

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: UM 1908/2206
Date: Tuesday, October 31, 2023 12:20:24 PM

From: Gail Battaglia <gailbattaglia2@gmail.com>
Sent: Saturday, October 28, 2023 10:17 AM
To: PUC PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>
Subject: UM 1908/2206

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Hello,

We are CenturyLink customers. On October 27, we experienced a brief power outage roughly around 3 PM which caused our landline to go down. We were both at work but were able to report it to CenturyLink/lumen around 6 PM. I called the 97530 dedicated number 844-304-5337 and spoke to Ryan. I was given ticket number 74112116. This was again, another outage that affected many of our neighbors as confirmed on our group neighborhood text.

On Saturday morning, October 28 at 8:00 am, I did receive a call from the Centurylink technician checking to see if our line was working, which it was.

This is so frustrating as a continual, ongoing issue with CenturyLink. The process to call and get a repair ticket takes about a half hour and is quite tedious.

Thank you for your attention to this matter.

Gail Battaglia
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