

**From:** [PUC PUC.PublicComments \\* PUC](#)  
**To:** [BARTHOLOMEW Joseph \\* PUC](#); [HARRISON Danielle \\* PUC](#)  
**Cc:** [MENZA Candice \\* PUC](#); [TOEWS Kimberly \\* PUC](#); [KNOLL Ellie \\* PUC](#); [WALKER Cheryl \\* PUC](#); [DAVIS Diane \\* PUC](#)  
**Subject:** FW: UM 1908/2206 more experience with Lumen's "dedicated" line  
**Date:** Tuesday, January 10, 2023 8:36:29 AM

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Comments.

Deanna

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

From: Priscilla Weaver <[priscilla@saltmarshranch.com](mailto:priscilla@saltmarshranch.com)>  
Sent: Monday, January 9, 2023 1:52 PM  
To: PUC PUC.PublicComments \* PUC <[PUC.PUBLICCOMMENTS@puc.oregon.gov](mailto:PUC.PUBLICCOMMENTS@puc.oregon.gov)>  
Subject: UM 1908/2206 more experience with Lumen's "dedicated" line

For your monitoring of compliance with the dedicated line and response time:

On January 4th about 5:45 pm, our power went out. A short while later, I noticed our land line also was out.

At about 6:56pm I called the new dedicated phone line for customers in our area. Representative Justin took the call. He said he would do a line test and then set up a ticket that would go to "field dispatch." When I told him it was a multiple/widespread outage and our area was to get priority repair, he didn't seem to know what I was talking about and told me he would put me on hold "while I do research.". He then reported that he did not see any areawide outage and my line test was "inconclusive."

He then took me through the Covid speech and the speech about costing me \$99 if the tech finds the problem is "outside our network," and then set up the tickets for my two land lines (541-899-1672 ticket 0276553 and 541-899-1988 ticket 0276615).

I asked to report for several of my neighbors, including 1. Gail Battaglia/Roarke Ball 541-899-7922 2. Erin Volheim 541-899-6833, and 3. Clint Driver, who had set up his own ticket

Justin told me it would take him awhile to set up the other tickets and that he would call me back in about 30 minutes with those ticket numbers. He never called back.

The next morning our phones had come back on (I am told about 3am but I wasn't looking at the clock) and I got a message cancelling my repair tickets, which was fine, but nothing about the tickets for my neighbors. I called the dedicated line again to be sure my Ms. Battaglia and Ms. Volheim were not charged for "the technician showed up and you weren't home.". The operator told me that there were no tickets, closed or open, for either x7922 or x6833 — apparently Justin did not set them up.

I do not know whether the backup batteries failed to kick in for ~9 hours or something else in Lumen's system failed.

Priscilla Weaver  
6268 Little Applegate Road  
541-899-1672 and  
541-899-1988 (tenant line at 6180 LAR)