

From:
To:
Cc:

[Redacted]

Subject: Re: Docket Number UM 1908--Notice of Filing--Oregon PUC
Date: Monday, May 1, 2023 11:44:37 AM

All - I agree strongly with the comments of P [Redacted] L [Redacted] and G [Redacted] B [Redacted] with regard to any increase in the rates Lumen/Century Link charges locally for its substandard service. I would add that the approximately \$70 per month that I pay is substantially higher than landline service rates nationally. Incentivizing CL with a rate increase as a response to documented poor service quality would be an abrogation of the PUC's mandate. I hope we're misreading the situation and look forward to a clarification.

M [Redacted] P [Redacted]
[Redacted]

On May 1, 2023, at 11:31 AM, G [Redacted] B [Redacted] wrote:

Dear All,

I am in complete agreement with Mr. L [Redacted] as far as I understand the proposal. Our phones lines are nearly unusable. Not only are the lines constatly crackling, but every cal is interrupted/drops outl and often the line is just dead. And yet we as customers continue to pay for this lack of service. PUC efforts are incredibly appreciated but I too am confused as to how this will be resolved from the point of service and compensation, endangerment and hardship that lack of service for what hwat we pay and what Centurylink etal have cause for years

G [Redacted] B [Redacted]

From: P [Redacted] L [Redacted]

Sent: Monday, May 1, 2023 10:19 AM

To: [Redacted]

Cc: [Redacted]

[Redacted]

[REDACTED]

Subject: Re: Docket Number UM 1908--Notice of Filing--Oregon PUC

Hello, [REDACTED], and All,

If by "settlement" you mean some increase will, or *may* be approved, then the PUC has clearly missed the mark here.

In no way, shape, or form, should CenturyLink be approved for any rate increase. Rather, they need to be fined in a deep, and meaningful way! And, fines should continue to be levied every month until such time that they are a) effectively communicating with customers, b) adequately maintaining the infrastructure, and c) more importantly fixing the countless shortfalls in reliable service. They have made ZERO improvements.

Please tell me I am missing something. If they are approved for any increase then this whole process or registering complaints to the PUC is not only futile, but clearly corrupt.

On Mon, May 1, 2023 at 10:01 AM [REDACTED]

[REDACTED] wrote:

Description: Price Plan Hearing-Staff's Status Update; filed by Natascha Smith.
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: OTHER FILING/PLEADING, filed on 5/1/2023.
Tracking Number: #57293

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

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