

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * 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: Thursday, February 2, 2023 11:46:43 AM

Comments only - Portland customer.

Deanna

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

From: jnblackman2@everyactioncustom.com <jnblackman2@everyactioncustom.com>
Sent: Wednesday, February 1, 2023 8:59 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 am a landline phone customer and have been having issues with CenturyLink that I would like to report for your investigation.

Since last summer we have had several days without our landline service, the latest being over Christmas weekend. Since cell service is very poor in our neighborhood, the landline is a must. Every attempt to contact CL for repairs results in very long hold times, followed by 'first available service dates' that are frequently at least 10 days in the future. Sometimes the service is restored spontaneously - then goes out again. In most cases, there were no weather issues or the like to which we could attribute the outage.

In addition, when I've called to make changes to my service, the customer service has been abysmal. It took five calls, totaling 6.5 hours, to accomplish one simple change. Service reps would assure me that the order was completed but no confirmation followed, no changes showed on my account and CL would have no record of the service order. But the company aggressively requested responses to their surveys rating the service!

I will also comment that the cost of some of the services is ridiculous - \$10 per month for voicemail or Caller ID? I am also tired of all the additional taxes and fees that are tacked on - almost doubling our bill. I'm tired too of the public service charges. We work hard for our income - nobody gives us a break on anything but we're expected to provide phone, internet, other utilities, etc., service for lots of other people who may not successfully manage their spending priorities. Middle class customers are NOT an ATM for everyone else - and I don't see the CUB being particularly cognizant of this nor particularly effective in advocating for ratepayers.

I realize my comments go well beyond issues with CL but opportunities to comment to the CUB are rare. I hope someone will read and seriously consider these remarks.

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

Sincerely,

Julie Blackman

4489 SW Fairview Blvd Portland, OR 97221-2718 jnblackman2@yahoo.com