

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [HARRISON Danielle * PUC](#); [PUC CONSUMER PUC * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: Public Comments on UM 1908
Date: Wednesday, February 1, 2023 12:19:55 PM

AHD: Comments only - Portland customer.

CS processor: plz create a call slip for the continued LD billing.

Deanna

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

From: peggyshannon@everyactioncustom.com <peggyshannon@everyactioncustom.com>
Sent: Tuesday, January 31, 2023 6:53 PM
To: [PUC PUC.PublicComments * PUC](#) <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Subject: Public Comments on UM 1908

Dear Oregon Public Utility Commission,

As a telephone customer of Lumen/CenturyLink, I have not been receiving adequate service. I am submitting my comments for docket UM 1908.

I used to be a landline phone customer and have been having issues with CenturyLink that I would like to report for your investigation.

I stopped my landline telephone service and retired the number. I tried to cancel my long distance service with Credo but they said they cannot do that until Century link advises them that I have stopped the landline. I gave not been able to get through to century link because i can never reach a live person. I keep getting bills from Credo despite not using their service in years. It's a goofy arrangement. All i need is for Century Link to call Credo and tell them Margaret Shannon stopped land line service for 503 289 6295. I have not kept track of the date. Thanks if you can help.

Margaret Shannon
7745 n concord av
Portland, or 97217
Cell 503 984 5016

Thank you for your investigation into this issue with CenturyLink in my area and for considering my comments.

Sincerely,
margaret shannon
7045 N Concord Ave Portland, OR 97217-5466 peggyshannon@outlook.com