

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Wednesday, August 23, 2023 8:37:46 AM

[REDACTED] comments received.
[REDACTED]

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

From [REDACTED]
Sent: Saturday, August 19, 2023 4:31 PM
To: [REDACTED]
Subject: Public Comments on UM 1908

[REDACTED]

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 a landline phone customer and have been having issues with CenturyLink in the Otis, Oregon area that I would like to report for your investigation.

I have had a vacation home near the Sitka Center for Arts and Ecology. When we built the home in the 1990's we installed a security system that required a land line phone so we contracted with Century Link to provide the land line phone service. From the beginning service has been inconsistent. Often we lost phone service which means we lost our alarm system. Getting repair service has become harder and harder as the years went on. In July/August of 2023 I had no dial tone for at least 4 weeks even though I have never missed a monthly payment.

It is very difficult to contact a person at Century Link and get a repair appointment. When I finally got a confirmed repair appointment I traveled to my house in Otis in order to meet with the repair person for a confirmed appointment on August 16, 2023 between 8am and 5pm. On the morning of the 16th I was told the technician would come around 10:30 am. By 1:30pm on the 16th I still had not seen a technician. When I contacted Century Link through their web site I was told the technician would not be coming today but maybe tomorrow. The same thing happened on the second day.

I am beyond frustrated with Century Link because :

1. It is very difficult to talk to someone in a timely and efficient manner.
2. Century Link does not provide the service that I pay for
3. Century Link gives different answers depending upon what person I reach

At this point I see not evidence that that Century Link values its customers or cares about delivering quality services.

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

Sincerely,

[REDACTED]
[REDACTED] Portland, OR [REDACTED]