

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [HARRISON Danielle * 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, January 25, 2023 9:25:43 AM

Comments for you.

Deanna

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

From: mkneuendorf@everyactioncustom.com <mkneuendorf@everyactioncustom.com>

Sent: Tuesday, January 24, 2023 7:44 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.

Last month I received a letter from Century Link saying they had made the requested change in my service. I had not made any requests and told them so. The customer service rep told me it was an internal matter and I should not have received any notice from them.

Yet the next bill I received from Century Link had a small additional charge for a change in my long distance service. When I called and said that I had not requested any changes they said they would take the charge off my bill, but had no explanation as to why it was there in the first place.

I assume most customers don't examine their bills as carefully as I do and just go along with the additional charge without complaining. So Century Link gets some extra money from these charges.

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

Sincerely,

Mary Neuendorf

1933 Rockland Dr NW Salem, OR 97304-4349 mkneuendorf@comcast.net