

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: CenturyLink phone outage  
**Date:** Tuesday, September 5, 2023 10:47:41 AM

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[REDACTED] comments received.  
[REDACTED]

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**From:** M [REDACTED] H [REDACTED]  
**Sent:** Saturday, September 2, 2023 9:02 PM  
**To:** [REDACTED]  
**Subject:** CenturyLink phone outage

[REDACTED]  
Please add this comment to the consolidated docket 1908/2206.

Today, Saturday Sept 2, I noticed my land line went out at [REDACTED]. I reached CenturyLink on the dedicated number and the rep was aware of a outage in our area.

I was given repair ticket number [REDACTED]. However the representative set a repair appointment for 9/6, 4 days after the outage, that requires me to be home. I received no acknowledgement that the repairs would be made in 24 to 48 hours. Also, if repairs were made before 9/6 I was told I am required to cancel the appointment.

M [REDACTED] H [REDACTED]  
[REDACTED]  
Jacksonville OR [REDACTED]  
[REDACTED]