction for the 2021 and 2022 billing periods due to CTL's non-compliance with the PUD's Wireline Pole Attachment Agreement regarding pole transfer completions.

In October 2021, the PUD issued CTL a Notice of Violation of Duties – Failure to Complete Pole Transfers related to (52) outstanding pole transfers with an average aging of (373) days. The Notice provided CTL to either submit a Plan of Correction within (60) days or to have the (52) pole transfers completed within (180) days. CTL did not submit a Plan of Correction.

In April 2022, the PUD sanctioned CTL for not completing (43) of the (52) pole transfers. In the Sanction Notice, the PUD provided CTL an additional (60) days to complete the (43) remaining pole transfers.

In July 2022, the PUD issued a second sanction to CTL for not completing (41) of the (43) remaining pole transfers. In the second Sanction Notice, the PUD provided CTL an additional (60) days to complete the remaining transfers.

In August 2022, the PUD issued another Notice of Violation – Failure to Complete Pole Transfers for an additional (14) pole transfers not related to the poles in the October 2021 Notice of Violation. To correlate the pole transfer completion timeframes associated with the second sanction and the August Notice of Violation, the PUD provided CTL a completion date of October 8, 2022, to have all (55) pole outstanding transfers completed.

On October 14, 2022, the PUD issued a third Sanction Notice – Failure to Complete Pole Transfers for not completing (46) of the (55) pole transfers noted in the July 2022 second Sanction Notice and in the August 2022 Notice of Violation.

CTL did not dispute the PUD denying the rental rate reduction, nor did they dispute the Notices of Violations or the sanctions. CTL has paid the PUD's first two sanction invoices.

The PUD is attached to approximately (230) CTL owned poles of which (76) have PUD Primary electric facilities attached. Upon analysis of CTL provided pole information, the PUD determined that the average age of the (76) poles was approximately (50) years. In addition to the PUD's aging analysis, CTL also provided the PUD pole inspection data from their pole Test and Treat program for (64) of the (76) poles. This data indicated that there was pole shell rot and mechanical damage at or above (10) feet for (31) of the (64) poles.

CTL could not provide any pole replacement capital improvement plans for improving pole plant infrastructure in Wasco County. In press releases associated with CTL's sell-off of ILEC operations to Brightspeed; CTL's CEO at the time shared that its post divestiture strategic focus would be to invest in upgrading broadband service to its fiber-based offerings in retained urban and suburban markets.³

Tillamook PUD Experience

Tillamook PUD (TPUD) provides electric service in Tillamook County and parts of Clatsop and Yamhill counties serving 22,000 customers in a 1,125 square mile area utilizing 21,028 poles owned by the PUD and 479 poles owned by CTL.

Regarding UM 1908/UM 2206 TPUD would like to share experiences related to CTL's pattern of behavior in our service territory.

- As of October 24, 2022, per the National Joint Utilities Notification System (NJUNS), CTL has 285 outstanding Pole Transfer (PT) tickets where they are 'next to go', the oldest tickets date back to 2015. The average days aged of said tickets is 558. These tickets are all past due violating OAR 860-028-0120.
- On August 4, 2021, a Notice of Violations, for 116 NESC violations was mailed 'certified' to CTL. A plan of correction was due October 4, 2021. No plan was submitted. On November 30, 2021, a Notice of Non-Compliance was sent to CTL requesting all NESC violations be corrected by January 31, 2022 per OAR 860-028-0120 (5). TPUD received no correspondence from CTL and the NESC violations were not corrected. On January 31, 2022, TPUD sanctioned CTL for failing to correct the outstanding NESC violations.
- On September 30, 2021, a Notice of Violations, for 141 NESC violations was mailed 'certified' to CTL. A plan of correction was due November 30, 2021. No plan was submitted. On December 1, 2021, a Notice of Non-Compliance was sent to CTL requesting all NESC violations be corrected by March 29, 2022 per OAR 860-028-0120 (5). TPUD received no correspondence from CTL and the NESC violations were not corrected. On March 29, 2022, TPUD sanctioned CTL for failing to correct the outstanding NESC violations.
- On May 10, 2022, a Notice of Violations, for 501 NESC violations was mailed 'certified' to CTL. A plan of correction was due July 11, 2022. No plan was submitted. On July 12, 2022, a Notice of

³ Telecompetitor, August 3, 2021, \$7.5 Billion Deal, Lumen/Centurylink will divest ILEC Assets Across 20 States

Non-Compliance was sent to CTL requesting all NESC violations be corrected by November 7, 2022, per OAR 860-028-0120 (5).

- On March 29, 2022, per TPUD's Pole Attachment Agreement with CTL under Article XV, Breach and Remedies, TPUD suspended processing of any new CTL pole attachment requests to attach to TPUD poles.
- In 2021 and 2022 TPUD invoiced CTL at the non-compliant rate for pole contacts.
- CTL did not dispute the non-compliant rate, Notices of Violations or sanctions. CTL has paid the two sanction invoices and pole contact invoices.

Central Lincoln PUD Experience

Central Lincoln PUD (CLPUD) provides electric service in Lincoln, Lane, Douglas, & Coos Counties serving approximately 38,000 commercial and industrial customers in a 700 square mile area along Oregon's central coastline utilizing 22,000 poles. CTL is attached to approximately 3,400 of CLPUD's poles while CLPUD is attached to approximately 880 CTL owned poles.

As a pole occupant, CTL has repeatedly failed to comply with OAR 860-028-0120 - Duties of Pole Occupants, National Electric Safety Codes 214 and 234B, and contractual agreements utilizing CLPUD owned poles. CTL has neglected to complete 61 pole transfers and related responsibilities; average age of these outstanding pole transfers is 554 days. In addition, CTL has 39 outstanding NESC violations with an average age of 570 days. Our requests for updates have gone unanswered. On July 3, 2018, a plan of correction was submitted to CLPUD to complete permitting for the outstanding non-permitted attachments no later than September 30, 2018. The plan of correction was extended to November 30, 2018. Due to CTL's failure to comply with the agreed upon plan of correction, CLPUD Sanctioned CTL for 56 unauthorized attachments, pursuant to OAR 860-028-0140 – Sanctions for having no permit, on February 28, 2019.

Columbia River PUD Experience

Columbia River PUD (CRPUD) provides electric service in Columbia County and part of northern Multnomah County serving about 19,000 customers in a 240 square mile area utilizing over 11,400 poles owned by the PUD and over 660 poles owned by other utilities, with over half of those owned by CTL.

As a pole occupant, CTL has repeatedly failed to comply with OAR 860-028-0120, Duties of Pole Occupants, National Electric Safety Codes 214 and 234B, and contractual agreements on CRPUD owned

poles. CTL has neglected to complete pole transfers and related responsibilities, with requests for updates and communications left unanswered. On February 3, 2021, CRPUD began sanctioning CTL for unauthorized attachments, pursuant to OAR 860-028-0140. As of October 20, 2022, CRPUD has sanctioned CTL for 42 unauthorized attachments, each of which continues to receive sanctions every 60 days as a result of CTL failing to obtain permits for the attachments. In addition to the 42 sanctioned attachments, CRPUD has identified 11 additional unauthorized attachments that have not yet been sanctioned. CRPUD is currently investigating modifications performed within CTL's 12" allotment on CRPUD poles, against OAR 860-028-0100, Application Process for New or Modified Attachments. Unpermitted attachments and modifications endanger CRPUD's electric system and the public by putting unknown load on utility poles carrying up to 115kV power lines. Overloaded poles are at risk of breaking, especially during the additional strain of wind and ice storms that we experience here in the Pacific Northwest.

As a pole owner, CTL has failed to perform the Duties of Structure Owners, outlined in OAR 860-028-0115. CRPUD is attached to 341 poles owned by CTL. During CRPUD's routine facilities inspections in March of 2022, it was discovered that a CTL pole containing 12.47kV power lines had been rejected and red tagged by inspectors in 2012. CTL has not responded to notices of this 10 year safety hazard; a blatant disregard for public safety and Commission Safety Rules. On multiple occasions CRPUD has identified hazardous CTL poles that pose a safety risk to the public. With no action or response from CTL and in the interest of public safety, CRPUD has replaced 49 of these poles.

While CRPUD and other utilities may not be consumers of CTL, we are still customers that pay for a service; space on CTL's facilities to service the customers within our communities. Of additional concern, CTL has been awarded several areas within Columbia County, and throughout the state of Oregon, to utilize RDOF (Rural Digital Opportunity Fund) grant funds. CTL has historically chosen to disregard their responsibilities as both pole owners and occupants; with this award, CTL is expected to increase their infrastructure, thus posing additional burden on all involved.

Emerald PUD Experience

Emerald PUD (EPUD) provides electric service in rural Lane County serving 22,000 customers in a 685 square mile area utilizing 25,300 poles owned by the PUD, as well as poles solely owned and maintained by CTL.

In accordance with OAR 860-028-0230 – Pole Attachment Rental Reductions, EPUD has denied CTL the rental rate reduction for the 2021 and 2022 billing periods due to CTL's non-compliance with the

PUD's Wireline Pole Attachment Agreement regarding pole transfer completions, unauthorized attachments and timeframes associated with violation corrections.

EPUD currently has 116 related transfer tickets open in NJUNS where CTL shows as next to go, which includes a total of 194 poles pending CTL transfers. Average days open is approximately 701 days, and date back to 2012. Multiple efforts in communication via email, phone and NJUNS have been made for CTL to transfer, however, there has been minimal movement on completing transfers so that EPUD can remove double wood facilities which are a safety hazard to the general public and those authorized to conduct work on EPUD facilities.

EPUD currently has 38 related violation tickets open in NJUNS where CTL shows as next to go, which include a total of 46 poles where CTL has violations ranging from minor to imminent hazard severity levels. Average days open is approximately 1,508 days and date back to 2014. Multiple efforts have been made to communicate hazards with CTL local staff, as well as via NJUNS, however, there has been minimal movement on correcting violation conditions. Imminent hazard situations have been corrected by EPUD, and/or EPUD has detached EPUD facilities from poles where CTL has/had violation attachments, due to lack of response by CTL in correcting the violations. CTL's hazards on EPUD poles have the potential of causing widespread devastating effects to CTL's own system, EPUD's electric system, other pole occupant's systems, homes, communities and the general public.

CTL has applied for new attachments to approximately 2,000 EPUD distribution poles as part of the Connect America Fund (CAF) grant funds, with an estimated total distance of 94 line-miles. EPUD responded to and approved CTL's requests with make ready requirements and conditions of approval. Multiple NESC violation conditions were created during CTL's placement of new attachments, and existing violations were not cleared per language written into the approval agreement. CTL also made unauthorized attachments to EPUD poles on multiple routes as part of this initiative, with no notification and/or approval by EPUD. EPUD is currently processing all new violations created during attachment to formulate sanctions to be sent to CTL.

In addition, CTL has been awarded Rural Distribution of Fiber (RDOF) grant funding and plans to deliver Fiber to the Home via their residential Quantum Fiber service in the near future within EPUD's service territory. This raises great concern for EPUD as history has shown CTL to lack responsibility in their duties as a pole owner and pole occupant. The sheer magnitude of pole attachment requests and lack of response to pole transfers and violations created by occupant have put a large burden on

consumer owned utilities like EPUD, and EPUD expects it to be no different with CTL's upcoming expansion.

Clatskanie PUD Comments

Clatskanie PUD (CPUD) provides electric service in Columbia and Clatsop counties serving 4,800 customers in a 275 square mile area along the lower Columbia River utilizing 6,300 poles owned by the PUD and 24 poles owned by CTL.

CPUD will contribute the following statistics as it relates to CTL as a pole occupant:

- Per NJUNS reporting dated 10/27/2022, CTL has been 'next to go' for more than 30 days on 15 separate pole transfer (PT) tickets. On average, CTL has been 'next to go' on these tickets for 356 days.
- On 2/15/2021, a notice of violation containing 182 NESC violations was sent to CTL. No plan of correction was established for these corrections. Of the original 182, 18 violations remain outstanding and in violation of OAR 860-028-0120.

CPUD is in full support of the efforts that fellow Oregon PUDs are making to display CenturyLink's proven pattern of poor performance.

The PUDs realize that these experiences do not directly relate to the service issues that CTL customers are having in Jacksonville, Applegate, and surrounding areas. However, the intent of the PUDs sharing its CTL experience with the PUC, is to provide information that could be interpreted as a CTL pattern of behavior resulting in frequent violations of its OAR mandated duties in maintaining and operating their communication networks in other parts of Oregon.

Respectfully Submitted,

Danelle Romain, on behalf of the Oregon People's Utility District Association (OPUDA)

Dated: October 27, 2022

KNOLL Ellie * PUC

To: MENZA Candice * PUC
Subject: RE: Docket UM 1908

From: Marion Hadden <mhts155@gmail.com>
Sent: Monday, October 24, 2022 5:19 PM
To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Subject: Docket UM 1908

Marion Hadden
4035 Little Applegate Rd
Jacksonville OR 97530

The service supplied by CenturyLink (Lumen) for our land line telephones can be summed up as the most incompetent, misleading and frustrating I have ever experienced from any business.

The deficiencies in brief:

- Numerous outages (no dial tone, dropped calls, etc) not repaired in a timely manner
- Absurdly complicated and time consuming process to report outages
- Repeatedly told in error no one else is having problem in our area when that is not the case
- Numerous repair tickets where no technician came (we always waited all day as requested)
- Informed repeatedly that repairs have been completed when they have not been
- Lengthy chat sessions that eventually transfer us to another agent and no one responds
- Inability to report outages for neighbors experiencing the same outage

See the attachment for a timeline of a service experience. I reached out to the PUC for assistance with this in May of 2021. This is a somewhat longer but still typical service experience.

My most recent problem was on 9/14/22, I reported a dropped call issue several days after neighbors had reported the problem. Naturally I was told there were no other problems in my area. I was given a 9/16 date for a tech to arrive with instructions to be home. As usual, no one came or notified us of any repair on 9/16. However, we were messaged on 9/17 that the problem was fixed. Actually the service was worse - now I had no dial tone and couldn't make calls. I contacted C Link by text to set up another service date. After 30 minutes and several text messages providing information on my problem, the agent texted he mostly handles internet issues and couldn't help. The next text said another agent would text us back as soon as possible. I never got another message. I gave up and set up another date via another 20 minute phone call. The repair was completed 3 days later.

Marion Hadden

For over 2 months I have unsuccessfully tried to have Centurylink repair my landline telephone service. In March I began experiencing a humming which became worse as time passed until there were periods where communications were completely unintelligible. Landline phone service is a must in my rural area since cell phone service is unreliable. My husband has a heart condition and we have had one occasion where we needed 911 to request ambulance service to take him to the hospital for a procedure.

Here is the timeline of events a few days after the original call requesting repair service:

4/5 - A technician was servicing the pedestal on our driveway above our house. He agreed to look at our situation and attempted a repair. It did not solve the problem.

4/6 - Called Centurylink again and scheduled a service call for 4/7. I was told I would need to be home between 8:00 and 4:15 in case the Tech needed access.

4/7 - Waited at home all day - no one came and no repair made.

4/8 - Called CenturyLink. Rep claimed tech came and detected a problem in our line but did not make a repair. I asked if this was so, when would it be repaired. Rep said there was no repair ticket submitted and we would have to reschedule another service call! It is my opinion that no one came. If they had, I asked, why wouldn't I be informed so I did not have to continue waiting all day. Made an appointment for 4/9, again told I needed to be home between 8:00 and 4:15.

4/9 - Waited all day, no one came again. During the day I checked Centurylink online tracking for when the Tech would arrive, at midday it said 1:00, later it said 3:00. We left the house at 5:15 and no Tech had arrived. The problem remained.

4/10 - Called again, the Rep said the Tech couldn't get access. This is untrue, there is nothing stopping access to our phone line and we were there. Rep wanted to schedule another service call. I asked to speak to a supervisor as I was not willing to wait again all day for a no show. No supervisor was available (it was a Saturday, but I was assured he/she would call me back). I agreed to another service call on 4/13. I was never contacted by the supervisor.

4/12 - A Tech arrived a day early, diagnosed a break in the line to the house and put in a repair request for a contracted crew to come and install a new line. He told me I would be contacted shortly to schedule the work. He cancelled the unneeded 4/13 service call.

4/20 - Still no contact about a repair. I called Centurylink again and demanded to be connected to a Supervisor (Jerald). He said we should have already been contacted and asked me to hold while he investigated. He returned to assure me everything was now set. He gave me a ticket number (ticket #21054860) and said the repair would definitely be on 5/3.

5/3 - NO ONE CAME AGAIN. Phone service has deteriorated to be completely unusable!!

5/17 - We were going out of town so I waited to follow up. I asked about failure to appear on 5/3 repair ticket. Rep said the ticket showed the work was not yet completed. This is a bad joke - it has never even begun (it requires an underground line through our pasture). I asked what the ticket said about completion date but there was no information about any date for work to begin. (Note - I was not ever given a call or message about the failure to repair on the promised date per the repair ticket number or any communication whatsoever since the missed service). **THIS COMPANY IS COMPLETELY INCOMPETENT AND DOES NOT CARE ABOUT REPAIRING MY SERVICE.**

5/20 - Crew marked the path for the underground line.

5/21 - Received an email from the PUC following up on our complaint. He contacted Centurylink and was told repairs would be done within the seven days.

5/23 - A Technician from Centurylink called to give us his cell phone so we could contact him as soon as the line was installed so he could respond immediately to hook up service.

5/24 - We received a voice mail from Centurylink saying the repair was complete. NOT TRUE. Called the CL Tech who said to ignore the message as his info said the work was still scheduled.

6/1 - Nothing done. Called PUC again after trying to reach Centurylink by phone. I gave up after waiting over 30 minutes to be connected to a live person. Told PUC about the continuing situation. He said Centurylink had informed them the line was repaired! PUC asked us to contact them if work not done by 6/4.

6/4 - Nothing done. I left message for the PUC contact. Called Centurylink. The work is now scheduled for the following week. They said we would be contacted by the contractor prior to work beginning.

6/14 - The contractor arrived and installed the new line through our pasture. We were not contacted before they came. The contractor crew was very professional and accommodating to our requests.

~ 6/17 or 18 Phone repaired!! I don't have the exact date.

KNOLL Ellie * PUC

From: MENZA Candice * PUC
Sent: Friday, October 28, 2022 10:52 AM
To: KNOLL Ellie * PUC
Subject: FW: UM 1908

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

From: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Sent: Thursday, October 27, 2022 5:15 PM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Cc: MENZA Candice * PUC <Candice.MENZA@puc.oregon.gov>; TOEWS Kimberly * PUC <Kimberly.TOEWS@puc.oregon.gov>; WALKER Cheryl * PUC <Cheryl.WALKER@puc.oregon.gov>; DAVIS Diane * PUC <Diane.DAVIS@puc.oregon.gov>
Subject: FW: UM 1908

More comments.

Deanna

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

From: William C Driver <clintdriver@mac.com>
Sent: Monday, October 24, 2022 3:41 PM
To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Subject: UM 1908

Over the last year at one time an another I have spent hours trying to report outages to CenturyLink via either my cell phone or via their website. In most instances they tell me that there is no indication of a widespread outage (despite the fact that I know that dozens of my neighbors are without service). One of the worst instances was around Labor Day 2021 when our phone was out for the best part or 8 days. In almost every instance they make me apply for a repair ticket for my own phone and are unwilling to accept the notion that these problems are systemic.

William C. (Clint) Driver
4054 Little Applegate Road
Jacksonville, OR 97530
CenturyLink Landline Customer

KNOLL Ellie * PUC

From: MENZA Candice * PUC
Sent: Friday, October 28, 2022 10:52 AM
To: KNOLL Ellie * PUC
Subject: FW: Docket 1908 comment

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

From: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Sent: Thursday, October 27, 2022 5:14 PM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Cc: MENZA Candice * PUC <Candice.MENZA@puc.oregon.gov>; TOEWS Kimberly * PUC <Kimberly.TOEWS@puc.oregon.gov>; WALKER Cheryl * PUC <Cheryl.WALKER@puc.oregon.gov>; DAVIS Diane * PUC <Diane.DAVIS@puc.oregon.gov>
Subject: FW: Docket 1908 comment

Comments for you.

Deanna

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

From: JAMES HORNER <jh04843@aol.com>
Sent: Monday, October 24, 2022 10:45 AM
To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Subject: Docket 1908 comment

Dear sirs,

I live at 4600 Little Applegate Road, Jacksonville, OR 97530, 7.5 miles from Ruch and a mile and a half from the ghost town of Buncom.

Over the last decade we have experienced phone outages too numerous to count. In the last few years these outages have included periods of intense dropped calls. About a mile from our home is a phone switching box which has had numerous failings and unsuccessful repairs. "Excuses " such as needing new switching cards or new back up batteries have been used with a result of more dropped calls or simple outages.

The phone company has used techniques such as requiring a certain number of callers to complain before declaring an issue.

I have experience running a technology business and believe that phone service where we live is likely an unprofitable enterprise. I believe that corporate pressure on local managers causes a strategy to minimize repair costs and deny the problem. Only when the PUC levied a fine for poor service has there been a partial improvement. It's all about the money.

As a business person I recognize the phone company's dilemma. But in this remote location, the issue is much more than simple service. It is safety. We do not receive cell service out here, so our phone line is also a life line.

I would urge the PUC to not accept the appeal from Lumen.

Thank you.

James F. Horner

Vice President and General Manager, retired Hewlett-Packard/Agilent Technologies Stanford, '65, '68, '84 Director,
Medford Schoolboard

Sent from my iPhone

KNOLL Ellie * PUC

From: Nina Kiskadden <nkiskadden@icloud.com>
Sent: Monday, October 24, 2022 10:11 PM
To: PUC PUC.PublicComments * PUC
Subject: Docket UM 1908 — 97530 zip code — homeowner address 71 Yale Creek Rd, Jacksonville OR 97530

Hello,

I am a Century Link customer who has been frustrated numerous times by Century Link's frequent phone outages, dropped calls, and poor connections over the last several years. What makes this situation even more frustrating is that when the phone service goes down, their customer service is not easy to reach. Because I live in a remote area, I have to drive 20 minutes to get within cell service range to report the outage (which I cannot do during the winter or at night) or I have to use my WiFi satellite internet to initiate a chat with Century Link through their webpage. If I do this, I frequently lose the internet connection because of the inactivity while I am waiting for assistance. And if the satellite service is out for whatever reason, then I am completely cut off from communicating with the outside world.

There have been so many interruptions in phone service I cannot recall all of them. Some last for hours, others last for days. I do remember that last December around the holidays, our phones were down on Christmas Day. This past August and September I was plagued for several weeks with frequent dropped calls and "clicking" sounds during some calls. Just recently, my banking representative was unable to contact me because she kept getting a fast busy signal (Wednesday, October 5th, around 3pm) which was very irritating as it was an urgent matter.

I believe it is not unreasonable to expect a well-functioning landline 24/7.

Thank you for your attention to this ongoing problem.

Sincerely,

Nina Kiskadden
71 Yale Creek Road
Jacksonville OR 97530

Sent from my iPad

KNOLL Ellie * PUC

From: Chris Beekman <crystalclearsat@yahoo.com>
Sent: Tuesday, October 25, 2022 12:48 PM
To: PUC PUC.PublicComments * PUC
Subject: Um1908 & Um2206

Dear Customer Support Team;

Our Business is located in the Jacksonville Or service area. Over the past two years and most recently over the past three-four months, our telephone service has been unreliable, unusable, and on a daily basis plagued with noisy static, no dialtone, and frequent disconnects.

There are too many reported outages and service appointments to list here. The only reason we are still with Century Link is they have issued several consecutive credits for lost service. We have called so many times it is sometimes not believable. We have had multiple conversations with the local repair technician. The problem is "aging equipment" at the sub station located near StarRanger station.

We have asked why this equipment has not been replaced or upgraded and told that Century Link does not have the budget for such expenses.

In the meantime, we often have no way to reach emergency services in case of medical needs. Please advise when this situation will be resolved or addressed.

Sincerely,

Chris Beekman
Crystal Clear Satellite, llc
541-899-3999

KNOLL Ellie * PUC

From: James - Silver Springs Nursery <silversprings@q.com>
Sent: Tuesday, October 25, 2022 1:57 PM
To: PUC PUC.PublicComments * PUC
Subject: Docket UM1908

I live in the Applegate Valley, zip 97530. The Century Link landline service is highly unreliable and has been out many times over the last months.

James Kraemer
9609 Sterling Creek road
Jacksonville, OR 97530

KNOLL Ellie * PUC

From: Ben Yohai <benyohai@gmail.com>
Sent: Tuesday, October 25, 2022 2:24 PM
To: PUC PUC.PublicComments * PUC
Subject: Docket UM 1908

I am writing in order to support the recent decision by the PUC to fine Centurylink if they don't fix our phone lines within 48 hours. We have had service with Centurylink for over 10 years. Not only have we had consistent issues with lack of phone service, we've also experienced difficulty reporting these issues/outages.

I truly can not express how frustrating it has been to deal with Centurylink over the years. At one point in time, we had an issue with our personal line (not a neighborhood wide issue/outage) and it took approximately 8 months to get it resolved. I wasted a ridiculous amount of time trying to get this issue resolved. I have never seen such a degree of incompetency, mixed messages and outright lunacy as I've experienced in dealing with CenturyLink.

The issues/outages have only been getting more frequent and long lasting over the years. The most recent issue of having dropped calls lasted from August 31st to September 21st every single day. It was briefly fixed and then we experienced intermittent issues for a little bit of time after that.

When we heard the PUC instituted a policy fining Centurylink, it almost seemed miraculous how quickly the repairs were made. It is so obvious that they are only motivated by these consequences, hence the need to keep them in place!

We have had so many issues over the years: no dial tone, scratchy or buzzing sounds so loud it made it impossible to have phone calls, dropped calls, reports from friends stating they could not get through and were getting automated messages instead of our answering machine. And then to report these issues was a nightmare. It would require either driving somewhere into cell service or if the line was semi-functional, it would require very long hold times to speak to someone in the Phillipines who had no comprehension of English in order to even be able to process the request for service.

I have heard many reports from other neighbors stating all of the same issues and having complete no shows for repair appointments after waiting around all day.

I can not express how fortunate our neighborhood is to have Priscilla Weaver living here. She has donated a tremendous amount of her time in service to our neighborhood in regard to dealing with this issue. If it were not for her, we would probably still not have service since the outage beginning on August 31st. She speaks on behalf of all of us.

Not having reliable phone service is not only an inconvenience, it is a matter of safety, and sometimes could represent life or death. On behalf of many, many people who consistently pay their phone bills, please continue to hold Centurylink accountable for maintaining our land line service. And as I stated before, it is clearly evident how the fines that were instituted were successful, please continue to keep these in place.

Kristina Porter and Ben Yohai
4007 Little Applegate Road
Jacksonville, OR 97530

KNOLL Ellie * PUC

To: cbkrack@gmail.com
Subject: RE: Docket UM 1908 for 10267 Sterling Creek Road (97530)

From: cbkrack@gmail.com <cbkrack@gmail.com>
Sent: Tuesday, October 25, 2022 4:05 PM
To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Subject: Docket UM 1908 for 10267 Sterling Creek Road (97530)

Docket UM 1908 Century Link Customer information,

My name is Barbara Krack. My husband Carl Krack is the primary customer on our Century Link (Lumins) Account. We live at 10267 Sterling Creek Road, Jacksonville, OR 97530 and became Q-West customers in 1990 when we moved to Sterling Creek. A land line is our only way to reach out for emergency help. I am listing events of interrupted service for both our land line and internet Century Link Service. I know this is about the land line but we have no other way to get internet service either. **Pleased do not overturn the order submitted by Lumins**

Land Line problems: Beginning in 2021 to present

1. 3/6/21 no landline
2. 3/15/21 no landline
3. 3/19/21 no landline
4. 8/3/21 no landline
5. 9/2/21 – 9/3/21 no landline
6. 9/18 and 9/19 landline out part of the day
7. 10/25 – 10/28/21 no landline
8. 12/25 - 12/27/21 no landline (short window of landline on 12/26)
9. 5/15/22 – 5/16/22 no landline
10. 8/29/22 – 9/1/22 dropping calls either when I call out or others call in. Tried to complete a doctors scheduling three time in a row before the info was complete. Most calls were dropped within one minuet of trying to complete the calls. It took me a couple of days to begin journaling about dropped calls so those are the dates I'm sure about.
11. 9/26 – 9/27 can't call out but could receive calls.

Usually after a landline problem was fixed out internet would have a problem. This past year because I have a Google Fi phone, I was able to text my daughter, Rebecca Krack, who would call Century Link to report no Landline. Otherwise, I would have to drive at least 5 miles to be able to connect to a Cell tower. It was often too hard to drive out and use my cell phone to contact Century link so I relied on my daughter and others to complain and get repairs started. Most calls to Century Link would take 20 + minutes and many auto prompts to get to a live person. Then if not enough people had called in the problem (don't know what that # is) they would set up a repair ticket for 3 – 7 days out. Now when I call, the repair tech for my home, must request a different repair tech at the Road Box on Little Applegate because they were not authorized to make a repair at the Server/Landline Box. Many times I am talking to an overseas customer service person that I do not understand and because of my hearing aids have a hard time also.

Problems with Repair Tickets for 2022

1. 2/2/22 Internet repair ticket #206796381 repair completed but no tech came to the house and no report of fixing the problem – had to recall to find out after a 20+ minute wait to talk to a person
2. 5/5/22 internet repair case #225030762 no contact with tech
3. 6/14/22 internet repair #232568040 only time I heard from a tech (Jim) called to say he requested a repair at the Server that he could not go to for a fix. He was kind but the internet was out from 6/13 – 6/21
4. 9/7/22 #0400305 no show on repair (may have been phone or internet both with problems)
5. 9/8/22 #0407993 no show again and no contact (again dropped calls and internet problems at the same time.

The internet fastest speed for our home is 1.1 MPS. Most days in the past year it has been 150 – 650 KPS. When I complain about slow internet I get no help. If you can also look into that problem, I would appreciate it. There are only 26 families or so left on the Century Link internet server.

October 26, 2022

Oregon Public Utility Commission
Public Comments on **UM 1908**

Dear Commissioners,

My name is Susan Shaffer and my husband and I live at 2459 Little Applegate Rd., Jacksonville, OR 97530. We have been customers of CenturyLink landline phone service for 18+yrs. Although our service issues with CenturyLink go back many years, today I would like to focus on the period of 2021-2022 YTD. I have attached a .PDF file showing my numerous emails, notes, log sheets, chats, and phone conversations with various service reps and supervisors during this time period. I know this is a lot to read, but I hope you take the time to review all of it so that you see how long and often we have been begging for just basic phone service. I'm sure there are many other residents out here who could provide their personal comments or documentation. The issues we have personally experienced include:

- hours and days without landline phone service,
- dates and times on dropped calls,
- difficulty in reporting an issue (both via phone and online),
- inability to report an area-wide outage (both via phone and online—**See CHAT log of 9/30/21**),
- difficulty in scheduling a repair ticket for a technician within a reasonable time frame (24-48hrs),
- difficulty in confirming an appointment, especially within a CenturyLink-generated email,
- cancellation of scheduled appointments by CenturyLink **WITHOUT NOTICE**,
- the extensive period of time we've requested backup batteries to be installed on local service panels,
- and the 8-10 months waiting for repairs to wires inside the grey/green boxes laying on their sides along the roads.

We live in an area where CenturyLink has a contract for landline (and internet) coverage. Rarely has a month gone by without some disturbance or coverage issue. Our calls were so frequent and our frustration so great, that on one occasion several years ago, I was told by a supervisor, point blank, that "*CenturyLink knows they have problems out there but they are not going to spend any money to fix them.*"

Many of us do not have cell service out here (and not everyone has a cell phone), so our landlines are the **ONLY** way to call for help. Recently, our calls were being dropped (sometimes seconds, sometimes minutes) and several people reported that they weren't even able to reach 911—the calls just dropped. That is terrifying.

CenturyLink's lack of service and disinterest and negligence in maintaining their old, failing equipment is a serious issue, and we are relying on you to assert your authority to assure they live up to their promises.

For privacy's sake, I have blocked some email addresses, but I did not block them all. Do you have a way of protecting them so they do not become public?

Thank you,

Susan J Shaffer
541-899-5963
541-899-5973

Attachment: A .PDF file of personal records dealing with CenturyLink (2021-2022 YTD)

cc: Priscilla Weaver, 6268 Little Applegate Rd., Jacksonville, OR 97530
Jennifer Hill-Hart, Oregon Citizens' Utility Board

ATTACHMENT

to

Comment in Docket UM 1908

submitted by

Susan J. Shaffer



Susan Shaffer [REDACTED]

Re: Unresolved Issue: Case [ref:_00D412HUz0_5004N19KkKg:ref]

1 message

Customer Advocacy <customeradvocacy@centurylink.com>

Tue, Oct 18, 2022 at 5:55 AM

To: [REDACTED]

Hello,

Thank you for your reply. Yes, I have adjusted your bill for 2 months of service. I am so sorry for all of the trouble you had and we know how important working service is.

I will include all of the details below.

Total Credit: \$273.53
Reference Number: 18416982; 18416983
Date Credit Will Apply: 48-72 hours
Current Balance: \$313.37
Current Due Date: 10/28/22
Balance After Credit: \$39.84

Is there anything else that I may assist you with?

-Cindy

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

From: [REDACTED]
Sent: 10/17/2022, 5:35 PM
To: customeradvocacy@centurylink.com
Cc: pacificstudiosdesign@gmail.com; flyingpigranch206@gmail.com
Subject: Re: Unresolved Issue: Case [ref:_00D412HUz0_5004N19KkKg:ref]

Cindy, does this proposed credit go back to when the outage and current problems started-- August 21, 2022--as I requested earlier?

Susan

On Mon, Oct 17, 2022 at 2:28 PM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,

Thank you for your reply. I would like to add a credit to your account for your time without service. I will follow up with you as soon as the credit has been issued with confirmation.

Thank you,

-Cindy

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

From: Susan Shaffer [REDACTED]
Sent: 10/12/2022, 1:11 PM
To: customeradvocacy@centurylink.com
Cc: flyingpigranch206@gmail.com
Subject: Re: Unresolved Issue: Case [ref:_00D412HUz0_5004N19KkKg:ref]

I assume it has, we have not had any dropped calls lately.

On Wed, Oct 12, 2022 at 6:46 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,

I wanted to check on on the progress of your repair. Has it been completed?

Thank you,

Cindy H
CUSTOMER ADVOCACY SPECIALIST
Lumen

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ref:_00D412HUz0_5004N19KkKg:ref

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Susan Shaffer <flyingpigranch206@gmail.com>

Re: Unresolved Issue: Case 45408109 [ref:_00D412HUz0._5004N19JHLT:ref]

1 message

Customer Advocacy <customeradvocacy@centurylink.com>

Fri, Oct 14, 2022 at 9:03 AM

To: [REDACTED]

Hello

I appreciate the opportunity to connect with you. If you could take a few quick moments to complete the following survey on your experience with me, I'd appreciate it greatly: [Click Here](#). The reference number for your survey is 45408109. Thank you for choosing CenturyLink and reach out to myself or this team anytime.

Thank you,
-Cindy

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

From: [REDACTED]
Sent: 10/12/2022, 1:13 PM
To: customeradvocacy@centurylink.com
Cc: [REDACTED]
Subject: Re: Unresolved Issue: Case 45408109 [ref:_00D412HUz0._5004N19JHLT:ref]

Not at the moment, thank you. My fingers are crossed but I'm not holding my breath.

Susan

On Wed, Oct 12, 2022 at 7:12 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,

Thank you for your reply. I am glad the service is working for you now. Is there anything else that I may assist you with at this time?

Thanks,
-Cindy

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

From: Susan Shaffer [REDACTED]
Sent: 10/8/2022, 3:32 PM
To: customeradvocacy@centurylink.com
Cc: [REDACTED]
Subject: Re: Unresolved Issue: Case 45408109 [ref:_00D412HUz0._5004N19JHLT:ref]

We personally haven't had dropped calls in several days, although we haven't had many calls at all.

On Thursday, several of our neighbors lost phone service, but we didn't.

Same old, same old out here. CL phone service is consistently unreliable and God forbid we have another emergency and can't call 911 to report it.

Susan

On Fri, Oct 7, 2022 at 1:51 PM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,

I wanted to check in with you to check on your telephone service. Is the service working for you without dropping?

Thank you,

Cindy H
CUSTOMER ADVOCACY SPECIALIST
Lumen

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ref:_00D412HUz0_5004N19JHLT:ref

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Susan Shaffer <flyingpigranch206@gmail.com>

Re: Fwd: Unresolved Issue: Case 42289706 [ref:_00D412HUz0_5004N17YUyQ:ref]

1 message

Customer Advocacy <customeradvocacy@centurylink.com>

Mon, Oct 3, 2022 at 10:33 AM

To: [REDACTED]

Hello,

I wanted to let you know I have our follow up scheduled .You can still reach me by replying to any of our messages.?

You will see a new email come in from me on 10/7

I will talk to you soon,?

?

-Cindy

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

From: [REDACTED]
Sent: 9/29/2022, 11:09 AM
To: customeradvocacy@centurylink.com
Subject: Re: Fwd: Unresolved Issue: Case 42289706 [ref:_00D412HUz0_5004N17YUyQ:ref]

Sure, thank you. The tech told me he would call me back when it was fixed, and that was Mon and I haven't yet heard from him. That communication is part of the new PUC order.

On Thu, Sep 29, 2022, 7:28 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,

Thank you for your reply. I am glad to hear that you were able to make contact with a local technician to get some updates on this. I can check back with you in a week and see where the progress is at that time. Would that be ok?

Thanks,

-Cindy

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

From: Susan Shaffer [REDACTED]
Sent: 9/27/2022, 12:14 PM
To: customeradvocacy@centurylink.com
Subject: Re: Fwd: Unresolved Issue: Case 42289706 [ref:_00D412HUz0_5004N17YUyQ:ref]

Yes, finally someone arrived, we spoke at length, said he had many tickets yet to fix, and that the problem was continuing. He even called us in the afternoon and not 5 mins before he called we had 2 calls come in that dropped. So they haven't fixed the problem with dropped calls even though we have dial tone and can dial out.

He said he would call again when they think they have fixed the problem.

On Tue, Sep 27, 2022, 9:01 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,

I have received an update from repair stating that your repair is in progress. It was scheduled to begin yesterday. Was a technician able to make contact with you?

Thank you,

-Cindy

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

From: Susan Shaffer [REDACTED]
Sent: 9/22/2022, 3:11 PM
To: customeradvocacy@centurylink.com
Cc: pacificstudiosdesign@gmail.com; [REDACTED]
Subject: Re: Fwd: Unresolved Issue: Case 42289706 [ref:_00D412HUz0_5004N17YUyQ:ref]

Cindy, so far your assistance MAY have resulted in a new ticket, about which I was never informed, that was scheduled for last Tues. However, it was then unceremoniously canceled (after a 20-30 sec call from CL that was dropped), and I later confirmed the cancelation online. Yes, we had dial tone that day, BUT the problem remains that we continue to experience DROPPED CALLS, as recently as last night. So your "tech" people go no further than to see there is a dial tone, but continue to fail to fix the DROPPED CALLS from numerous residents out here with CenturyLink's "service."

Regarding your request for "examples" so they can be sent to repair...all you have to do is READ the MANY emails I have sent not only to you but to Stephanie Polk, and the numerous reports to CL repair since 8/21/22. I have repeatedly given details, but as you can see, either they are not read or simply aren't important enough for CL to address.

I can no longer rely on any promise of repair appointments or a fix from CL because our tickets are canceled, and without notice before any techs are sent out for repairs.

Again, this info has been reported to the PUC for inclusion and support of our open investigation.

Susan Shaffer
2459 Little Applegate Rd., Jacksonville, OR 97530
541-899-5963
541-899-5973

On Thu, Sep 22, 2022 at 6:01 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:
Hello,

I am reaching out to offer my assistance as I have not heard back from you.
Please let me know at your earliest convenience if I may be of further assistance.

-Cindy

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

From: Customer Advocacy [customeradvocacy@centurylink.com]
Sent: 9/21/2022, 8:31 AM
To: [REDACTED]
Subject: RE: Fwd: Unresolved Issue: Case 42289706 [ref:_00D412HUz0_5004N17YUyQ:ref]

Hello,

Thank you for your reply. I am so sorry for the trouble that you have had with your service. I received the following update from the repair group:

We performed a test call to the troubled telephone number, 5418995963 and the customer was able to answer and communicate with us loud and clear. That could be the reason why tickets get cancelled for repair. We can confirm working dial tone.

I would be happy to reach back out to repair if your phone is out of service, but based on your reply stating you received the call and the repair group advising that they were able to contact you by phone it does sound like the phone is working. I know you said that your phone is dropping calls. Can you please provide examples of this so I can send them over to repair please? I would need a day and time, along with a brief explanation of the issue on the call. Is there noise on the line?

Thank you,

-Cindy

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

From: Susan Shaffer [REDACTED]
Sent: 9/19/2022, 3:32 PM
To: customeradvocacy@centurylink.com
Cc: pacificstudiosdesign@gmail.com; [REDACTED]
Subject: Fwd: Unresolved Issue: Case 42289706 [ref:_00D412HUz0_5004N17YUyQ:ref]

Cindy, yesterday morning (9/18/22) we got 2 calls from CenturyLink: the first one was dropped as soon as we picked up (surprise, surprise), and the second one lasted long enough for a male to quickly rattle off a number and then said, "Thank you ..., goodbye." Didn't give me a chance to say a word, he just hung up, so I dialed the number he called in from and reached CL. After about 5 minutes I was able to find my way into your automated system where I was told that we have a ticket for tomorrow, Tuesday, 9/20/22. This was news to us since no one, not even you, notified us that we had yet another ticket (our 4th). So to confirm we actually did have an active ticket for tomorrow, I just now went online to CL, and under my phone Appt Manager, it says, lo and behold, my "ticket" number 5418995963, was "completed on Sun, 9/18." Here's the link to see for yourself that no ticket actually exists and that no tech will actually be showing up to fix this issue of dropped calls that has been ongoing since 8/21/22, just two days short of one month. <https://dssr.centurylink.com/digicustcare/wmtResults?accountNumber=5418995963981>

So you can see, our frustration is beyond manageable, and this incident will be, yet again, reported to the PUC for their continued investigation as they contemplate (the size of) fines for lack of CenturyLink's mandated service performance.

Susan Shaffer

----- Forwarded message -----

From: Susan Shaffer [REDACTED]
Date: Fri, Sep 16, 2022 at 8:43 AM
Subject: Re: Unresolved Issue: Case 42289706 [ref:_00D412HUz0_5004N17YUyQ:ref]
To: Customer Advocacy <CustomerAdvocacy@centurylink.com>

Thank you, every day we've had at least 3-5 calls dropped, both incoming and outgoing, long distance and local on both lines. The landlines are virtually unusable. We cannot continue to live like this.

I would also ask you to credit our entire bill starting from 8/21 until it is fixed. We are longtime paying subscribers and have NO service.

On Fri, Sep 16, 2022, 8:28 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:
Hello,

Thank you for your reply. I am very sorry about the three canceled service appointments. Normally, this happens when there is a service outage affecting the area. I have reached out to our repair escalations group for verification of this, and to reschedule the appointment. I will reach back out to you as soon as I hear back.

Thank you,

-Cindy

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

From: Susan Shaffer [REDACTED]
Sent: 9/13/2022, 2:50 PM
To: customeradvocacy@centurylink.com
Subject: Re: Unresolved Issue: Case 42289706 [ref:_00D412HUz0_5004N17YUyQ:ref]

Cindy, I'm sure by now you've had a chance to reread my thread with you going back more than a week to 9/6/22. I have spent MANY hours online and on the phone with numerous agents and "supervisors," to secure appointments with a tech at CL, only to have each and every one of them canceled by CL for unknown reasons and without notification to me. From my last response on Friday, 9/9/22, you can see how utterly frustrated I am at having to deal with people and a utility "service" (I use that term loosely) company that simply has refused to provide a PAID service, but has further refused over and over again to fix said "service". This treatment of paying customers has gone on for years and CL has never lived up to its commitment to this community.

While I, as do others, have dial tones that your system interprets as "working," we've CONTINUED to experience dropped calls from our landlines "serviced" by CL. Yesterday, I had three (3) dropped calls, today I had two (2). Now multiply this at a minimum by several hundred residents in this one community alone and you can see how affected we are. Additionally, several neighbors have tried to call 911 and they could not reach the emergency system--their call was immediately dropped. THAT is a serious situation for us and is totally unacceptable.

So, go ahead Cindy, put in yet a 4th request for repair for both our lines 541-899-5963 and -5973 at 2459 Little Applegate Rd., Jacksonville, OR 97530. I'll be curious if our area-wide dropped calls by CL are EVER fixed.

I, along with other residents, will be copying the coordinator of complaints about the continued lack of service from CenturyLink who will include them in her correspondence with lawmakers and the PUC as part of the ongoing investigation.

Susan Shaffer

On Mon, Sep 12, 2022 at 5:40 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:
Hello,

I am so sorry that your appointment was cancelled. If you would like, I would be more than happy to assist in getting this rescheduled for you.

Thank you,

-Cindy

----- Original Message -----
From: Susan Shaffer [REDACTED]
Sent: 9/9/2022, 2:23 PM
To: customeradvocacy@centurylink.com
Subject: Re: Unresolved Issue: Case 42289706 [ref:_00D412HUz0_5004N17YUyQ:ref]

So you are telling me that the 3rd appointment I've made, currently scheduled for today, 9/9/22, Ticket #0407497, has been canceled yet again by CL and that the tech that is supposed to show up today will not arrive as scheduled?

On Fri, Sep 9, 2022 at 11:18 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:
Hello,

Thank you for your reply. I apologize that the appointment was cancelled. I can reach out to the repair group for more formation. Would you like me to reschedule this appointment for you?

Thank you,

<u>IPe link CS</u>		9.14.22	Dropped Calls
32 sic	-5963		
56 ✓	-5973		
		<u>9.15.22</u>	
	-5973		
	-5963		



Susan Smaral <smaral@saltmarshranch.com>

CL Phones

1 message

Sandra Park <spark10300@gmail.com>
To: Priscilla Weaver <priscilla@saltmarshranch.com>
Bcc: [REDACTED]

Wed, Sep 14, 2022 at 6:38 PM

Priscilla,

I am sending you the following information of my recent dropped calls with CL. Use the information as you see fit.

- Monday, 9-12-22, I received a call around 8:30am and soon after connecting the call dropped. I called back and that call also dropped. I then proceeded to make the call on my cell phone.
- Tuesday, 9-13-22, around 7pm I received a call and the call dropped. While I was calling back, my caller left a voice message asking "what happened" and I saved the message.
- Today, 9-14-22, I received a call around 8am and that call also dropped within a minute.

I am wondering if anyone else has had any further dropped calls.

Thank you for your assistance in getting our area's issue resolved.

Sincerely,
Sandra Park
10300 Sterling Creek Rd, Jacksonville, OR 97530
541-899-7275 landline

CL # 3
Steven Chaffer +fyings@nch200@gmail.com
appt



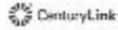
Your upcoming repair appointment is confirmed

1 message

CenturyLink
To: sphafer200@gmail.com

Sat, Sep 3, 2022 at 2:40 P

View in browser window



Get Support

Sign In

Repair Appointment Confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case (links added to request).

Please double check the Appointment Details to the App to verify the date and time of your request.

Click **CONFIRM** to confirm your appointment. Click **RESCHEDULE** if you will not be available. Click **RESCHEDULE** at any time to cancel your appointment.

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please click here.

Next steps: We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

Appointment Details

Friday 09/03
between 06:15 AM and 04:15 PM

You'll be notified when a technician is on the way.

Your repair ticket number is 0627487.

2408 LITTLE APPELGADE RD

We're Here to Help

Have access to the Internet? These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
 - o Phone service issues, such as no dial tone or static on the line
 - o High-Speed Internet, wireless networking, and modem questions
- PROFiM™ TV subscribers, visit the Guidance Center's PROFiM section for assistance with any of your CenturyLink products.



Service Troubleshooter and Usage check



Where's My Technician?



Service Appointment Manager



Manage My Services

We have an app for that! Download the My CenturyLink app to easily control your WiFi, services, and account.



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P.O. Box 4299 MONROE, LA, 71211, US



CL
Susan Shaffer <Byingsp@centurylink.com>
Appmts + cancellations
8/30 - 9/9/22
Wed, Sep 7, 2022 at 2:34 P

Re: Unresolved Issue: Case 42289706 [ref:_00D412HUz0_5004N17YUyQ:ref]

1 message
Susan Shaffer [redacted]
To: Customer Advocacy <customeradvocacy@centurylink.com>
Cc: Susan Shaffer [redacted]

HOW the heck can it be cancelled without me knowing????? This is the 2nd time CL has canceled an appt without any notice.

Like I've said before in my MANY emails to everyone I've had contact with...we've had dial tones, but calls continue to be dropped. Your system only picks up the dial tone and thinks it's fixed, but it's NOT.

I will be here FRI, 9/9 as planned, all friggin day, and want to talk to the CL tech IN PERSON.

On Wed, Sep 7, 2022 at 12:38 PM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,
Thank you for your reply. I apologize for the confusion. I show that there was an appointment scheduled for 9/5, but it was canceled on 9/5.

I would be happy to reach out to our repair group for clarification and to reschedule if you would like.

Thanks for reaching out via email.

-Cindy

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

From: Susan Shaffer [redacted]
Sent: 9/7/2022, 12:38 PM
To: customeradvocacy@centurylink.com
Subject: Re: Unresolved Issue: Case 42289706 [ref:_00D412HUz0_5004N17YUyQ:ref]

Cindy, if you had read my previous emails with Stephanie Polk and your Escalation Dept. regarding this and other area-wide CenturyLink problems, you would know that I already have a repair appt for this Friday, 9/9/22. This is the 3rd appt I've been given. I'm counting on CL to fix our service problems once and for all.

Susan Shaffer

On Wed, Sep 7, 2022, 8:47 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,
Thank you for verifying your account information. I am so sorry that the service is still not working. I would be happy to get this escalated to our repair group. They should be able to provide more information regarding your missed appointment, and I will make sure that it is rescheduled. Repair escalations can take 1-3 business days to hear back and I will reach out to you with an update as soon as I hear from them.

Thanks again,

Cindy

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

From: Susan Shaffer [redacted]
Sent: 9/6/2022, 2:33 PM
To: customeradvocacy@centurylink.com
Subject: Re: Unresolved Issue: Case 42289706 [ref:_00D412HUz0_5004N17YUyQ:ref]

KCKS=Kansas City Kansas

I also filled out the form which verified me.

Susan Shaffer

On Tue, Sep 6, 2022, 10:22 AM Customer Advocacy <customeradvocacy@centurylink.com> wrote:

Hello,
This email is to inform you that CenturyLink has received your case and on behalf of Stephanie Polk, our Customer Success and Advocacy Vice President, I will be your advocate in championing your needs as a customer.

I am sorry to hear that you have experienced service outages with CenturyLink. Thank you for taking the time to reach out. I will do my absolute best to resolve your concern as quickly and thoroughly as possible.

To ensure the security of your information during our account verification process, I will be sharing a secure link. This will allow you to safely provide the information necessary to complete the authentication required to access your account. Please do not provide any account specific information outside of these forms.

To complete our secure verification process, please provide me with the answer to your account security question. Security Question: KCKS. The form does ask for a password but I am asking that you provide me with the answer to your Security Question instead please. < Click Here>

Cindy H
CUSTOMER ADVOCACY SPECIALIST
Lumen

ref:_00D412HUz0_5004N17YUyQ:ref
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CL



Susan Shaffer <flyingpiggranch206@gmail.com>

additional filing for UM 2206

1 message

Priscilla Weaver <priscilla@saltmarshranch.com>
To: BARTHOLOMEW [REDACTED] <BARTHOLOMEW@puc.oregon.gov>
Cc: Susan Shaffer [REDACTED]

Tue, Sep 6, 2022 at 3:40 PM

Joseph,

It is important that the record in this matter reflect the lengths to which many of us have gone to use the CenturyLink 800 number and/or online outage reporting system, and how utterly they have failed. Please add this report to the record the commissioners will review in deciding whether they will, at last, require CenturyLink to provide us with a dedicated, direct line to the highest operational levels where our outages will get addressed in less than 8 days (and counting).

I have Ms. Shaffer's permission to file her email in this matter.

Thank you.

Priscilla Weaver

Begin forwarded message:

From: Susan Shaffer [REDACTED]
Subject: Re: fyi
Date: September 3, 2022 at 5:33:01 PM PDT
To: Priscilla Weaver <priscilla@saltmarshranch.com>

Hi, I'm sure you are as drained as I am dealing with CL and PP. So fed up that I could scream, so hopefully, you will not be too put off by my frustration.

Thank you for keeping me in the loop on this. This is actually day seven--PP and CL outage was last Sunday, 8/21, and although phones returned with dial tones, the dropped calls have not subsided.

Over this past week, I've spent countless hours online and on the phones, when I could, with both PP and CL. Regarding CL, we've had three outages: Sun 8/21 (15hrs), Tues (~1hr). I was given Ticket #0398445 with a repair date of Tues, 9/6. On 8/31 (12:00 am), I canceled the ticket via their text system bc I had a dial tone, not realizing or experiencing the dropped calls. Then on Thurs, 8/25, we had the third outage (~5.5hrs), at which point I had to drive to AVFD to report the power and CL outages. At that point, I was given Ticket #0400708 and given a repair date of 9/7. I assumed it was still open since I had not canceled it nor had CL contacted me otherwise. However, when I started reading all the texts from others who had their tickets canceled with no notice, I went online today and found out that my ticket #0400708 had also been canceled with no notice. So I called in again today and through their automated repair system was given a repair Ticket #PS27950809 and a repair date of 9/9.

Not satisfied (bc their CHAT feature did not work no matter what page I tried it on) and wanting to speak with an agent, I finally reached a live CS person (Mela), who was quite helpful. She told me she was sending my complaint to the Escalation Dept and gave me Ticket #0407497 (which was to replace the one I'd just received--#PS27950809).

When I asked her for answers to two questions: Why was my Ticket #0400708 canceled by CL (did not have an answer for that one), and could she give me an assurance that Ticket #0407497 would NOT be arbitrarily canceled by CL without notifying me? She promised she would not let my repair date of now 9/9 pass without either my phones being fixed or a notification from CL. Don't hold out much hope, but we'll see.

In the meantime, I'd sent a detailed message through their escalation dept and it was responded to by Stephanie Polk, Vice President of Customer Success and Advocacy, via their escalation feature. In her response, she suggested if I had any additional info or updates to add, that I forward that info to CustomerAdvocacy@CenturyLink.com to ensure all correspondence is retained and tracked on your case 42289706. I am so tired of this that I started a forwarded message but will have to finish it tomorrow. I will copy you on it.

Ted had suggested we send in emails, copies of texts, etc., to Pam Marsh's office until something was done. I thought I'd try you first before I consider my next step. Not being able to call 911 is completely and utterly unacceptable.

It's 5 o'clock somewhere.

Susan

CL #2
appt



Susan Shaffer <flyingpigranch206@gmail.com>

Your upcoming repair appointment is confirmed

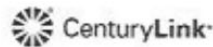
1 message

CenturyLink <centurylink@contactengine.com>

Wed, Aug 31, 2022 at 2:23 PM

To: [REDACTED]

[View in browser window](#)



[Get Support](#)

[Sign In](#)

Repair Appointment Confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click **CONFIRM** to confirm your appointment.
Click **RESCHEDULE** if you will not be available.
Click **RESOLVED** at any time to cancel your appointment.

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please [click here](#).

Next steps:

We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

Appointment Details

Wednesday 09/07
between 08:15 AM and 04:15 PM.

You'll be notified when a technician is on the way.

Your repair ticket number is 0400708.

2459 LITTLE APPLGATE RD

We're Here to Help

Have access to the internet?
These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
 - Phone service issues, such as no dial tone or static on the line
 - High Speed Internet, wireless networking, and modem questions
- PRISM™ TV subscribers, visit the Guidance Center's PRISM™ section for assistance with any of your CenturyLink products.

CL # 1 appt



Susan Shaffer <flyingpigranch206@gmail.com>

Your upcoming repair appointment is confirmed

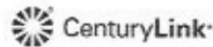
1 message

CenturyLink <centurylink@contactengine.com>

Tue, Aug 30, 2022 at 8:17 PM

To: [REDACTED]

[View in browser window](#)



[Get Support](#)

[Sign In](#)

Repair Appointment Confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click CONFIRM to confirm your appointment.
Click RESCHEDULE if you will not be available.
Click RESOLVED at any time to cancel your appointment.

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please [click here](#).

Next steps:

We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

Appointment Details

Tuesday 09/06
between 08:15 AM and 04:15 PM.

You'll be notified when a technician is on the way.

Your repair ticket number is 0398445.

2459 LITTLE APPLGATE RD

We're Here to Help

Have access to the internet?
These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
 - Phone service issues, such as no dial tone or static on the line
 - High Speed Internet, wireless networking, and modem questions
- PRISM™ TV subscribers, visit the Guidance Center's PRISM™ section for assistance with any of your CenturyLink products.

CL #2

Susan Shaffer <shyngp@comcast.net>



Fwd: Thank you for your Unresolved Issue submission.

1 message

Susan Shaffer <[REDACTED]>
To: CustomerAdvocacy@centurylink.com
Cc: Susan Shaffer <[REDACTED]>
Bcc: Priscilla Weever <priscilla@saltmarshanch.com>

Sun, Sep 4, 2022 at 1:14 P

This email is at the suggestion of Stephanie Polk, Vice President of Customer Service and Advocacy, and is in reference to my case #42289706. Attached below is the response from Ms. Polk.

While I am frustrated and exhausted from continuing to have to deal with CenturyLink regarding our community-wide lack of service, spotty service, and now **dropped calls** (IN and OUT), but especially with our **inability to reach 911**, I still would like to add the following information from my hours spent trying to get help on Sat, 9/3/22.

I was given two (2) new tickets (both with repair dates of 9/9/22): first from CL's automated system I was given repair ticket #PS279508099, and then from live agent Mela I received repair ticket #0407497 (which was to REPLACE the earlier PS ticket). Mela told me she would forward this ticket to the Escalation Dept. To my query to Mela regarding CenturyLink's arbitrary cancellation of my repair ticket #0400708 (repair date of Weds, 9/7/22, without notice), she replied she had no answer. (Please also note that the CHAT feature "available 24/7" DID NOT WORK, no matter from what page on your website I tried it.)

Additionally, I'm attaching below information I sent to our community member who is monitoring the situation and who is in contact with state and local agencies. It details our collective frustration and concern that we have no reliable CL phone service out here nor can we call 911 in emergencies, all of which are completely unacceptable.

1) Response from Ms. Polk:

Forwarded message
From: Stephanie Polk <step@customersvc.centurylink.com>
Date: Sat, Sep 3, 2022 at 1:40 PM
Subject: Thank you for your Unresolved Issue submission.
To: [REDACTED]

Dear valued customer,

We are committed to providing you with a great customer experience and apologize that we haven't met the standards that we set for ourselves as a company. I take your concerns very seriously and am working to dedicate the resources needed to better identify, address, and fix them proactively. We are sending a case manager your way to address them as quickly as possible. We are currently experiencing high volumes and responses may take longer than expected. We apologize for any delays.

If you have any updates or need to provide any additional information, please "Forward" this email and any additional information regarding the original concern to CustomerAdvocacy@CenturyLink.com to ensure all correspondence is retained and tracked on your case 42289706.

To best manage expectations, our hours of operation are Monday - Friday, 7 am to 6 pm CT. Should you need immediate assistance with a technical support concern, our teams are available 24/7 at <https://www.centurylink.com/homehelp/connected.html>.

Issues brought to us by customers allow us to make CenturyLink better. Thank you for the opportunity to further investigate this for you.

Stephanie Polk
Vice President of Customer Success and Advocacy

ref_000412H660_000407700?Q=ref

2) Copy of my emailed information to the community rep to share with state and local agencies.

Over the past week, I've spent countless hours online and on the phones, when I could, with both PP and CL. Regarding CL, we've had three outages: Sun 8/21 (15hrs), Tues (-1hr). I was given Ticket #0280445 with a repair date of Tues, 9/6. On 9/7 (12:00 am), I canceled the ticket via their text system bc I had a dial tone, not realizing or experiencing the dropped calls. Then on Thurs, 9/8, we had the third outage (~5.5hrs), at which point I had to drive to AVPD to report the power and CL outages. At that point, I was given Ticket #0400708 and given a repair date of 9/7. I assumed it was still open since I had not canceled it nor had CL contacted me otherwise. However, when I started reading all the texts from others who had their tickets canceled with no notice, I went online today and found out that my ticket #0400708 had also been cancelled with no notice. So I called in again today and through their automated repair system was given a repair Ticket #PS279508099 and a repair date of 9/6.

Not satisfied (bc their CHAT feature did not work no matter what page I tried it on) and wanting to speak with an agent, I finally reached a live CS person (Mela), who was quite helpful. She told me she was sending my complaint to the Escalation Dept and gave me Ticket #0407497 (which was to replace the one I'd just received - #PS279508099).

When I asked her for answers to two questions: Why was my Ticket #0400708 canceled by CL (she did not have an answer for that one), and Could she give me an assurance that Ticket #0407497 would NOT be arbitrarily canceled by CL without notifying me? She promised she would not let my repair date of now 9/9 pass without either my phone being fixed or notification from CL. Don't hold out much hope, but we'll see.

I highly anticipate your earliest response and advice on how and when CenturyLink will implement a PERMANENT FIX on these long-standing and area-wide reports of lack of service from CenturyLink.

Respectively submitted,

Susan Shaffer
2459 Little Applegate Rd.
Jacksonville, OR 97530
541-899-5963 or -5973 landlines
541-531-8136 cell/text via WIFI only



Susan Shaffer <flyingpiggranch206@gmail.com>

Your service should be restored

1 message

CenturyLink <CenturyLinkNotifications@centurylink.com> Wed, Aug 31, 2022 at 1:34 PM
Reply-To: CenturyLink <reply-fe71072726003-17_HTML-22551080-100021545-31000@updates.centurylink.com>
To: [REDACTED]

[View in browser window.](#)



Get Support

Sign In

Dear Customer,

Thank you for choosing CenturyLink, it was a pleasure speaking with you today!

We apologize for the trouble you have been experiencing with your CenturyLink service. As we discussed, we have scheduled a technician to resolve your issue.

You can use the Where's My Tech link below to check the status of your repair, reschedule or cancel your appointment, or track the arrival of your technician on your appointment date.

Sincerely,
Your CenturyLink Repair Team

[Service Troubleshooter and Outage check](#)

[Where's My Technician?](#)

[Service Appointment Manager](#)

[Manage My Services](#)



[Privacy Policy](#)



Your appointment has already been completed or cancelled and is no longer available. If you still need an appointment, please visit centurylink.com/contactus

5.15.22 Cl phones out 10:50
11:45 - } Called in NO DIAL TONE w/
12:09 } Alisa (multiple cable failures) e.o.
• Jeopardy Mgmt call sit on
Area wide outage
• Ticket # 0123816
8:15 - 4:15 Weds 5/18

5/16/22
c 4:30 pm. Phones back ON



Susan Shaffer <ffyingpigranch208@gmail.com>

Your upcoming repair appointment is confirmed

1 message

CenturyLink <centurylink@contactengine.com>

Sun, May 15, 2022 at 12:54 PM

To: [REDACTED]

Repair Appointment Confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click CONFIRM to confirm your appointment.
Click RESCHEDULE if you will not be available.
Click RESOLVED at any time to cancel your appointment.

5/17
11:45am

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please [click here](#).

Next steps:

We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

Appointment Details

Wednesday 05/18
between 08:15 AM and 04:15 PM.

You'll be notified when a technician is on the way.

Your repair ticket number is 0123816.

We're Here to Help

Have access to the Internet?
These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
 - Phone service issues, such as no dial tone or static on the line
 - High Speed Internet, wireless networking, and modem questions
- PRISM™ TV subscribers, visit the Guidance Center's PRISM™ section for assistance with any of your CenturyLink products.

[chat online with us](#)

[Privacy Policy](#)



Susan Shaffer <flyingpigbranch206@gmail.com>

Fwd: CenturyLink Outages 2021

1 message

Susan Shaffer
To: Susan Shaffer

Tue, Nov 2, 2021 at 11:04 AM

----- Forwarded message -----

From: Susan Shaffer
Date: Sat, Oct 30, 2021 at 1:57 PM
Subject: CenturyLink Outages 2021
To: Priscilla Weaver <priscilla@saltmarshbranch.com>, Kathy Homer <redg16@aol.com>

OK, here's what I have so far:

I have data on nine (9) separate phone outages this year:

- 1) 1/27-1/28 ~24 hrs (9:00 am -9:00 am)
- 2) 3/6 ~12 hrs (6:00 am-6:00 pm)
- 3) 3/15 ~6.5 hrs (11:30 am-5:30 pm)
- 4) 6/10 ~ ??? (All I have on this one is my copy of the email sent to me confirming a Tech appt for 6/12/21, Ticket #0110765, which was RESOLVED. **Pls provide outage time if you have it.**)
- 5) 6/28-6/29 ~4 hrs (10:30 am-2:30 pm) (this was our outage time, although some phones weren't back on until 6/29/21)
- 6) 8/3-8/4 ~20 hrs (times unkn, but I did report both area-wide phone outage Ticket #168687324, as well as the 3 downed grey boxes Ticket #138692935 for which no one showed--again)
- 7) ~~9/3~~ 8/30-9/4 ~ ???-3:30 pm (I have some references to an outage, but no other info--**pls provide if you have it.**)
- 8) 9/30** Varied ~4 hrs (9:00 am-1:00 pm)
- 9) 10/25-10/26 (10/29) ~72 hrs (2:00 pm-8:30 am, most residents' phones were off and on during this time)

10) 11/9 11:26-12:06
My guess is the outages affected the following number of **households**:

LLARD list: 26

MLAR list: _____

ULAR/YC list: _____

11) 12/25-12/28+ (4 days)

I think it is safe to say virtually most if not all of the residents on our three sections of LA Rd. experienced these outages but you'll have to plug in those missing numbers.

Let me know if you have any questions or need my data copies. I am also going to use these outage hrs on a complaint and request for credit.

Susan

** I have a copy of my long chat session (1.0 hr++) on 10/2/21 with several different techs, as well as two supervisors. All I got was nothing but extreme frustration.



← typo 30

Copy AVFD when phones go out.
Susan Shaffer-dyingspigranch206@gmail.com

Fwd: CHAT with CL on outage 9-1 Thurs, 9-30-21

Susan Shaffer
To: Susan Shaffer

Sat, Oct 2, 2021 at 11:53 AM

Repair

Forwarded message
From: Susan Shaffer
Date: Thu, Sep 30, 2021 at 1:22 PM
Subject: CHAT with CL on outage 9-1 Thurs, 9-30-21
To: Susan Shaffer

call 1) 800.579.1311
online 2) <https://www.centurylink.com/home/help/contact.html>
text 3) 285669 (C-T-L-N-O-W)

Chat started at 11:54 AM

All technical support chats may be recorded for quality assurance and training purposes. Thank you for contacting CenturyLink. You are speaking with Rahul, please give me a moment to review the information you provided.

R Hi, Thank you for reaching out to CenturyLink Tech Service Desk. How can I help you with today?

Rahul S
[Faded text]

R For verification purposes, may I have your name and Billing Account Number?

Rahul S: 11:55 AM
[Faded text]

Thank you for providing the information. Please wait while I get the account related information.

11:56 AM

R Can you please let me know the color of DSL and Internet lights?

Rahul S
[Faded text]

11:57 AM

Thank you for confirmation.

72
(20.5 hrs 10/25 - 10/26 2:00pm - 8:30am
4 hrs 9/30 - 9:00am - 1:00pm

9/3 ? - 3:30

20 hrs 8/3 - 8/4 20 hrs
4 hrs 6/28 - 6/29 10:20 - 2:30
6/10 ?

6.5 hrs ✓ 3/15 11:00 - 5:30
12 hrs ✓ 3/6 ~ 6:00am - 6:00pm
24 hrs ✓ 1/27 - 1/28
~ 9:00am 9:00am

----- Forwarded message -----
From: Susan Shaffer <flyingspgranch200@gmail.com>
Date: Thu, Sep 30, 2021 at 1:52 PM
Subject: DSL with CL on outage 9-1 Thurs, 9-30-21
To: Susan Shaffer <[REDACTED]>

Chat started at 11:54 AM

All technical support chats may be recorded for quality assurance and training purposes. Thank you for contacting CenturyLink.

You are speaking with Rahul, please give me a moment to review the information you provided.

R Hi, Thank you for reaching out to CenturyLink Tech Service Desk. How can I help you with today?

Rahul S

Reporting an area-wide outage in rural area on Little Applegate Rd., Jacksonville, OR 97530

R For verification purposes, may I have your name and Billing Account Number?

Rahul S 11:55 AM

AREA-WIDE, not our house lines

Susan Shaffer,
5418995963981

Thank you for providing the information. Please wait while I get the account related information.

11:56 AM

R Can you please let me know the color of DSL and Internet lights?

Rahul S

We do not have DSL here, we have satellite

11:57 AM

Thank you for confirmation.

12:00 PM

R Is it phone issue?

Rahul S

YES, both our lines are out, as well as those of all our neighbors.

Thank you for confirmation.

Please confirm that you
are reporting this as an
area-wide outage.

12:01 PM

As we checked your account
there is no outage in your
area

I am from CenturyLink
Internet Technical support
desk, please wait while I
transfer your chat to the
other department.

Thank you for reaching out
to CenturyLink Tech Service
Desk, Good day. Stay Safe.

R Please stay while I transfer
the chat.

Rahul S

OK, thank you.

12:02 PM

Chat started with Vikram S

V All technical support chats
may be recorded for quality
assurance and training
purposes. Thank you for
contacting CenturyLink.

You are speaking with
Vikram, please give me a
moment to review the
information you provided.

Vikram S

It should all be there in
your system

V Hi, Thank you for contacting
Century link, I can surely
have a look on your
connection, can you please
provide me your account #
and alternate call back
number and allow me a
minute to go through your
previous chat.

Vikram S 12:04 PM

If you can read this chat
thread, I already said it,
but again, A/C
#5418995963981

12:05 PM

Sure Jacksonville, I am going through the previous chat

V "If I understand your concern, you are having no dial tone issue, correct?"

Vikram S 12:06 PM

It has been reported to our area Congresswoman, as well, who was informed we have a special contact because THIS HAPPENS ALL THE TIME.

No dial tones on either of our phones, nor on the phones of our community

We are really sorry that you're having trouble with that, I would be absolutely delighted to assist you

V Have you also tried to unplug and replug the phone or use other phone jack ?

Vikram S

STOP IT, just confirm that you are reporting OUR AREA-WIDE AOUTAGE--it's not inside our houses!

12:08 PM

Please, get a supervisor for me

Jacksonville, I am trying to troubleshoot your phone line

Sure, Jack

Meanwhile, I will try to reset the line connection remotely.

12:10 PM

V Can you kindly confirm if you are having issues on all phones ?

Vikram S 12:12 PM

yes, **BOTH LINES ARE DEAD: 541-899-5963 AND 541-899-5973**

12:12 PM

V I am still working on your query and it might take 2 to 3 minutes more, Please stay connected.

Vikram S 12:14 PM

OK

V Thanks

Vikram S 12:15 PM

Please, get me to a supervisor.

12:17 PM

Jacksonville, I am scheduling the tech for you

My name is SUSAN, Jacksonville is my town.

12:19 PM

And I have confirmed from the outage team, And there is no any outage in your area.

12:19 PM

Well, we KNOW that is not the case, don't we? This happens to us ALL the time. Last time was just a month ago.

12:20 PM

Sorry, I was not aware of your name Susan.

My apology.

UP

V For verification purpose, May I have the billing address please ?

Vikram S

1339 Little Applegate Rd,
Jacksonville, OR 97330

Thanks

12:22 PM

As I am entering your dispatch, I would like to let you know we need someone 18 or older home when the tech arrives, and due to COVID safety concerns, and to protect you and our technician we are limiting contact. Is there a COVID health or safety related issue we need to discuss before I continue?

Kindly confirm ?

12:22 PM

We're both over 65, and I've already reported it via your website. Tech is coming 10/2/21, but I'm hoping it is fixed TODAY BY CL.

12:24 PM

Dispatch DetailsSat, Oct 2nd
2021
Earliest Time08:15 AM
Latest Time04:15 PM
Commitment Time06:30 PM

V Are you okay ?

Vikram S 12:24 PM

I AM NOT OK, we need our phones FIXED out here as there are MANY who are much older than we are.

12:25 PM

V Susan, I understand the urgency, but as much as I want to send a technician right away, the schedule that you have is the soonest. The appointment is based on availability of technicians on the area. All our repair tickets are worked as soon as possible, The appointment provided is the latest the tech could arrive on your location that is if the cause of the problem is inside the house. If the problem is outside it could be resolved earlier.

Vikram S 12:25 PM

Have you been listening to me? IT IS NOT INSIDE OUR HOME, NOR INSIDE THE INDIVIDUAL HOMES OF OUR NEIGHBORS. IT IS IN CENTURYLINK INFRASTRUCTURE.

12:27 PM

V Susan , I can understand your concern and for that I am scheduling the tech for you.

Vikram S 12:28 PM

So if you also schedule a tech, after I have already scheduled a tech which I mentioned above, does that mean you show 2

techs coming out for 2
separate tickets?

12:29 PM

V No, there will be only one
ticket and single tech will
come to visit your location.

Vikram S 12:31 PM

ok. PLEASE, may I chat
with a supervisor?

V Sure, I will transfer to
supervisor. Meanwhile, I
have scheduled the tech for
you

Vikram S 12:32 PM

thank you

V Just for a quick summary,
you called in today for no
dial tone issue for which we
did few line tests and we
arranged a technician for
you as we were not able to
resolve the issue remotely, is
there anything else I can
help with?

Vikram S 12:33 PM

no, thank you

V It was a pleasure to help you
today. Thank you for
choosing Centurylink, we
value your business. You can
also now contact us with
Repair questions by texting
to 285669 (on your cell
phone this corresponds to C-
T-I-N-O-W). Standard text
messaging rates may apply.
For future reference, you
can also visit us at the
following channels:
www.cthelp.com,
CenturyLink app for self-help
troubleshooting & click to
chat option from your
smartphones.

Vikram S

Chat started with Harminder S

All technical support chats
may be recorded for quality
assurance and training
purposes. T

Thank you for contacting
CenturyLink.

You are speaking with
Harinder, please give me a
moment to review the
information you provided.

Hello Susan

How are you?

H I'm a supervisor, How can I
help you today?

Harinder S 12:36 PM

Very frustrated

Please, read all the text
in this chat session, then
we can chat

I apology for the trouble.

H yes, I am reading it, please
allow me 2 minutes

Harinder S

ok

12:37 PM

H

It was a pleasure to help you
today. Thank you for choosing
Centurylink, we value your
business. You can also now
contact us with Repair questions
by texting to 285669 (on your
cell phone this corresponds to
C-T-L-N-O-W). Standard text
messaging rates may apply.
For future reference, you can
also visit us at the following
channels: www.cthelp.com,
CenturyLink app for self-help
troubleshooting & click to chat
option from your smartphones.

Vikram S

Chat started with Harinder S

All technical support chats may
be recorded for quality
assurance and training
purposes. Thank you for
contacting CenturyLink

You are speaking with
Harinder, please give me a
moment to review the
information you provided.

Hello Susan

How are you?

H I'm a supervisor, How can I help
you today?

Harminder S 12:36 PM

Very frustrated

Please, read all the text in this chat session, then we can chat

I apology for the trouble.

H

yes, I am reading it, please allow me 2 minutes

Harminder S

ok

12:37 PM

I just gone through with your chat, you have no dial issue.

12:39 PM

as per you the issue in your area.

YES! We are all out in this area.

12:40 PM

Okay, We have scheduled a tech for you. Tech will come and check the issue.

12:41 PM

H

It is in your area or community.

Choose one of the following options

12:48 PM

We have raised the ticket and tech will come fixed the issue.

12:50 PM

I Apology it took lot of time

H

Im ensuring you, your issue will be resolved soon.

Harminder S

Are you saying the Tech will come out on 10-2, according to my ticket I opened earlier, or are you saying a new Tech will be out today?

12:51 PM

Tech will come on Oct 2, as per scheduled ticket.

We don't send tech Today, I'm sorry for that.

12:52 PM

We can't sent tech today. I'm sorry for that.

You realize that every single time we all call in reporting an area-wide outage, CL always says, "Gee, no one else has reported anything," which we know is not true. CL continues to have a policy to feed us BS, and therefore, you C.S. people then say to us that there's no mechanism to report an area-wide outage, just an individual outage. That's crazy!

H

Chat started with Yordany C

You are chatting with Yordany.

Hello! My name is Yordany C, thank you for chatting with Centurylink. Please allow me a moment while I go through your previous chat and assist you on your request.

Y

I hope you're having a great day. I will do everything I can to help and if I can't resolve it, I will get you to the right place. To get started let's pull up your account. :-)

Yordany C

ok

1:02 PM

Y

Thank you so much for your patience, Upon working offline they will enter reports in your area about the issue, I do apologize for the inconvenience.

Yordany C: 1:05 PM

Our calls should have been escalated from the very beginning, as many of us have called in to report and area-wide outage when we're always told "CL has no way of intaking an area-wide outage report."

I'm sorry to hear you are having these problems. We will get this resolved this I enter a note in my system already

Yordany C

I'm done with CL--for today.



10/25 - 10/28 = 20.5
72 hrs

Susan Shaffer

Second phone outage message

1 message

Priscilla Weaver <priscilla@saltmarshranch.com>
Cc: Priscilla Weaver <priscilla@saltmarshranch.com>

Thu, Oct 28, 2021 at 9:32 AM

Good morning again at 9:30 am,

Our line just came back on. I got a call from a wonderful local CL repair person with the good news that they are - one by one - getting us turned on this morning. He also had promising news on ways to get our outages dealt with faster within the reality that we won't get fiber optic lines for at least 3-5 more years. I'll believe the faster service when I see it, but hope is a good thing, isn't it?

So ... for now I don't think we need details, but it would be VERY helpful to know how MANY of us were out and for how long. If you haven't reported back to me, could you just let me know when your phone was out and for how long? And if your phone is still out, could you let me know when you get it back?

Thanks. Enjoy our beautiful fall sunshine today — get those vegetable beds mulched and the leaves out of your gutters!

Priscilla

On Oct 28, 2021, at 8:35 AM, Priscilla Weaver <priscilla@saltmarshranch.com> wrote:

Good morning Little Applegate and Yale Creek neighbors,

Since about noon on Monday, some or all of us have been without landline phone service, some intermittently. Ours are still off. 10/25

I am trying my best to get us help, this time higher up at Century Link and also with our elected representatives, but I need your help. Please take a few minutes to send me a note this morning with the following information. You can just "reply" and it won't go to the whole long list again.

1. Has your land line been out at any time starting on Monday? Is it still out?
2. If so, have you called the CL repair line (800-244-1111 or one of the other ones) using your WORKING cell phone? If so, do you have the repair ticket number? If so, please send it to me. If you don't have the number, please tell me what you were told in terms of a schedule. What day did you call and did the person say there were any other repair tickets?
4. If you did not call, did you report the outage online at centurylink.com? If so, do you have the repair ticket number and what were you told about other reports of outages?
5. If you did not call in or report the outage and your phone is still out, please take the time to do so now.
6. And please remind me of your street number and the extension of your 899- land line (eg., mine is x1672).

Why am I asking you to go through this rigamarole when we all know it's the old cables, bad boxes, etc?

Believe it or not, a higher up CL rep told me yesterday: "The tickets are helpful to properly troubleshoot from the central office to the customer premise. It also is a tracking tool for evaluating long term trends in network performance and specific issues at customer locations."

This is of course complete nonsense, since this is our SIXTH area outage so far this year and they know darned well what the issues are. Now we need to call this person's bluff so our elected representatives will know we have done everything we can to get help.

Thanks for taking the time. I will keep you posted.

Priscilla
541-890-3890 (working cell phone!)



Susan Shaffer

Re: Phone outage

1 message

Susan Shaffer

Thu, Oct 28, 2021 at 10:54 AM

To: Priscilla Wea

Bcc: Susan Sha

1. Phone lines 541-899-5963 and -5973 were both out from 2:00 pm 10/25/21 to approx 8:30 am on Tues 10/26/21. Both lines have been working since Tues.
2. I had called it in on Mon and was given a repair date of Fri (10/29/21 8:15-4:15 pm), Ticket #0459701. Although service came back on Tues a.m., I did not cancel my scheduled appt until just now.
3. Service person I spoke with, Tammy, told me there had not been any other outages reported, even though I explained the full situation out here, that I KNEW others had also called it in, and that it is a SERIOUS issue for residents out here due to lack of/sketchy cell service.
4. N/A
5. N/A
6. Street address: 2459 LA Rd.; landlines -5963 and -5973

(I won't have time to read the CL articles sent to me until this afternoon. I'll get back to you later on.)

Nothing like living in the Wild West--I think we're all screwed.

Susan

P.S. Does Starlink offer cell service with their satellites?

On Thu, Oct 28, 2021 at 8:36 AM Priscilla Weaver <priscilla@saltmarshranch.com> wrote:
Good morning Little Applegate and Yale Creek neighbors,

Since about noon on Monday, some or all of us have been without landline phone service, some intermittently. Ours are still off.



Susan Shaffer <[REDACTED]>

Your upcoming repair appointment is confirmed

1 message

CenturyLink <centurylink@contactengine.com>

Mon, Oct 25, 2021 at 4:27 PM

To: [REDACTED]



Repair Appointment Confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click **CONFIRM** to confirm your appointment.
Click **RESCHEDULE** if you will not be available.
Click **RESOLVED** at any time to cancel your appointment.

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please [click here](#).

Next steps:

We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team



You have received this courtesy email because you are a CenturyLink customer. If you prefer not to receive notifications about your order, you can [chat online](#) with us to unsubscribe.

This message was sent from an automated e-mail server. Please do not reply to this message. Any messages sent to this address will not be answered.

CenturyLink values your business and respects your privacy. For more information about how we use information we collect online, read the [CenturyLink online Privacy Policy](#).

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Appointment Details

Friday 10/29
between 08:15 AM and 04:15 PM.

5 days away

You'll be notified when a technician is on the way.

Your repair ticket number is 0459701.

We're Here to Help

Have access to the internet?
These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
 - Phone service issues, such as no dial tone or static on the line
 - High Speed Internet, wireless networking, and modem questions
- PRISM™ TV subscribers, visit the Guidance Center's PRISM™ section for assistance with any of your CenturyLink products.

3:45 ← 3:28 call

10-25-21 Tammy Repair

10/25

2:00 - Phones out again!

8:30am 10/26

- Shaffer
- Mezz

→ "signal issue"
- Performed tests & created
Fri 10/29 8:15-4:15

- Will test status from
the techs

899.6833

9/30
9:00am - 1:00 = 4 hrs

M Gmail

Susan Shaffer

CenturyLink OUT AGAIN!

1 message

Susan Shaffer

Thu, Sep 30, 2021 at 11:17 AM

[customer email addresses blocked to protect their privacy]

Our phones at 2459 LA Rd have been out since around 9:00am. Are yours?

If anyone responds to me, or to anyone else, that theirs are also out, I will try to report yet another area-wide outage.

Thanks,
Susan

Hassanein
Weaver
Bowman
Gail
Goldman
Hassanein



Susan Shaffer [REDACTED]

more about the phone outage

1 message

Priscilla Weaver <priscilla@saltmarshranch.com>

To: Susan Shaffer [REDACTED]

Thu, Sep 30, 2021 at 11:40 AM

Here is what I posted earlier this morning on the CL SupportGroup message thread that Erin set up when she decided that our land lines did not qualify for her "MLA Fire Alert" thread (even though lost cats do qualify). I also tried sending a text to the person Ben and Kristina say was the CL area manager as of January.

I intended to send the email about an hour ago and then got called away for something else on the farm. Will send an update when I hear anything more.

Priscilla

"This is Priscilla, Thursday morning at 9:00am. Our phone and Gail/Roark's phones are out. Please everyone, call this in to 800-244-1111 if you can on your cellphone. I want to test the CL representation to me that we can get faster repair service. Please tell the person who answers this is a widespread outage in a rural area. Let's see if it works! Thanks".

"Neighbors: the CL executive Kathy and I and Representative Marsh met with told me about 10 minutes ago that he will contact our area's operations manager. Let's see if it gets us better response! Will keep you all posted. thanks. Priscilla"



Susan Shaffer [REDACTED]

Your upcoming repair appointment is confirmed

1 message

CenturyLink <centurylink@centurylinkengine.com>

Thu, Sep 30, 2021 at 12:55 PM

To [REDACTED]



Repair Appointment Confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click [CONFIRM](#) to confirm your appointment.
Click [RESCHEDULE](#) if you will not be available.
Click [RESOLVED](#) at any time to cancel your appointment.

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Next steps:

We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

Appointment Details

Saturday 10/02
between 08:15 AM and 04:15 PM.

You'll be notified when a technician is on the way.

Your repair ticket number is 0304849.

We're Here to Help

Have access to the internet?
These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
 - Phone service issues, such as no dial tone or static on the line
 - High Speed Internet, wireless networking, and modem questions
- PRISM™ TV subscribers, visit the Guidance Center's PRISM™ section for assistance with any of your CenturyLink products.

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Susan Shaffer <[REDACTED]>

Fwd: Phone outage

1 message

Kim Stanick <kimstanick@yahoo.com>

Thu, Sep 30, 2021 at 1:53 PM

To: Priscilla Saltmarsh <priscilla@saltmarshranch.com>, Susan Shaffer <[REDACTED]>

Just an FYI - I reported the outage to clear rate who is my provider and asked them to tell CL and give info about when it was expected to be fixed. Here is their reply.

It's interesting that they said a technician would repair it today. My hope is that the provider adds extra weight to the request, though who knows?

Sent from my iPhone

Begin forwarded message:

From: Clear Rate Customer Support <support@clearrate.com>
Date: September 30, 2021 at 10:36:00 AM PDT
To: kim stanick <kimstanick@yahoo.com>, Clear Rate Customer Support <support@clearrate.com>
Cc: Brian Donohue <brianhdonohue@yahoo.com>
Subject: RE: Phone outage

Good afternoon Kim,

We have opened a repair ticket at your request, a technician is scheduled to make a repair today, 9/30/2021.

Kind regards,

Clear Rate Customer Support
Telephone: (877) 877-4799
Fax: (877) 877-5225
Email: support@clearrate.com

This message contains confidential information intended only for the use of the intended recipient(s) and may contain information that is privileged. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that reading, disseminating or copying this message is strictly prohibited.

If you have received this message by mistake, please immediately send notification by replying to the message, indicate the message was received by mistake, and then delete the original message immediately thereafter. Thank you.

Clear Rate Communications, Inc. 2600 W. Big Beaver Road, Suite 450, Troy, MI 48064.

—Original Message—

From: kim stanick <kimstanick@yahoo.com>
Sent: Thursday, September 30, 2021 12:05 PM
To: Clear Rate Customer Support <support@clearrate.com>
Cc: Brian Donohue <brianhdonohue@yahoo.com>
Subject: Phone outage

Hello, my phone is not working, again. 541-899-5992.
This is a widespread outage in a rural area.
Please submit a repair ticket and provide information back about the outage problem and repair time estimate.

Thank you,

Kim Stanick



Susan Shaffer <[REDACTED]>

Re: Phone outage

1 message

Kim Stanick <kimstanick@yahoo.com>
To: Susan Shaffer <[REDACTED]>
Cc: Priscilla Saltmarsh <priscilla@saltmarshranch.com>

Thu, Sep 30, 2021 at 4:40 PM

Clear rate is a discount phone provider (sort of like sprint list g distance, but for all calls). They "rent" CL lines (and others) to provide coverage (remember the ATT deregulation in the 80s? - these types of providers became available as a result). I pay \$47 a month for full plan: unlimited national calling, voice messages, call forwarding, caller id, call back, number unlisted, etc. I am not a customer of CL, so can't call them for an outage, but I send an email to Clear Rate customer service and they report it right away. They are quite responsive, unlike CL. It's also cheaper. Because they are a business customer of CL, I feel like they have some weight (maybe not). They at least give me credits when there are outages. With a simple email, which takes much less of my time than waiting on the phone!

Sent from my iPhone

On Sep 30, 2021, at 3:26 PM, Susan Shaffer <[REDACTED]> wrote:

Hi, Kim, thanks for the info. Who is clear rate, and how much pull do they have with cl?

On Thu, Sep 30, 2021, 1:53 PM Kim Stanick <kimstanick@yahoo.com> wrote:

Just an FYI - I reported the outage to clear rate who is my provider and asked them to tell CL and give info about when it was expected to be fixed. Here is their reply.

It's interesting that they said a technician would repair it today. My hope is that the provider adds extra weight to the request, though who knows?

Sent from my iPhone

Begin forwarded message:

From: Clear Rate Customer Support <support@clearrate.com>
Date: September 30, 2021 at 10:36:00 AM PDT
To: kim stanick <kimstanick@yahoo.com>, Clear Rate Customer Support <support@clearrate.com>
Cc: Brian Donohue <brianhdonohue@yahoo.com>
Subject: RE: Phone outage

Good afternoon Kim,

We have opened a repair ticket at your request, a technician is scheduled to make a repair today, 9/30/2021.

Kind regards,

Clear Rate Customer Support
Telephone: (877) 877-4799
Fax: (877) 877-5225
Email: support@clearrate.com

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Clear Rate Communications, Inc. 2600 W. Big Beaver Road, Suite 450, Troy, MI 48064.



Susan Shaffer <[REDACTED]>

Re: Century Link and traffic

1 message

Susan Shaffer <[REDACTED]>
To: Priscilla Weaver <priscilla@saltmarshbranch.com>
Bcc: Susan Shaffer <[REDACTED]>

Mon, Aug 30, 2021 at 5:15 PM

Thanks for the update. Noel Ruiz asked the same thing, and I forwarded his query to Ted to answer since he talked to several of the **contractors** today digging the hole for the box in front of our driveway. They needed to prepare cement pads for the three (3) tipped-over boxes to sit on.

As far as what they told Ted, CL will be coming out and simply **replacing** the old and damaged wires--no new services like high speed internet or 5G.

I will forward to you Ted's response to Noel as soon as I get it.

Susan

On Mon, Aug 30, 2021 at 12:40 PM Priscilla Weaver <priscilla@saltmarshbranch.com> wrote:
Good afternoon Little Applegators,

You may get stopped around 2400 LAR today and for the next "two days or so" for what the traffic controller calls "installing highspeed Century Link internet."

I'm not holding my breath.

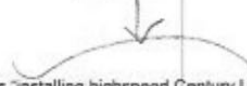
The orange marks on the road stop at the Hassaneins' driveway I think, in any case before Buncom, so whatever handy dandy internet they are installing apparently won't come up the rest of the way.

At least they seem to be repairing the tipped over, broken CL grey boxes that have been sort of covered with orange plastic since January (or perhaps longer).

If you know any more or better info about this project, could you let me know, please and I will circulate whatever we learn.

Thanks,
Priscilla

LIES



9/3 - (partially, to 3:30)



Susan Shaffer <flyingpig@ranch206@gmail.com>

Re: Land line outage on Little Applegate and Yale Creek

1 message

Susan Shaffer <[REDACTED]>
To: Priscilla Weaver <priscilla@saltmarshranch.com>
Bcc: Susan Shaffer <flyingpig@ranch206@gmail.com>

Sat, Sep 4, 2021 at 10:54 AM

Morning, we've spent the past two days (Thurs & Fri), with on and off service. I called it in, but of course, "they can't take reports for people not at your address," and "we don't show anyone else has called in an outage report." CL continues to lie to us and restrict their operators from any reality of an area-wide outage situation.

That said, as of about 3:30 yesterday afternoon, our phones were on, and I tested it by leaving a voicemail for Sandy Park up Hawkins Way (she's currently out of town). However, I'd received a text from Richard Hassanein at 3:19 pm and he could get a dial tone but couldn't actually call out.

Over the course of this past week, the contracting crew worked on digging the footings and pouring concrete pads for the three downed boxes. Seems ours was the simplest as they have not been back, but the ones on either side of us (in front of 2324 LA Rd. and at the beginning of Richard's road 2440 and 2620-2688) have had multiple crews back. So when CL came to repair/replace the old damaged wires, evidently, they'd cut the wrong wires thus our outages.

So to answer your questions:

- 1) Yes, as of 3:30 pm yesterday.
- 2) No, no calls have come in after 6:00 pm last night; however, we did get a robocall (from a number I'd put on our Block list) at 4:25 pm yesterday.
- 3) OK to give me a call at 541-899-5963 (we have two lines, but assume if one works the other one does too).

I am still keeping my appt for a tech to come out from CL until the last minute to cancel. When I reported an area-wide outage last Thurs, the soonest a tech could come out is Tues, 9/7, five days out. Of course, they were more concerned that someone "18 or older" would be available.

Did I ever tell you just how much I hate CL?

Susan

On Sat, Sep 4, 2021 at 7:34 AM Priscilla Weaver <priscilla@saltmarshranch.com> wrote:
Good morning neighbors.

I'd like to try to inventory who is still without land line telephone service this morning and I believe this email list covers our whole roads, including those not on the iPhone call tree.

I know that several of you had service last night (Salant, Horner, Stanik), but also that several of us still have no dial tone, and that even though our phones ring when someone calls, when we pick up there is no dial tone and no one on the line.

If you would please send me an email by reply with this simple message:

1. Can you place a call out?
2. Have you received phone calls in since about 6:00 last night?
3. If you want me to help test whether you can receive a call, let me know (with your land line number, please) and I will try to call you from my cell phone.

Thanks. I don't know if this will help, but at least I can try reaching someone with an accurate count of how many are still without service.

Priscilla
CELL 541-890-3890

CL outage
8/3 - 8/4/21

8/3/21 Michelle - Des Moines, IA

- Reported community-wide phone outage
- Ticket # 168687324

• When service back on call back & report it ON

- Reported the 3 downed GRN CL boxes on the ground, wires wrapped in yellow plastic
(Tech 8/4 5:pm) NEVER SHOWED
- Ticket # 168692935

✓ 20 hrs

8/12/21 Chat inline w/ Steven H:

11:58 - → Xfd me to Saloni in Tech Supp

12:35 → ✓ ✓ ✓ Marissa Ann ✓ (12:20)

- They don't show any open tkt & wanted to open a new one
- TOLD them to F - OFF

M Gmail

8/3 - 8/4 20 hrs

Susan Shaffer

Your upcoming repair appointment is confirmed

1 message

CenturyLink <centurylink@contactengine.com>

To:

Tue, Aug 3, 2021 at 1:57 PM



Repair Appointment Confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click CONFIRM to confirm your appointment.
Click RESCHEDULE if you will not be available.
Click RESOLVED at any time to cancel your appointment.

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please click here.

Next steps:
We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

Appointment Details

Thursday 08/05
between 08:15 AM and 04:15 PM.

You'll be notified when a technician is on the way.

Your repair ticket number is 0264215.

We're Here to Help

Have access to the internet?
These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
 - Phone service issues, such as no dial tone or static on the line
 - High Speed Internet, wireless networking, and modem questions
- PRISM™ TV subscribers, visit the Guidance Center's PRISM™ section for assistance with any of your CenturyLink products.

8/4
TICKET
#1086929:
(to fix down green box)

(2:05) - why do tech sh @ 12:22 "NO repa ticket"



1127711

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10:30 - 2:30 = 6 hrs
Susan Shaffer <[REDACTED]>

Re: land lined

1 message

Tue, Jun 29, 2021 at 10:39 AM

Susan Shaffer <[REDACTED]>
To: Gail Battaglia <gailbattaglia2@gmail.com>
Cc: Priscilla Weaver <priscilla@saltmarshranch.com>, Nina Kiskadden <nkiskadden@gmail.com>, Amber Bishop <dirtdgardeners@gmail.com>, Mike & Sara Christian <saramike@hughes.net>, Marion Hadden <mhts4035@gmail.com>, Erin Volheim <erinwildingcenter@gmail.com>, Gayle Merz <genierose69@gmail.com>, Kathy Horner <redg16@aol.com>
Bcc: Susan Shaffer <[REDACTED]>

Good question. I saw two large vehicles go past our place (2459 LA Rd) at 12:20 am, the night before last. They were just about nose-to-tail, going about 3-5 MPH. I believe I saw an extension arm on one of them. Ted's guess was that they were traveling or marking the phone line as it goes up the road.

Not 100% sure they were CL trucks, but that is the only group that sounded logical. They went downriver at 6:30 am and hours later all our phones went dead.

Susan

On Tue, Jun 29, 2021 at 10:31 AM Gail Battaglia <gailbattaglia2@gmail.com> wrote:
Just curious Susan, what kind of vehicles?

Gail

On Tue, Jun 29, 2021 at 10:28 AM Susan Shaffer <[REDACTED]> wrote:

Thanks, Priscilla. Interesting that hours after vehicles were seen going upriver in the middle of the night all our phones went dead.

Suggest everyone file a claim for days of lost "service," such as it is.

Susan

On Tue, Jun 29, 2021 at 9:56 AM Priscilla Weaver <priscilla@saltmarshranch.com> wrote:
CL finally flagged us as a group outage, saying Thurs July 1 for restoration of service, "cable" issue. CL truck up towards YCR about an hour ago so fingers crossed.



Susan Shaffer [REDACTED]

Re: land lined

1 message

Gayle Merz <genierose69@gmail.com>
To: Susan Shaffer [REDACTED]

Tue, Jun 29, 2021 at 10:49 AM

That could be when our phones went dead also. It was on when I left at 11 am. Warren did not use it after I left and he left about 2 pm and returned about 4:30 pm and they were out. We have two phone lines. One is for the SOS alarm. I sure would not own any stock in Century Link. 😊

On Tue, Jun 29, 2021 at 10:41 AM Susan Shaffer <[REDACTED]> wrote:
See my response to Gail.

Our phones went dead around 3:30 pm.

On Tue, Jun 29, 2021 at 10:39 AM Gayle Merz <genierose69@gmail.com> wrote:
Susan, What do you mean about "vehicles were seen going upriver in the middle of the night." We had phone service until about 11 am yesterday.
Gayle

On Tue, Jun 29, 2021 at 10:28 AM Susan Shaffer <[REDACTED]> wrote:
Thanks, Priscilla. Interesting that hours after vehicles were seen going upriver in the middle of the night all our phones went dead.

Suggest everyone file a claim for days of lost "service," such as it is.

Susan

On Tue, Jun 29, 2021 at 9:56 AM Priscilla Weaver <priscilla@saltmarshranch.com> wrote:
CL finally flagged us as a group outage, saying Thurs July 1 for restoration of service, "cable"issue. CL truck up towards YCR about an hour ago so fingers crossed.



Susan Shaffer <[REDACTED]>

Centurylink Outage INFO: Projected to be back on by 2:30 pm

1 message

Alert Little Applegate <alertlittleapplegate@gmail.com>

Tue, Jun 29, 2021 at 12:27 PM

Bcc: [REDACTED]

Internet came back on this morning. Landline is projected to be back on by 2:30 PM today.

Neighbor's Priscilla and Susan recommend everyone impacted file a report for lost service and ask for it to be prorated.

Cancelled appt 6.11.21



Susan Shaffer <[REDACTED]>

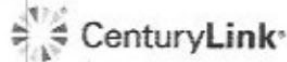
Your upcoming repair appointment is confirmed

1 message

CenturyLink <centurylink@contactengine.com>

To: [REDACTED]

Thu, Jun 10, 2021 at 3:38 PM



Repair Appointment Confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click **CONFIRM** to confirm your appointment.
Click **RESCHEDULE** if you will not be available.
Click **RESOLVED** at any time to cancel your appointment.

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please click here.

Next steps:
We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

Appointment Details

Saturday 06/12
between 08:15 AM and 04:15 PM.

You'll be notified when a technician is on the way.

Your repair ticket number is 0110765.

We're Here to Help

Have access to the Internet?
These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
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 - Phone service issues, such as no dial tone or static on the line
 - High Speed Internet, wireless networking, and modem questions
- PRISM™ TV subscribers, visit the Guidance Center's PRISM™ section for assistance with any of your CenturyLink products.

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Susan Shaffer <[REDACTED]>

Re: Century link

1 message

Richard Hassanein <richardhassanein@gmail.com>
To: Susan Shaffer <[REDACTED]>

Mon, Mar 15, 2021 at 12:07 PM

Thanks. I will go to Ruch and call CL. They are the worst service provider I have ever had.

----- Original message -----

From: Susan Shaffer <[REDACTED]>
Date: 3/15/21 11:51 AM (GMT-08:00)
To:
Subject: Re: Century link

11-5:30 = G. Shur

Please report an area-wide outage, yet again, to 800-244-1111. I will tell everyone else to do the same. We're out too, so that means there are probably are 100+ just in this area alone. They will tell you that 1) they can't take reports of area-wide outages (big lie), 2) that no one else has reported an outage (big lie), and 3) they will then ask you all the regular, stupid questions and condescendingly assume it is only IN your house. God forbid they accept it is their CRAPPY wires and outdated infrastructure that continually fails due to lack of maintenance.

Thanks.

On Mon, Mar 15, 2021 at 10:59 AM Patricia Goldman <pkgoldman51@gmail.com> wrote:
Phone out again!!!!!!--
Putti Goldman

- ✓ Goldman
- ✓ Hassanein
- ✓ Shaffer
- ✓ Miller
- ✓ Pawman
- ✓ Horner
- ✓ Weaver



Susan Shaffer <[REDACTED]>

FW: Communication from CenturyLink

1 message

Richard Hassanein <rch13@earthlink.net>

Mon, Mar 15, 2021 at 12:48 PM

To: Susan Shaffer <[REDACTED]>

FYI

----- Original message -----

From: centurylinkbuzz@notifications.centurylink.com

Date: 3/15/21 12:41 PM (GMT-08:00)

To: rch13@earthlink.net

Subject: Communication from CenturyLink



Dear Customer,

Notification ID:
38864115

Thank you for choosing CenturyLink. It was a pleasure speaking with you today!

We apologize for the trouble you have been experiencing with your CenturyLink service. As we discussed, we have scheduled a technician to resolve your issue. If you would like to check the status, reschedule or cancel your repair ticket, please go to our [Where's my tech](#) page and enter your phone number or your ticket number and state.

You can also access this information by logging into your *My CenturyLink* account or by downloading our *My CenturyLink* app. The CenturyLink account and *My CenturyLink* app can be used to check the status of your ticket, chat with us, pay your bill, receive technical support and many other features.

Please also take advantage of these other helpful links:

- [CenturyLink.com/support](#) - Quick and easy self-help troubleshooting and tips
- [Online Chat Support](#) - Chat for billing, new services and repair
- [Service Troubleshooter](#) - Run line tests and self-dispatch if needed

Thank you for being a valued CenturyLink customer. We appreciate your business!

Sincerely,

Your CenturyLink Repair Team

Message From
CenturyLink

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Susan Shaffer [REDACTED]

Re: Are your CL phones out again? Ours are as well as some on this lower section of LA Rd.

1 message

redg16@aol.com <redg16@aol.com>

Mon, Mar 15, 2021 at 12:04 PM

Reply-To: redg16@aol.com

To: [REDACTED] <[REDACTED]>, priscilla@saltmarshranch.com" <priscilla@saltmarshranch.com>, "mefehman@gmail.com" <mefehman@gmail.com>, "erinwildingcenter@gmail.com" <erinwildingcenter@gmail.com>

Yes, many of us have no phone service.

And here we go again - having to get to a cell reception location, calling it in one at a time, and then they refuse to believe it's an area-wide problem.

They schedule "service tickets" and say so sorry.

Maybe time for more of us to contact the PUC.

Kathy

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

From: Susan Shaffer <[REDACTED]>

To: Priscilla Weaver <priscilla@saltmarshranch.com>; Kathy Horner <redg16@aol.com>; Megan Fehrmann <mefehman@gmail.com>; Erin Volheim <erinwildingcenter@gmail.com>

Sent: Mon, Mar 15, 2021 11:56 am

Subject: Are your CL phones out again? Ours are as well as some on this lower section of LA Rd.

I've told everyone who can to call it in as an area-wide outage.



Susan Shaffer <flyingpigbranch206@gmail.com>

Re: Do you know how long your phones have been out?

1 message

Patricia Goldman <pkgoldman51@gmail.com>

Mon, Mar 15, 2021 at 12:21 PM

To: Susan Shaffer <[REDACTED]>

The power briefly went out and came back on, that's when the phone went out

On Mon, Mar 15, 2021 at 12:17 PM Susan Shaffer <[REDACTED]> wrote:

--
Patti Goldman



Re: Century link

1 message

Mon, Mar 15, 2021 at 2:51 PM

Susan Shaffer <[REDACTED]>
To: Sue miller <semiller328@gmail.com>

Well, looks like you had way better luck than I did. I could never get 1) a live person, 2) reaching them by Chat--it simply didn't work, and 3) or even reporting it online--kept saying there was a problem and to keep trying (AAAHHHGGHHG!!). I finally got a ticket for an appt tomorrow 1:30-7:15pm via my WiFi cell to their automated system. Have I mentioned yet just how much I HATE CL!!! They are to worst, and have only gotten worse in the last 6-8 yrs. They have told me to my "face" that they are not going to put any funds toward infrastructure and that I'd better learn to deal with it." Yes, I was told that by a live supervisor.

Their tech people opened up the phone box that is across the road from our driveway, left the box unattached and on its side, with wires exposed. That was back in mid-Jan. Yeah.

On Mon, Mar 15, 2021 at 2:02 PM Sue miller <semiller328@gmail.com> wrote:
Frustrating time trying to hold a conversation with my poor cell reception. That aside, the short story is I reported that phones on LAR were out. CL rep said they would send a tech out to first check the junction box which serves about a 100 households and then if that doesn't work they would check our house box. BUT a tech wouldn't be out until 1:30pm - 7:15 tomorrow. I explained that LAR households are very rural and reliant on landlines so couldn't they get someone out today. CL rep said that it was possible the local field office has a tech checking on it but the rep couldn't tell from his computer monitor. Hmmm.

[customer email addresses blocked to protect their privacy]

On Mon, Mar 15, 2021 at 11:51 AM Susan Shaffer <[REDACTED]> wrote:
Please report an area-wide outage, yet again, to 800-244-1111. I will tell everyone else to do the same. We're out too, so that means there are probably are 100+ just in this area alone. They will tell you that 1) they can't take reports of area-wide outages (big lie), 2) that no one else has reported an outage (big lie), and 3) they will then ask you all the regular, stupid questions and condescendingly assume it is only IN your house. God forbid they accept it is their CRAPPY wires and outdated infrastructure that continually fails due to lack of maintenance.

Thanks.

On Mon, Mar 15, 2021 at 10:59 AM Patricia Goldman <pkgoldman51@gmail.com> wrote:
Phone out again!!!!!!--
Patli Goldman



Susan Shaffer [REDACTED]

Re: FW: Communication from CenturyLink

1 message

Richard Hassanein <rch13@earthlink.net>
To: Susan Shaffer [REDACTED]

Mon, Mar 15, 2021 at 3:52 PM

I just got an email from CL canceling my appointment today. They said it was because of a widespread outage. FYI

----- Original message -----

From: Susan Shaffer [REDACTED]
Date: 3/15/21 1:08 PM (GMT-08:00)
To: Richard Hassanein <rch13@earthlink.net>
Subject: Re: FW: Communication from CenturyLink

Thanks, Rich, I just called in and got an appointment for tomorrow, 1:30-7:15pm. Am also online, their online reporting system is down, so can't report it there, and their chat system is not working at all. They make it almost impossible for people to report outage s.

On Mon, Mar 15, 2021, 12:48 PM Richard Hassanein <rch13@earthlink.net> wrote:
FYI

----- Original message -----

From: centurylinkbuzz@notifications.centurylink.com
Date: 3/15/21 12:41 PM (GMT-08:00)
To: rch13@earthlink.net
Subject: Communication from CenturyLink



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Notification ID:
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You can also access this information by logging into your My CenturyLink account or by downloading our My CenturyLink app. The CenturyLink account and My CenturyLink app can be used to check the status of your ticket, chat with us, pay your bill, receive technical support and many other features.

Please also take advantage of these other helpful links:

- CenturyLink.com/support - Quick and easy self-help troubleshooting and tips
- Online Chat Support - Chat for billing, new services and repair
- Service Troubleshooter - Run line tests and self-dispatch if needed

Thank you for being a valued CenturyLink customer. We appreciate your business!

Sincerely,

Your CenturyLink Repair Team

Message From
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Susan Shaffer [REDACTED]

Re: land line update

1 message

Priscilla Weaver <priscilla@saltmarshranch.com>

Thu, Mar 18, 2021 at 4:51 PM

To: Susan Shaffer [REDACTED]

Cc: Kathy Horner <redg16@aol.com>, Megan Fehrman <mefehrman@gmail.com>, Erin Volhelm <erinwildingcenter@gmail.com>

Susan, I sent pictures of the two boxes I've seen to the advocacy person and suggested leaving them open to the elements for weeks at a time night — DUH - be contributing to the problem.

On Mar 18, 2021, at 3:28 PM, Susan Shaffer [REDACTED] wrote:

Thank you for keeping us posted. I appreciate your efforts, Priscilla.

FYI, as you may have noticed, that green phone box across the road from our driveway is still down on its side on the shoulder. CL messed with it right after the first outage in late Jan and has never returned. Could be part of the problem.

Susan

On Thu, Mar 18, 2021, 3:00 PM Priscilla Weaver <priscilla@saltmarshranch.com> wrote:

Kathy, Susan, Megan and Erin,

I have been told by the "Customer Advocacy" department of CL that "there is a known issue with three terminals that provide service to your neighborhood. Our technicians have been making temporary repairs to the terminals as needed, but the supervisor confirmed they do have an active plan with our engineers that will offer a long-term fix for this problem. He didn't have a detailed timeline to offer, but did confirm the issue should be completely resolved in the next few weeks." I have repeated to this CL department our request for a direct contact we can use for the next outage rather than having to endure the nonsense of their call center and the ensuing delay until individual repair tickets trigger some arbitrary magic number and a referral to their outage department.

I received a call either yesterday or Tuesday, a full day after the latest outage was fixed, from some other department of CL, I believe in response to my complaint to the PUC, asking in a giggly male voice whether he could confirm to the PUC that I was or wasn't getting a dial tone. It was a bizarre call and I do not expect anything useful to come of it.

If I receive any helpful additional information about all this nonsense I will let you know

Thanks.

Priscilla

CL outage 3.15.21 7 hu

- Residential
- Small Business
- Contact Us
- Español

- Help Center
- Contact Us

Exposed Wire Status

{welcomeInfoDean.bewDesc}

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- Contact Us
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Service Appointment Manager

Where's My Technician

Below is the information we found for your account.

[Back to form](#)

Future Status

Sorry - we're having trouble finding an available appointment.
Please chat with us for assistance.

	Order #	Telephone #	Due Date
Details	0394012	5418995963	03/16/2021

Reschedule Cancel Appointment — ??

Job Description: Not Available
Request Type: Not Available
Earliest Start Time: 03/16/2021 1:30 PM
Latest Start Time: 03/16/2021 7:15 PM
Job Completion By: 03/16/2021 7:15 PM

Closed/Canceled Tickets

	Order #	Telephone #	Closed/Canceled Date
Details	5418995963	5418995963	03/07/2021 5:59 PM

*Time estimates may change as there is the potential to run ahead or behind in schedule.

Find My Technician




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Español

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Service Troubleshooter

Exposed Wire Status

S{welcomeInfoBean.bswDesc}

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Sorry! We are having technical difficulty submitting your request.

The problem isn't specific to you. It's all on our side.

If this is the first time you're seeing this message, then it may have been a momentary issue. You should try submitting your request again.

If you've already tried this, then you can either try again in 30 minutes or chat with an agent.

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C# PS238

3/16 Tue 1:30 - 7:15 pm

10:00 am 3/15

12:00 pm ✓ Can't report online or via Chat

1:00 pm ✓ reported via wife's cell - got appt Tues 3/16 1:30-7:




Residential
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- Help Center
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Service Troubleshooter

Account Number: 5418995963981
Line ID: (541) 899-5963 [Change](#)

Exposed Wire Status

[\\$welcomeInfoBean.bswDesc](#)

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- My CenturyLink
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- Business
- Small Business Enterprise

This ticket never went thru.

Almost done! Just need to give this a double check before submitting.

Problem: No dial tone on any phones
Appointment: Monday, March 15 between 1:30 PM and 7:15 PM
Your Name: Susan Shaffer
Call-back Number: (NPA) NXX-DIRN
Email Address: [REDACTED]

Something to keep in mind...

Your phone line is not covered by our maintenance plan. If our technician is dispatched and no trouble is found in our facilities, a charge will apply. Additionally, you must be available to allow access to the wiring and equipment inside your premises. If you deny access or are not available to allow access, a charge of up to \$95.00 will apply. Inside Wire Protection would NOT cover the cost of this trouble isolation.

Any additional repair costs will be discussed with you before fixing the problem.

By the way, you're not required to use CenturyLink to either isolate or repair inside wiring issues. You can hire someone, like an electrician, to do the work.

Cancel

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\$(welcomeInfoBegin.bswDesc)

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Service Appointment Manager

Where's My Technician

Below is the information we found for your account.

[Back to form](#)

Future Status

Sorry - we're having trouble finding an available appointment.
Please chat with us for assistance.

	Order #	Telephone #	Due Date
Details	0367228	5418995963	03/08/2021
The appointment has been cancelled.			
Job Description: Data is Not Available			
Request Type: Maintenance			
Earliest Start Time: 03/08/2021 12:45 PM			
Latest Start Time: 03/08/2021 7:15 PM			
Job Completion By: 03/08/2021 12:00 PM			

*Time estimates may change as there is the potential to run ahead or behind in schedule.

Find My Technician

Ticket

Estimated arrival time:



- Residential
- Small Business
- Contact Us
- Español

- Help Center
- Contact Us

Exposed Wire Status

\$(welcomeInfoBean.bswDesc)

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- Home Phone Special Offers
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- My CenturyLink Quick Bill Pay Enroll
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Service Appointment Manager

Where's My Technician

Below is the information we found for your account.

[Back to form](#)

Current Status

Sorry - we're having trouble finding an available appointment.
Please chat with us for assistance.

	Order #	Telephone #	Due Date
Details	0367228	5418995963	03/08/2021
The appointment has been cancelled.			
Job Description: Data is Not Available			
Request Type: Maintenance			
Estimated Starting Time: 03/08/2021 6:17 PM			
Estimated Completion Time: 03/08/2021 7:15 PM			
Technician Status: We are currently working to schedule your work request.			

*Time estimates may change as there is the potential to run ahead or behind in schedule.

Find My Technician

Ticket
Estimated arrival time:





Susan Shaffer <flyingpigranch206@gmail.com>

another phone outage

1 message

6:50AM - 6:00PM = 11.5 hrs

Priscilla Weaver <priscilla@saltmarshranch.com>

Sat, Mar 6, 2021 at 10:09 AM

If your CenturyLink land line is out, please let me know.

If you have a cell phone you can use where you are now, please call in your outage at 800-244-1111. Once again I could not get the rep at the call center to report a widespread outage to their outage department, nor would the rep give me a number of ANYONE associated with CenturyLink in Oregon. We need to each call in if we can and hope to accumulate enough reports to trigger repair before the 4th of July.

(don't call the "repair" number 573-1311, even after listening to an interminable marketing message and an interminable C-19 message, you will be told to call 244-1111, which BTW is the "new service" number in our phone books).

Thanks for your help. Once we are back on line, I will send you another note to remind you to cancel whatever repair tickets you have to set up.

Priscilla
(on cell 541-890-3890)

Weaver



Susan Shaffer

reaching CenturyLink

1 message

Priscilla Weaver <priscilla@saltmarshranch.com>

Sat, Mar 6, 2021 at 10:33 AM

If one of you mentioned a CL representative for whom you have a phone number, could you let me know? Getting through to these people is impossible! We are now at about 4 hours (since 6:50am) without phones and no indication we can get their attention. Thanks. Priscilla (on cell 541-890-3890)



Susan Shaffer <flyingpigranch206@gmail.com>

further on phone issue

1 message

Priscilla Weaver <priscilla@saltmarshranch.com>

Sat, Mar 6, 2021 at 12:01 PM

To: Lyn Hennon <baroness@buncom.org>, Karen & Dave Swingley <moskarider@yahoo.com>, Nina Kiskadden <nikiskadden@gmail.com>, Joel Stephenson <jfeconstruction@hotmail.com>, Kathy Horner <redg16@aol.com>, Kim Stanick <KimStanick@yahoo.com>, Marion Hadden <mhts4035@gmail.com>, Erin Volheim <erinwildingcenter@gmail.com>, Susan Shaffer <[REDACTED]>, Jim Horner <Jim.Horner@medford.k12.or.us>, Clint Driver <clintdriver@mac.com>, Alex Bellien <awb.me@charter.net>, Stacey London <slondon27@yahoo.com>

Five hours and counting.

I decided to take it up a step. You may recall in late January/early February when we had a long outage, I found the "Customer Success and Advocacy" section of CenturyLink corporate, they opened up a file, and after a while the person assigned to me cheerfully reported that he had spoken with "the operations supervisor in [our] area."

The unnamed super helpfully opined to the Customer Success guy that "outages with the type of circuits that feed your area aren't always predictable." Bet you didn't know that.

The super also told the Customer Success guy that the outages "are caused by various factors like weather or connections that have gone bad." Bet you didn't know that, either.

And that's all anyone from CL had to say about it, except they gave me a \$27.00 credit. Not a word about a better way to report outages.

And so this morning I wrote back to the Customer Success guy to formally request the name and contact info for the Ops Super in our area. I am not holding my breath.

While I was at it, I filed a formal complaint online with the Oregon PUC, asking them to require CL to provide us with a direct contact for reporting outages. If you'd like to see a copy, let me know.

At least the new asparagus bed I finished yesterday about 15 minutes before the rain started got a nice gentle soaking overnight!

Priscilla
541-890-3890



Susan Shaffer <[REDACTED]>

Your upcoming repair appointment is confirmed

1 message

CenturyLink <centurylink@contactengine.com>

Sat, Mar 6, 2021 at 12:02 PM

To: [REDACTED]



Repair Appointment Confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click **CONFIRM** to confirm your appointment.
Click **RESCHEDULE** if you will not be available.
Click **RESOLVED** at any time to cancel your appointment.

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please [click here](#).

Next steps:

We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

Appointment Details

today
between 12:45 PM and 07:15 PM.

You'll be notified when a technician is on the way.

Your repair ticket number is 0367228.

We're Here to Help

Have access to the internet?
These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
 - Phone service issues, such as no dial tone or static on the line
 - High Speed Internet, wireless networking, and modem questions
- PRISM™ TV subscribers, visit the Guidance Center's PRISM™ section for assistance with any of your CenturyLink products.

You have received this courtesy email because you are a CenturyLink customer. If you prefer not to receive notifications about your order, you can [chat online with us](#) to unsubscribe.

This message was sent from an automated e-mail server. Please do not reply to this message. Any messages sent to this address will not be answered.

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Susan Shaffer [REDACTED]

Re: further on phone issue

1 message

Susan Shaffer [REDACTED]
To: Priscilla Weaver <priscilla@saltmarshranch.com>

Sat, Mar 6, 2021 at 12:11 PM

I'm curious how many on your email list above have called in.

Also, you may have noticed all the CL trucks out last week. Well a CL truck stopped at the little green housing down on the road across from our driveway, fiddled with the wires, then left ALL over on its side in our pullout area. Smartly, several days later he returned and at least covered up the exposed wires with orange plastic. Not sure how that factors in to you guys upriver, or if yours stems from the boxes at Buncom.

Perhaps either Lyn or Martha has seen someone there?

On Sat, Mar 6, 2021 at 12:01 PM Priscilla Weaver <priscilla@saltmarshranch.com> wrote:
Five hours and counting.

I decided to take it up a step. You may recall in late January/early February when we had a long outage, I found the "Customer Success and Advocacy" section of CenturyLink corporate, they opened up a file, and after a while the person assigned to me cheerfully reported that he had spoken with "the operations supervisor in [our] area."

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At least the new asparagus bed I finished yesterday about 15 minutes before the rain started got a nice gentle soaking overnight!

Priscilla
541-890-3890



Susan Shaffer [REDACTED]

YES. another CenturyLink area-wide phone outage (surprise, surprise)

1 message

Susan Shaffer [REDACTED]

Sat, Mar 6, 2021 at 1:17 PM

[customer email addresses blocked to protect their privacy]

I am sure many of you are experiencing yet another AREA-WIDE phone outage with CenturyLink. According to folks up LA Rd., the landlines have been out since about 6:50 am.

If you have a cell phone you can use where you are now, please call in your outage at 800-244-1111. Don't call the "repair" number 573-1311, as even after listening to an interminable marketing message and an interminable C-19 message, you will be told to call 244-1111, which BTW is the "new service" number in our phone books.

Once again, I could not get the rep at the call center to report a widespread outage to their outage department. We need to each call "to schedule a repair." I did, out of sheer frustration, knowing full well the trouble is NOT just ours.

Of course, when I explained that I'm calling in an area-wide outage and that both of my lines are out, and that I know it's not just my house, and definitely not the wires inside my house because neighbors up and down LA Rd. have called in the outage as well. Then they state, going off the only script they have in front of them, "No, No one else in your area has reported the outage," which we KNOW not to be the case. Rather, they insist on asking the very clever questions: "Have you unplugged and plugged your phone line?" Or this one: "Is your phone off the hook?" Only the best and brightest work for CL!

If one of you mentioned a CL representative for whom you have a phone number, could you let me know? Getting through to these people is impossible! We are now at about 5+ hours (since 6:50 am) without phones.

Another formal complaint has been filed online with the Oregon PUC, asking them to require CL to provide us with a direct contact for reporting outages.

Thanks for your help. **And don't forget to cancel whatever repair tickets you have to set up once your phones are back up.**

Susan

*Susan
Miller
Bowman
Goldman*

 Gmail

Susan Shaffer 

Our service and some others' is now ON

1 message

Susan Shaffer 

Sat, Mar 6, 2021 at 6:01 PM

[customer email addresses blocked to protect their privacy]

Also, none of us have to call and cancel our repair tickets once service is restored.

Almost 12 hours of no service. I plan to contact CL and request another CR for this non-service. Suggest everyone do the same.

Susan



Susan Shaffer [REDACTED]

Fwd: Telephones out on Sterling Creek Rd from Buncom up a mile or so

1 message

Sandy S <sassyoneor@gmail.com>
To: Priscilla Weaver [REDACTED]

Sat, Mar 6, 2021 at 6:50 PM

All,

Apparently, phones have been out on Sterling Creek Rd and Little Applegate Rd in the Buncom area. (My apologies - we do not use our phone very much.)

I have no information as to how far this radiates out.

Our Fire District Operations Chief Wolfard had not heard of this outage, but will now try to find out more info for us. Read below.

More info as I receive it

Sandy

----- Forwarded Message -----

Subject: Re: Telephones out on Sterling Creek Rd from Buncom up a mile or so

Date: Sun, 7 Mar 2021 02:00:05 +0000

From: cwolfard@applegatefd.com <cwolfard@applegatefd.com>

To: Sandy S <sassyoneor@gmail.com>, Mike Kuntz <mkuntz@applegatefd.com>, Mike McLaughlin-AVFD#9 <mikem@applegatefd.com>, TaiLese Roeloffs <tairoeloffs@gmail.com>

CC: Mike Parker-CG <kismet200013@gmail.com>

According to a Facebook post, century link was made aware of the outages on sterling creek and little applegate rd about 6 hours ago.

Chris

Get Outlook for iOS

From: cwolfard@applegatefd.com <cwolfard@applegatefd.com>

Sent: Saturday, March 6, 2021 5:55:34 PM

To: Sandy S <sassyoneor@gmail.com>; Mike Kuntz <mkuntz@applegatefd.com>; Mike McLaughlin-AVFD#9 <mikem@applegatefd.com>; TaiLese

Roeloffs <tairoeloffs@gmail.com>

Cc: Mike Parker-CG <kismet200013@gmail.com>

Subject: Re: Telephones out on Sterling Creek Rd from Buncom up a mile or so

First I've heard of the outage.

Chris

Get Outlook for iOS

From: Sandy S <sassyoneor@gmail.com>

Sent: Saturday, March 6, 2021 5:53:47 PM

To: Mike Kuntz <mkuntz@applegatefd.com>; Mike McLaughlin-AVFD#9 <mikem@applegatefd.com>; Chris Wolfard <cwolfard@applegatefd.com>;

TaiLese Roeloffs <tairoeloffs@gmail.com>

Cc: Mike Parker-CG <kismet200013@gmail.com>

Subject: Telephones out on Sterling Creek Rd from Buncom up a mile or so

I just found out that our telephones have been out since at least 1:45 this afternoon (I hadn't checked emails for several hours...)

Reported to me from: 10299 SCRd (Dahl: single elderly female alone); 10273 SCRd (Shaffer, Sandy & Don, seniors in 70s); 10267 SCRd (Krack, Carl & Barbara, seniors 70+).

I'm going to send out an email to local folks, hoping to find out more info on how far this outage has spread...

Would appreciate a return email from someone to let me know that you are aware of this, and, hopefully that you (someone from the #9FD) have reported this for us, and what info you might learn. I can act as the communication lead via email to let my neighbors know what the deal is...

Thanks!

Sandy



Susan Shaffer [REDACTED]

cancelling your CenturyLink repair tickets

1 message

Priscilla Weaver <priscilla@saltmarshranch.com>

Sun, Mar 7, 2021 at 6:07 PM

Well folks, I was lied to yesterday. I asked the CL rep whether we would have to individually cancel our repair tickets or whether they would be automatically cancelled and the rep told me that once the outage was fixed, all the tickets would be cancelled.

At least two of us got robo calls today "confirming" our service calls for tomorrow or Tuesday. When I reached CL, I was told (1) the repair ticket had not been cancelled, and (2) my account does not show the outage itself!

So ... if you get a robo call from CL confirming your service call for tomorrow or Tuesday, you will need to cancel it.

The amendment to the complaint I filed with the PUC will be drafted in the morning!

Good night. I hope you enjoyed the sunny early spring day outside today.

Priscilla



Susan Shaffer [REDACTED]

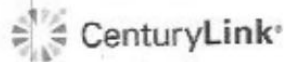
Your upcoming repair appointment is confirmed

1 message

Sat, Mar 6, 2021 at 12:02 PM

CenturyLink <centurylink@contactengine.com>

To: [REDACTED]



Repair Appointment Confirmation

A CenturyLink technician has been scheduled to visit your home to resolve your issue. An adult 18 years or older must be present in case inside access is required.

Please double check the Appointment Details to the right to verify the date and time of your request.

Click **CONFIRM** to confirm your appointment.
Click **RESCHEDULE** if you will not be available.
Click **RESOLVED** at any time to cancel your appointment.

Please do not respond to this email. Replies to this message are routed to an automated system. If you have questions or need to reach us for any reason, please [click here](#).

Next steps:

We're here to help, every step of the way. You can expect the following regarding your appointment:

- You'll get a reminder before your appointment.
- Then, you'll be notified when your technician is on the way.

We appreciate your business and apologize for any inconvenience this issue may have caused.

Sincerely,

Your CenturyLink Repair Team

Appointment Details

Today
between 12:45 PM and 07:15 PM.

You'll be notified when a technician is on the way.

Your repair ticket number is 0387228.

We're Here to Help

Have access to the internet?
These online resources may be useful:

- On the day of your appointment, track your technician's arrival with "Where's My Tech?"
- The CenturyLink Guidance Center provides assistance with service problems like:
 - Phone service issues, such as no dial tone or static on the line
 - High Speed Internet, wireless networking, and modem questions
- PRISM™ TV subscribers, visit the Guidance Center's PRISM™ section for assistance with any of your CenturyLink products.

You have received this courtesy email because you are a CenturyLink customer. If you prefer not to receive notifications about your order, you can chat online with us to unsubscribe.

This message was sent from an unmonitored e-mail server. Please do not reply to this message. Any messages sent to this address will not be answered.

CenturyLink values your business and respects your privacy. For more information about how we use information we collect online, read the CenturyLink online Privacy Policy.

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Susan Shaffer [REDACTED]

phone update

1 message

Priscilla Weaver <priscilla@saltmarshranch.com>

Wed, Jan 27, 2021 at 2:15 PM

Long-suffering friends on LAR,

The good news: Kathy Horner is in Ruch and just saw a CenturyLink truck headed up the road.

The bad news: it really is impossible to get past the CL rats' nest. I just sent a very crabby email letter to the person who says online that CL is committed to customer service. The title of this person is "Vice President of Customer Success & Advocacy." (I couldn't have made that up if I tried). In response, I got a form email telling me they are "currently experiencing very high volumes" (I wonder why?) and someone will contact me "within 2 business days."

I focused in my letter on our need for a way to quickly report a group outage without the nonsense of each family having to drive to Ruch to report. I didn't even have room in the tiny allotment of space for my complaint to point out how unacceptable a February FIFTH schedule for repair is when land line is the only way to reach 911 ... unless the internet happens to be robust when you have your heart attack and you can afford the extra internet charges for VOIP.

Will keep you posted, and thanks to all who replied with their survey responses. Keep them coming!

Priscilla

On Jan 27, 2021, at 12:57 PM, Priscilla Weaver <priscilla@saltmarshranch.com> wrote:

Good afternoon neighbors on Little Applegate Road,

Many of us, and I suspect all of us, do not have land line (899-XXXX) phone service today. Several of us have tried reporting the outage at 800-573-1311 and have received widely and ridiculously inconsistent messages from Centurylink. If you have not reported your phone out, and you have sufficient voice-over-internet to use your cell phone, please report the outage, as some of us were told ours was the only outage report! This morning I was told a technician would be out today. Others have been told it will not be until February 5!

And as long as I have your attention, if you haven't filled out the survey below, please do so now. It is more important than ever!

Thanks.

Priscilla
5541-899-1672 (not!)



Susan Shaffer [REDACTED]

Re: landline?

1 message

Susan Shaffer [REDACTED]
To: Noel <noelruiz@gmail.com>
Bcc: Susan Shaffer [REDACTED]

Wed, Jan 27, 2021 at 2:22 PM

Yes, ours are still out, as are those of most everyone up and down our road. I reported it to CenturyLink, but don't hold out much hope for any quick fix.

Priscilla is going to file another complaint with the PUC, like we've had to do before. This is precisely why we are working with Julie Barry, principal at Ruch School and other reps and politicians to get crucial infrastructure out here.

I'll send something around when I know more.

On Wed, Jan 27, 2021, 1:52 PM Noel <noelruiz@gmail.com> wrote:

Hey Susan, is your landline working today? Ours has been out, at least since we first tried to use it this morning. I'm wondering if it is the neighborhood or just us.

Noel Ruiz

Patricia Goldman

Hassaneins

Sauderi

Anderson

De Terre

Lucas-Morris

} ✓ on Jameson family?

Miller (back on 1/28 @ 9:32am)

Galvez

Chapman

Weavers

Horners

Wilkes



Susan Shaffer [REDACTED]

Re: ALERT: phone outage repair tickets

1 message

Tue, Feb 2, 2021 at 5:49 PM

Susan Shaffer [REDACTED]
To: Priscilla Weaver <priscilla@saltmarshranch.com>
Bcc: Susan Shaffer [REDACTED]

Hi, when I called CL to report the AREA WIDE outage (Weds, 1/27/21 @ 12:11 pm, according to their log on their website, but it had been out for about three hrs by then), I was given the 1st of your two excuses, and only given the option of having a repair person come out (for \$80, of course), and given the date out one week (Weds, 2/3/21).

My service (and the Wilkes' next door), can back on the next morning, roughly 27hrs later (Thurs, 1/28/21 @ 11:17 am, again according to their log on their website).

The reason I know this is because when I did go on their website (to try that first to cancel before having to call them), I found a section (might have been under the HELP or CONTACT US section, not quite sure), there was a screen that said (I just emailed you two screenshots):

Exposed Wire Status

Current Status:

You have no open or upcoming appointments...

then giving me the info I outlined above.

I printed it out, just in case someone showed up. I did not call and probably won't, based on my evidence from their own website. Perhaps someone else had similar experience?

Let me know, I'll be around tomorrow, signing off for tonight.

Susan

On Tue, Feb 2, 2021 at 1:50 PM Priscilla Weaver <priscilla@saltmarshranch.com> wrote:
Reports are coming in that if you called CenturyLink about the outage last week and you were given or set up a repair ticket/appointment, you need to call CL and cancel it. Apparently, and even though they fixed the cable, they do NOT automatically cancel your repair ticket nor can you cancel it online. YOU need to call and endure the wait. Gr.

I am trying to put together a timeline of every person who called in the outage and when, and what each of us was told, then planning to send it to CL's "Customer Success and Advocacy" Center and if necessary, to the Oregon PUC. We need a way to convey at the outset that we are experiencing a GROUP outage. Any input you'd care to share with me that I can include in the timeline would be appreciated.

At a minimum, we were given wildly different excuses and outright lies ("no one else has reported an outage," "I can't write it up as widespread at this point," and so forth).

Thanks. Good luck cancelling your repair tickets.

Priscilla
541-899-1672

1-27-21 CL phones out for 24 hrs

- Help Center
- Contact Us

Exposed Wire Status

If you have questions or concerns, please contact us.

Service Appointment Manager

Where's My Technician
Make us the information we need for your account.

Current status
You have no open or upcoming appointments. If you have questions or concerns, please contact us.

Closed/Cancelled Tickets

ID	Queue	Subject	Telephone #	Closed/Cancelled Date
01020021	01020021	01020021	01020021	01/27/2021 11:17 AM

Date/Time of Creation: 01/27/2021 10:11 PM
Date/Time of Closed/Cancelled: 01/27/2021 11:17 AM
Status: Closed

Find My Technician

Estimated arrival time.

Cancel My Technician

Please enter the zip code of the billing address on this account. Then click Cancel My App.

Zip Code:

Reschedule My Technician

When would you like to reschedule your Appointment for?

T Technician
A Appointment Date
X Appointment
Time
Enter the zip code of the billing address on this account.
Zip Code:

- Close
- CenturyLink Residential Shop
- Home Phone Support Office
- My CenturyLink Quick Start Help
- Support Center Contact Us
- Small Business
- My CenturyLink Service Features
- Residential Power & Protection Troubleshooting Service
- Check for Outage
- Manage Repair & Installation Tickets
- Where's My Technician
- Manage Your Account
- Manage Your Billing Settings
- My CenturyLink Support
- Quick Start Page
- Contact Us
- Report a Problem
- Small Business
- Sign In
- Reschedule My Appointment
- Quick Start Page
- Business
- Small Business

1/27/ Chris @ CL
Both lines out
* Call 800-244-1111 x Reg or tech
to cancel repair → Weds 2/3 8:45

3/6 - Sara: re phone outage since 6:50 am.
"no other outages reported in your area" (B.S!)
"plug unplug" ? "phone off hook"
(12:45 - 7:15 appt) 800-244-111

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: UM 1908
Date: Tuesday, November 8, 2022 2:04:48 PM

More for the comment I just sent.

Deanna

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

From: Susan Konecny <browndogvet@gmail.com>

Sent: Wednesday, November 2, 2022 8:37 AM

To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>

Subject: Re: UM 1908

Addendum:

Our address is 10252 Sterling Creek Rd., Jacksonville OR 97530

Sent from my iPhone

> On Nov 1, 2022, at 5:30 PM, Grant Konecny <grant.konecny@yahoo.com> wrote:

>

> This is to notify you that our Century Link land line (docket # above) went out twice today: we had no dial tone and a call was dropped. This happened around 2 pm today.

>

> Thank you.

>

> Sincerely,

>

> Susan Konecny

From: [PUC.PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: UM 1908
Date: Tuesday, November 8, 2022 2:04:19 PM

Comments for docketing. Danielle has already opened a case in Consumer Services.

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

From: Grant Konecny <grant.konecny@yahoo.com>
Sent: Tuesday, November 1, 2022 5:31 PM
To: PUC.PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Cc: Susan Konecny <browndogvet@gmail.com>
Subject: UM 1908

This is to notify you that our Century Link land line (docket # above) went out twice today: we had no dial tone and a call was dropped. This happened around 2 pm today.

Thank you.

Sincerely,

Susan Konecny