

November 17, 2022

Mailing Address:
PO Box 32, Talent,
OR 97540
Service Address:
9334 Wagner Creek Road,
Talent, OR 97540

Oregon Public Utility Commission

Re: RA1 Qwest Corporation dba CenturyLink QC
Docket No. UM 2206

Dear Hearing Panel,

My name is Laura Wenzel. In February of this year, I initially wrote a letter to the PUC outlining our experience with CenturyLink and our frustrations with its landline and internet experiences. Since my last communication we were able to drop CL's internet service in favor of StarLink and, wow, what an amazing difference we're experiencing, not only in speed but reliability!

We live in a rural area of Talent, Oregon where cell service for making phone calls is sketchy at best so it is important for us to retain a landline. CenturyLink is our only option but over the past several years, as outlined in my February 17, 2022 complaint communication to the PUC, we have had interruptions in service, sometimes going a week without any dial tone. Despite repeated calls to CL with confirmed appointment times for service repair, we were stood up multiple times and I actually had to drive to Talent, hoping to find a CL technician that could help me. Fortunately, I found a sympathetic repair technician who had our landline back by the time I returned home.

I am following the hearing and have read letters from many people who are experiencing the same situation. Last Friday I suffered a myocardial infarction and was hospitalized for several days. While I am happy to report I had successful treatment for this event, if this had happened without a functioning landline the outcome could have been very different, and I guarantee my husband would have contacted an attorney immediately. I want the PUC to understand CenturyLink is putting people's lives at risk. Please take this information into consideration when determining the outcome of this case.

Sincerely,

Laura (Laurie) Wenzel
James (Jim) Curtis