

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Re: Docket Number UM 1908--Notice of Filing--Oregon PUC  
**Date:** Sunday, May 28, 2023 2:32:17 PM

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Good Day, I wanted to add information to my previous reports/comments on landline phone outages by CenturyLink. I live in the rural Jacksonville/Little Applegate area and today, somewhere around 7:00am-8:00am, we experienced a short power surge after which we lost CL phone service. Any functioning backup batteries (Ordered to be in place by the PUC) and supposed to kick in failed (yet again). I spent about 1/2 hr on a CL app on my wifi-only phone but could not locate where to report an area-wide outage. I then called the dedicated phone line (844-304-5337) for reporting outages in the 97530 area and spoke with a heavily accented woman whom I could hardly understand. Communication was difficult not only due to her accent but with the fact that we have to resort to using a cell phone that is spotty (lots of "can you hear me now?" back and forth) and is wifi-capable only (no cell out here).

I reported the outage as an area-wide event, repeating that several times, saying numerous neighbors had texted/mailed me that they, too, were without any CL landline service. I was told that "I don't show there are any outages in your area," I knew this to be untrue. After 20 mins convincing her that the problem was NOT my phone inside my house, but rather with CL cables, lines, connection, junctions, or even non-functioning backup batteries somewhere down the line, I was given a **Case #63363314** and was told a tech would not be out until Tues, May 30th, between 8:15am-7:15pm. When I asked for a ticket #, she said that would be generated in about 3 mins and sent by email and/or text. Approximately 1.5 hrs later I received **Ticket #0163899** via text.

Outages of CL landline phone service continue to be serious for us here because not everyone has a cell phone that may or may not get wifi, even if they did have wifi. Today, it was especially critical because there was a vegetation wildfire reported at 8:55am just a mile up the road. Had it not been just a power surge earlier and had it been a full power outage, taking out wifi as well, we would not have had any way to call for help without having to leave our homes and drive a minimum of 5 miles to get in range of the nearest cell tower (Ruch).

I respectfully request information regarding 1) why no backup batteries were functioning, 2) why CL's internal system continues to have their

customer service people inaccurately state that they don't have any reports of an area-wide outage, 3) why CL is allowed to bury or make so entirely difficult to report outages either online or on their mobile app, and 4) what sanctions the PUC will put in place on CL to get these issues fixed. My last phone outage was in late February (2023).

I've been told several times over the years that CL has no intention of putting any money to fix or upgrade any infrastructure out here. The only thing they will understand is if enough money comes out of their pocket via sanctions. I'm only concerned their flagrant inaction may take one of our lives out here before they are held accountable.

Please add this report to your compliance log file and to Docket UM 1908 / 2206.

Thank you,

S [REDACTED] S [REDACTED]  
[REDACTED]

On Mon, May 15, 2023 at 3:02 PM [REDACTED]

[REDACTED] wrote:

Description: Hearing on Orders--CenturyLink's call logs from the toll-free, 24/7 dedicated customer support line for the period September 28, 2022, through May 3, 2023, in compliance with Order No. 23-109. Filed by Peter J. Gose.

Docket Name: UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER

Utility Company: CENTURYTEL OF OREGON INC -- TELE, UTIL\_T

Type of Activity: COMPLIANCE, filed on 5/15/2023.

Tracking Number: #57520

To view this document, please click on the below link:

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