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**Subject:** Docket Number UM 1908/2206 response to staff question and report of new or continuing widespread outage  
**Date:** Thursday, September 7, 2023 12:20:26 PM

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I submit this comment and response to a question from staff and request that it be filed and published as public comment in the ongoing investigations in consolidated Docket 1908/2206. I am sending it at 12:15pm on Thursday Sept 7, 2023.

Good morning Danielle,

Thanks for reaching out.

You asked about the status of the outage we experienced beginning about 2:00 pm on Saturday, September 2, 2023. As far as I knew, most of us were back on about 8:00pm on Sunday, September 3, with the exception of two people who have reached out to you by reporting that they were still out on the third day and one may still be out. I have no idea how many other people are still out, especially those who rely solely on their land lines.

Only CenturyLink knows how many people were affected and for how long, since some of the customers have no way to report the outage. This time I tried calling the small number of CL customers for whom I have contact info and can confirm that 39 of their lines had the fast “busy” signal indicating outage, and another 10 probably were also out for various reasons. This is only the people on part of Little Applegate and Yale Creek. I don’t have info for Sterling Creek, Upper Applegate, or the many miles of Highway 238 from Ruch to Jacksonville that also may have been

out. I assume the PUC will require CL to provide you with the details of the outage by affected customer, since at least some customers were not restored within the 48-hour window mandated by the Orders. The report should also inform the PUC and us what caused the outage — someone forgot to get new batteries from Costco? the pair gains failed? green boxes leaked? Was there a force majeure to excuse the violation of the 48-hour rule?

Also, as the nearly 20 reports you received from customers will confirm, there is a pervasive violation on CL's part of the portion of the Order requiring the "dedicated" line to allow us to "report service issues for multiple addresses and create multiple repair tickets" and generally to have in place a 24/7 system for triggering priority repair. You will note on the submitted comments that a significant portion of us were given repair dates well outside the mandated 48-hour window, confirming that the "dedicated" line is not at all what the Commissioners required in the Orders. Even if CL only missed the deadline for a small number of customers this time, *the whole point of the "dedicated" line is to get repairs as soon as possible*, not just before the deadline. The importance of getting immediate response was brought home to me in a very stark way this morning, as you will now learn.

This morning our phones went out again. I noticed mine at about 10:45am. I have called it in and others are as well. I know pretty closely what time we went out because for the two hours before we lost phones, I was on the phone with several members of my medical team addressing an urgent medical issue. If I were not lucky enough to be able to afford Starlink to give me cell capability and instead had to rely on my CL land line as do others out here, I would not have been able to reach medical help. We need the Orders to stay in force and be enforced for all of us, especially those who are most vulnerable!

As for the ongoing violation of the dedicated line directive from the Commissioners, here is what happened when I called the "dedicated" line this morning:

10:58am Prosun from somewhere overseas answered. When I told him we had a widespread outage, he began by asking me to find an "alternate port" and try plugging in a different phone, which I was unable to do on the spot. He then

confirmed I had no dial tone without making me jump through this hoop. I asked to have a repair ticket and for him to take others' reports and instead he went through the "someone 18 or older," how much I would have to pay, and the dogs and gates litany, despite my urgings that he get this reported up the chain. He even made me wait while he sent a "code" to my cell phone to confirm I was giving him the right callback number. He then told me the "earliest I can schedule you for is Monday, September 11," FOUR days from now. I then asked if he could report it as widespread and urgent and he said he would "inquire about escalating it." When he came back on the line, he said "management will analyze and IF there is an outage (!)," it will be repaired on September 11.

At 11:18, I finally got him to give me a ticket, # 70604547. I again pushed him to let me report the multiple addresses so they would prioritize us, he said he would not do it unless I could give him either the neighbors' account numbers or the last four digits of their social security numbers — name address and phone number were not enough.

Twenty minutes and all I got was a ticket for Monday. Wow. At least there weren't roosters crowing in the background of my call today with Prosun as there were on Saturday when I drew operator Nieves.

I don't even know what to ask for. CenturyLink is making a mockery of the Public Utility Commission at the same time they are asking to be let off the hook with increased rates etc. in the price plan prong of your investigations. Enforcing the Orders now and going forward until we have safe and reliable service has never been more urgent.

We are waiting on CenturyLink and on the PUC.

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