

From: [Susan Shaffer](#)
To: [PUC CONSUMER PUC * PUC](#); [PUC PUC.PublicComments * PUC](#); [MENZA Candice * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#); [BARTHOLOMEW Joseph * PUC](#); [Jennifer Hill-Hart](#); [KNOLL Ellie * PUC](#)
Subject: Fwd: CenturyLink Concerns
Date: Saturday, November 11, 2023 12:44:40 PM

Please post this comment and the one I submitted to you on 11/7/23 (see those comments below) to the Public Comments for UM 1908/UM 2206.

Good afternoon. It is Saturday, 11/11/23, Veterans Day holiday, and surprise, surprise, our neighborhood phones are out again, not even a full week since the last outage on 11/5/23 (~2.5 hrs). This time they were out for approximately 2.0 hrs.

This is so beyond ridiculous it is not funny. How dare CL request and receive a plan price increase when they can't even keep their equipment functioning? And they expect us to pay more--for nothing?

Susan Shaffer
2459 Little Applegate Rd.
Jacksonville, OR 97530
541-899-5963 and -5973 landlines

----- Forwarded message -----

From: Susan Shaffer <sjshaffer206@gmail.com>
Date: Tue, Nov 7, 2023 at 12:19 PM
Subject: Re: CenturyLink Concerns
To: PUC CONSUMER PUC * PUC <puc.consumer@puc.oregon.gov>
Cc: sjshaffer206@gmail.com <sjshaffer206@gmail.com>, <Ellie.KNOLL@puc.oregon.gov>, MENZA Candice * PUC <Candice.MENZA@puc.oregon.gov>, Jennifer Hill-Hart <jennifer@oregoncub.org>

Thank you, Danielle. Since my last reported CL landline phone service outage on 9/29/23, another outage occurred on Sunday, 11/5/23, at roughly 2:25 pm which lasted for about 2.5+ hrs. This report should be added to the dockets UM 1908/UM 2206.

After confirming with several neighbors that their phones also were out I reported my phone service outage to our "dedicated priority phone line" but, guess what? The woman with whom I spoke ("Kizzie", but had a hard time understanding due to her thick accent), claimed, "*They had not received any other calls reporting outages in our area.*" I knew this was

untrue as neighbors reported to me they had indeed already called CL.

It took more than 40 mins to report my outage, after having to answer the questions she read from her phone script. I kept asking for and finally received Ticket #0482424, and a repair date of 11/9/23--4 days away, which was more than double the mandated timeframe required for CL to fix an issue once a ticket is created.

At approximately 5:15 pm I received a call from (a requested live) tech that the phone service was back on. While all of this is an incredibly time-consuming annoyance, the real issue is the fact that our phone service is still intermittent at best, and can be predicted just about every time we get some moisture. No power outage or surge this time.

We have all been reporting for years that our CL landlines are not reliable. God forbid, we have a death as a result of not having the ability to call 911 for help (for which we are charged \$2.50/mo for Oregon 911). Our only salvation this past year has been the PUC Order. For each and every one of us who have reported outages to the PUC since the Order has been in place, can you tell me exactly 1) what sanctions have you enacted on CL?, and 2) how much CL has been fined? If they aren't held accountable with fines, they won't lift a finger to fix things, and if the PUC won't make good on the sanctions and fines as specified in the Order, what good are they doing? Who is left to help us?

I have personally been told several times over the years by a "supervisor" that, "...CL is not going to put any money into fixing the equipment issues out there." While the CL "fix times" have seemed to speed up recently (regardless of the 4+ days out timeframes given), the continued need for the PUC Order to remain in place should be obvious. Please, do not eliminate the Order and dismiss the efforts all of us have spent getting that order in place. CL must FIRST fix or replace the equipment as they've been promising for years BEFORE you remove the only leverage we have of getting any reliable landline phone service here in the Applegate/Little Applegate/97530 area.

Susan Shaffer
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On Thu, Nov 2, 2023 at 8:07 AM PUC CONSUMER PUC * PUC
<puc.consumer@puc.oregon.gov> wrote:

Dear Susan,

Thank you for contacting the Oregon Public Utility Commission regarding your concerns with CenturyLink.

I understand you stated there was a loss of phone service after a power outage on September 29, 2023. After further review, CenturyLink determined the cause was related to their equipment, and not a power outage.

The PUC is aware of ongoing issues in Jacksonville, and this will continue until fiber is installed. If you have issues, please continue to file tickets with the company and leave them open, even if the issue is resolved. This helps the company track and determine the cause.

The intermitted issues in your area are difficult for company to troubleshoot. It's like a car that makes a noise and then stops when you take it into the mechanic. This is why the PUC is working hard to encourage CenturyLink to bring fiber into the area as soon as possible. It's part of the open and ongoing docket UM 1908, which you can view any time from our website.
<https://apps.puc.state.or.us/edocketsSearch/eDocketsSearch/>

Your concerns will be documented as part of public record, and we appreciate you bringing it to our attention.

Sincerely,

Danielle

Compliance Specialist

Oregon Public Utility Commission

puc.consumer@puc.oregon.gov

503-378-6600

Fax 503-378-5743

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