

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [JENKINS Danielle * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: CenturyLink Concerns
Date: Tuesday, October 17, 2023 9:06:11 AM

From: Peter Lee <reachpeterlee@gmail.com>
Sent: Tuesday, October 10, 2023 3:35 PM
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>; PUC PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>; Priscilla Weaver <priscilla@saltmarshranch.com>; Gay Bradshaw <bradshaw@kerulos.org>
Subject: Re: CenturyLink Concerns

Thanks, Danielle,

You might recall me telling you this switch situation was the issue well over a year and a half ago, and that they constantly switch customers from the good side, to the bad side, and the squeaky wheel gets put back on the good side, then, somehow we magically get migrated back to the bad side. This was told to me by the CL technician two or more years ago... In other words, the same issue which has been going on for years. No change.

We have no word on what they do when they go to the field, or when they will address this ongoing condition and actually fix it.

Peter

reachpeterlee@gmail.com

On Tue, Oct 10, 2023 at 2:51 PM PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov> wrote:

Dear Peter,

Thank you for contacting the Oregon Public Utility Commission (PUC) regarding your concerns with CenturyLink/Qwest (CLQ).

CLQ indicated there was an area wide outage in Jacksonville around September 3, 2023. CLQ found your line was affected by a secondary issue

regarding one of their switches, which was repaired on September 7, 2023. After you said there was static issues with your line on September 25, 2023, I notified CLQ. CLQ then found issues with their pair gain system, which they repaired on September 29, 2023.

The PUC and Commission are very aware of the ongoing issues in Jacksonville, and we will continue to monitor the situation. The PUC will continue to work with CLQ on a resolution as part of the open dockets UM 1908/2206.

I appreciate you taking the time to report your concerns so we can document and investigate each failure further. Please continue to let us know if you have further issues.

Kind regards,

Danielle
Compliance Specialist
Oregon Public Utility Commission
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