

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Tuesday, August 22, 2023 3:46:13 PM

[REDACTED] comments received.
[REDACTED]

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

From: [REDACTED]
Sent: Friday, August 18, 2023 1:27 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.

Dear Commissioners,

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 that I would like to report for your investigation.

I use Century Link for two residential lines, one for my primary residence in Portland and the other for a second home in Netarts (Tillamook).

I have been unable to have Century Link change my billing email address and stop using an older one that I rarely am able to monitor. I attempted to change my email address multiple times on both accounts using two different new email addresses without success. I have made numerous calls to Century Link customer support and after long wait times have found their agents untrained and unfamiliar with this issue. I have unsuccessfully tried to correct this problem for over 3 years and have given up. Both lines and account continue to receive notices and billing statements by email at the wrong email address.

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

Sincerely,

[REDACTED]
[REDACTED]
(D M [REDACTED])

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

Netarts, OR [REDACTED]

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

Sincerely,

F [REDACTED] D [REDACTED]

Portland, OR [REDACTED]