

From: [MENZA Candice * PUC](#)
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Subject: FW: Docket UM 1908" Comment
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From: Gay Bradshaw <bradshaw@kerulos.org>
Sent: Saturday, November 26, 2022 2:56 PM
To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>
Cc: Gay Bradshaw <bradshaw@kerulos.org>
Subject: Docket UM 1908" Comment

Hello and Thank you.

This is our comment per poor Centurylink/Lumen service. [Docket UM 1908](#). Our address is: G.A. Bradshaw, 800 Beavercreek Road, Jacksonville, Oregon 97530.

This testimony regards the quality of service provided by CenturyLink and its antecedents over the past 10 years. Over this interval of time, the degradation in service has increased to the point of rendering the phone nearly unusable because of: (1) noise on the line (hum, scratching) which makes communication unintelligible; (2) no dial tone; (3) dropped calls. In each instance, technical support (i.e., tech visits) is requested, often with no apparent benefit or being ignored. More recently, the online CenturyLink platform for requesting tech support has not been operational, returning server error codes using two browsers (Firefox; Chrome). The lack of consistent, dependable service has caused sustained and serious impacts on personal and business communication. Critically, we are extremely concerned about the risk posed by the inoperability of what is often our only communication portal to the outside world. As a result of service unreliability, not only are we unable to call for aid if an emergency demands, we cannot be informed by county, state, and or other authorities in case of an emergent situation. There is no tower-based cell service in this rural location, and in times of not infrequent power outages there is also no internet-based service. In short, rural landlines are a lifeline for our family and our neighbors whose lives depend on the ability to communicate with emergency services and with each other.