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**Sent:** Saturday, March 25, 2023 9:13 AM

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**Subject:** Century Link complaint

I am a former customer of Century Link for phone service and wanted to write a complaint about their bad service and lack of response for repairs. We were customers for a number of years but got increased outages and static through our lines. The repair process was very cumbersome including long waits on hold, visits to their center in Eugene (less than satisfactory service), slow response time for repairs and inadequate repairs. We went around and around with them for about a year. Finally they sent a service person out, he repaired the static issue (which was a problem with their lines), but the outages continued, We have since moved our land line over to Comcast as VOIP service. It has been pretty reliable, but it goes out every 3 months or so and is expensive.

thank you, please insist that Century Link do a better job for their customers in the future than they did for us. There should be more competition in Oregon for telecommunications!!

Mike Koivula  
Springfield