

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * 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: Thursday, February 2, 2023 12:06:39 PM

AHD: Comments - Portland customer.

CS Processor: Plz create a call slip - customer without service for 6 weeks and ongoing issues.

Deanna

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

From: walter.carr@everyactioncustom.com <walter.carr@everyactioncustom.com>
Sent: Thursday, February 2, 2023 11:37 AM
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.

[Describe your issues with your landline phone service, including any issues with Lumen/CenturyLink's customer service in fixing your issues. Quality of service, delays in customer service responses, etc.]

We were six weeks without service and countless calls for service did not correct the problem until week seven, but we still get calls that are not connecting us to the caller when we answer the phone, also our internet service is slow and frequently cuts out.

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

Sincerely,
Walter Carr
9851 SW 6th Ave Portland, OR 97219-6545 walter.carr@pcc.edu