

From: [REDACTED]
To: [REDACTED]
Subject: FW: Public Comments on UM 1908
Date: Tuesday, September 5, 2023 10:29:57 AM

[REDACTED]
[REDACTED]
-----Original Message-----

From: [REDACTED]
Sent: Tuesday, September 5, 2023 10:23 AM
To: [REDACTED]
Subject: FW: Public Comments on UM 1908

[REDACTED] comments received.
[REDACTED]
[REDACTED]

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

From: [REDACTED]
Sent: Friday, September 1, 2023 4:48 PM
To: [REDACTED]
Subject: Public Comments on UM 1908

[REDACTED]
[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 that I would like to report Century link arbitrarily changed my account numbers and also are currently charging me for a phone number that hasn't been in use because the cable pairs were taken for my husbands internet and they have my accounts all messed up. When I tried to have them fixed the accounts are now all crossed with my name on both of the accounts. One of which until 7 27 had 2 phone numbers [REDACTED] (which was not being billed) that's the one the took the cable pairs for the internet and is now being billed. The gave it one account number [REDACTED] the [REDACTED] is the only one that works but I haven't been able to get my pin code so I have months of messages on their voice mail I can't respond to. The internet line is the only thing that works but it is really choppy. And now I'm trying to get them to straighten the accounts out and quit billing the [REDACTED] and I'm worried if the try to remove the number I may lose my internet. I'm ready to move my internet to xfinity but I had a lot of trouble with them also. My husband and I are elderly and it's very frustrating. The internet account number is [REDACTED] Thank You [REDACTED]
[REDACTED]

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

Sincerely,

R [REDACTED] B [REDACTED]
[REDACTED] Salem, OR [REDACTED]