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**From:** Peter Lee [REDACTED]

**Sent:** Thursday, March 23, 2023 3:21 PM

[REDACTED]

**Subject:** UM 98 / Lumen / CenturyLink Public Complaint / [REDACTED]

To whom it may concern,

I am a resident in Jacksonville, Oregon and a customer of CenturyLink.

I have been in a nonstop struggle with this company and the frustration level is off the charts. I have literally had over 80 phone calls for a total of approximately 120 hours of my time wasted cause the calls NEVER result in a lasting repair.

- My landline continuously fails.
- It has been down more than it has been operational for the past 28 months.
- Their customer service personnel are 100% useless, 98% of them can not even carry on a conversation and they are wholly ineffective at providing any meaningful support.
- There is zero communication between customer service and the field technicians, so they are completely disconnected and there is zero continuity, hence no ability to effectively manage calls or repairs.
- The automated text messages which are sent out are completely unrelated to the calls or the ongoing issues.
- When I do place a service request, I get no support, and the next communication I get is a random automatically generated text message saying... "your service call has been resolved and the ticket has been closed" without anyone checking with me to see if the problem is resolved or if the dial tone has even been restored. More times than not my dial tone is still down, but they simply close the ticket.
- I have scheduled more than 9 service calls at my residence. 7 times they were a no show. The other two made no effort to communicate with me to explain the issue or what (if anything) was fixed, they just vanish without a word, and the ticket

magically closes without resolution.

- When their text message initially goes out, it does not say if they are coming to the service address, or a location off site in the field. They give an **8 HOUR WINDOW** and 90% of the time they either don't show up, or they are dispatched to a node or switch-board off site (even though the text message says "your technician is on his way", and we end up taking a whole day off work, stay at home, only to have no one show up, or fix the problem.
- I have called and talked to, and sent multiple emails to the lead field supervisor @Michael.Breshears@lumen.com and asked several times what if anything has been fixed. No response. Mr. Breshears' predecessor quit after only 3 months due to the constant stress and complete lack of support from his management, and the continual barrage of requests from customers in our area.
- I have heard from two different field technicians in the past 2 years saying they know what the problem is and there is no immediate fix. They have been working on this for over two years to no avail.
- I have asked Michael to please explain what the ongoing issue is, if it has been, or will be addressed, and I am not given any meaningful information and get no response.
- My phone service is ultimately completely unreliable and I live in an area where there is little to no cell service which means if I pick up the phone in the event of an emergency, I may, or may not get a call out. This is a Life-Safety issue and no matter how many times I call or how many hours I spend on the phone, or how many trouble tickets I create I get no results. Sometimes the dial tone does get restored, but then day or weeks later, it goes down again and the game starts all over again.
- NONE of the ongoing continual failures or issues have been on my property. It is all out in the common infrastructure.

**Due to the myriad of failures and CentruyLinks complete inability to communicate, resolve issues, and effectively manage their network, they should not be considered for any rate increases.**

**They are mandated to keep these infrastructure up, running and reliable and they fail every step of the way. Insterad of rate increases, tjey should be levied huge penalties and fines.**

Thanks for listening.

Peter.

Peter Lee

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