

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#)
Cc: [HARRISON Danielle * PUC](#); [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: Comment in Docket UM 1908/2206 consolidatted
Date: Tuesday, November 22, 2022 1:22:00 PM

Comments for you.

Deanna

From: Sandra Park <spark10300@gmail.com>
Sent: Tuesday, November 22, 2022 7:35 AM
To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Cc: Priscilla Weaver <priscilla@saltmarshranch.com>
Subject: Comment in Docket UM 1908/2206 consolidatted

Priscilla,

I am writing to you to tell of my recent appointments and phone calls with Centurylink all to no avail.

As you know we are all having dropped calls in our area. When this first started, I tried to call 911 on my landline and I could not get through. This is a HUGE problem when you live alone and have a heart issue far from neighbors who can't hear you.

So, as the story goes here is what transpired for me to the best of my memory with documentation:

1. Tuesday, **August 30** at 4:57pm, I called because of dropped calls plus slow internet (I was told to call the phone repair department if you also have internet problems and they can also forward to repair regarding the slow internet). This was placed as **Ticket # 0398135** and that a tech would **arrive** (note the word "arrive") Saturday **Sept 3** between 8:15 and 4:15. Then I get 3 usual messages from CenturyLink (CL) confirming.
2. I made another request regarding the dropped calls on Thursday, **Sept 1** at approx 10am (**Ticket # 0402940**). Again CL's usual 3 messages to my cell phone confirming a tech would be arriving Saturday, **Sept 3** between 8:15am to 4:15pm.
3. Then on Friday, **Sept 2** at 12:30pm, CL sent a reminder that they will be **arriving** (there's that word again "arriving") from 8:15 to 4:15 along with another text to Change/Fixed/Reschedule.
4. Today, **Sept 3**, I got a text saying the tech will **ARRIVE** today after 12:00PM (**Ticket # 0398135**) which was made Aug 30th.
5. At 3pm today **Sept 3**, I called CL. I spoke with Tammy, the Repair Supervisor. I was transferred to her because the rep could not correctly answer my questions.
6. Nobody will be arriving today because the issue was referred to the Cable Dept. I asked them why have I been waiting all day? They can

send all the messages that they will be there, but never a message that they won't? All they did was apologize. I told Tammy about making a 911 call on Thursday, **Sept 1**, and I could not get through. She said she would tell the team about this for the appointment she made for me on her own (**Ticket # 0407528**) for next Friday, **Sept 9**, and that maybe they could move up the repair date.

7. I said this is an area problem with dropped calls. Plus my cell phone is WiFi and I get dropped calls on it as well. She said issues are better fixed if everyone calls in. I said "WE DO" and still nothing happens.
8. Just this morning I had a dropped call that lasted 1:06 min; then .57 seconds; then .14 seconds. I had a call on my cell (541-646-5401) that dropped. I had a friend from California leave a message and all that's on the voice message system is static.

And that is just for today. I can't do video calls with my doctor because of this plus I worry I won't be able to call 911.

Thank you for your help in this matter. I am willing to help if you need me.

Sandra Park
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