

From: [RIOS Deanna * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [NOTTINGHAM Melissa * PUC](#); [BONTRAGER Richard * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: UM 1908
Date: Tuesday, September 26, 2023 3:36:33 PM

Comments received.

Deanna

From: Larry & Susan Fildes sunrisevalleyranch@hotmail.com
Sent: Sunday, September 24, 2023 8:05 PM
To: PUC CONSUMER PUC * PUC puc.consumer@puc.oregon.gov
Subject: Re: CenturyLink complaint-OPUC

I do not have a copy of the original as it was a separate form. But Beginning June 26 of this year our phones were out for 19 days. I submitted several phone complaints on this outage. Since then the phones have not been working consistently during any time period. They go out for 2-3 days, they go out during a phone conversation. They go out for 2-4 hours. Recently they were out Sept 10,11,12 and Sept 21 and they are out now. We have lost so much business that I am in jeopardy of losing my ranch and means of making a living. I have a pregnant lady, wife of employee, that if she has a problem we cannot call 911. I have 2 small grandchildren and three employees that do not have access to 911 in case of emergency. Originally if you look up my case, I have made numerous phone calls to complain, complain and etc. We do not have cel service on the ranch so that is not an option.

Originally someone in Century Tel office order the disconnect of several electric meters because they were so low cost they decided they didn't need them. The power company came and disconnected them, one of them powered our phone lines. After 19 days the phone company placed a generator by the side of the road to power our lines. When it ran out of fuel we had no phones, so they replaced it with a propane generator with a monitor in their office. Guess what, no one is in the office on the weekend. So the phones still go off. The phone company says it is power company fault and power company says it is the phone company fault because the lines are so outdated that legally they cannot reconnect to them. They are outdated to the point that when it rains, the phones go out because there is an apparent short somewhere. I have complained about this for over 10 years with no resolution. If the issue is not fixed soon, winter will be here and we will be without service all winter. That simply cannot happen with bad roads and need for emergency services. I recently filed my second complaint in the form of the internet CUB form. If you took your phone service, be it land or cel away for 4 months I am thinking something would have been reconciled by now.

Regards, Susan Fildes