

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Tuesday, August 22, 2023 3:44:21 PM

Comments received.

[REDACTED]

[REDACTED]

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

From: [REDACTED]
Sent: Friday, August 18, 2023 12:47 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.

My problem with CenturyLink has been the incredible frustration in getting through to someone who can deal with a problem. Via their automated system or being transferred multiple times and then getting cut off I have to try 2 or 3 times. There also seems to be competition between groups as to getting an upgrade and I don't know whom to trust.

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

Sincerely,

B [REDACTED] R [REDACTED]
[REDACTED] Portland, OR [REDACTED]