

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 12:11:33 PM

Dani,

I'm copying the Consumer email box - this needs to be a call slip but not for you.

AHD,
Comments only - Portland customer.

Deanna

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

From: carol@everyactioncustom.com <carol@everyactioncustom.com>
Sent: Tuesday, January 31, 2023 4:40 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.

I have had a landline for many, many years, which I needed for work reasons. Those reasons have gone away, and I have tried to cancel my landline. I cannot find anyone to help me. The invoice has no contact information, and neither does the website. I have wanted to close down this landline for a year, and can't make progress. I even asked friends to know people in government relations at Lumen to help me find the right person. My friends told me someone would get in touch with me, and no one has done that. What a waste of money each month.

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

Sincerely,
Carol Studenmund
3129 SE Franklin St Portland, OR 97202-1990 carol@LNSCAPTIONING.COM