

From: [RIOS Deanna * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [HARRISON Danielle * 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: Thursday, January 26, 2023 2:22:35 PM

Comments.

I tried moving the email to my inbox to see if the photos would show, but they still do not.

Deanna

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

From: ecoeditor@everyactioncustom.com <ecoeditor@everyactioncustom.com>
Sent: Wednesday, January 25, 2023 6:16 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 pasting in a letter I wrote to the CEO of Lumen/CenturyLink with my complaints in September 2022. I have ended my relationship with CenturyLink as a customer, as the unreliability of my CenturyLink internet connection was completely unacceptable.

3157 NE Flintlock Place
Corvallis, OR 97330
ecoeditor@gmail.com
1 September 2022

Jeff Storey, CEO
CenturyLink
100 CenturyLink Drive
Monroe, LA 71203

Dear Mr. Storey:

I've been a customer of Qwest/CenturyLink for seventeen years, until a couple of days ago when I canceled my CenturyLink internet/phone service. Believe me, I would have preferred to stay on with CenturyLink rather than going to the trouble of switching to T-Mobile. Since your customers are the reason your company exists, you might be interested to hear some constructive suggestions from this once loyal customer.

The reason I canceled is that the internet service was no longer reliable, and as a solo entrepreneur I rely heavily on having a working internet. My CenturyLink internet service was down all of New Years weekend 2022, for about three days; for more than 24 hours starting April 13, 2022; for more than 24 hours starting July 7, 2022; and for more than 24 hours starting July 11, 2022. CenturyLink gave me no notice, no explanation, and no offer of a reduced rate for those months when outages occurred. I wasted time trying to troubleshoot the problem via chat. Having an accurate and timely communication from CenturyLink telling me the outage was areawide would have saved me this time. My constructive suggestion to you going forward is to make CenturyLink a model of transparency in the industry. Tell your customers what is going on, when it is going on, and what you are doing to address the problem. Make it easy to contact a local representative by phone who will know the score locally.

Now I need to figure out what to do with my CenturyLink modem and cables, pictured on the following page. I will

take them to the electronics recycling bin at Republic Services in my town, something customers end up paying for. My constructive suggestion to you going forward is to make CenturyLink a model of the circular economy in action. Do not externalize environmental costs. Take back every bit of physical infrastructure you send out and deal with it responsibly. This could necessitate reengineering your physical products, creating good jobs for younger people coming up. What a great win-win that would be! Legislation is no doubt on the horizon forcing corporations to do this anyway, so why not get out ahead of the pack?

<photo>Tech detritus, the cost of disposing of which is currently externalized but won't always be

One more matter. On my regular walks around the neighborhood, I pass on Conifer Boulevard near the intersection with Powderhorn Place a relic from the days of US West. This ugly mess of wires has been exposed to the elements for at least the past year, a monument to corporate irresponsibility and dumping on fenceline communities. My research shows that US West became part of Qwest, which became part of CenturyLink. My constructive suggestion to you going forward is to make CenturyLink a model of commitment to quality of life in every community where it is present. This means cleaning up legacy messes like the one pictured below.

<photo>Tech detritus, Exhibit 2, evidence visible to the public every day of corporate irresponsibility

I do appreciate your consideration of these suggestions and would welcome hearing back from you.

Sincerely yours,
Lorraine Anderson

CC: Senator Jeff Merkeley (cosponsor of the Break Free From Plastic Pollution Act), Corvallis Public Works Department

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

Sincerely,
Lorraine Anderson
3157 NE Flintlock Pl Corvallis, OR 97330-4047 ecoeditor@gmail.com