

From: [REDACTED]

To: [REDACTED]

Subject:

Re: Docket Number UM 1908--Notice of Filing--Oregon PUC

Date:

Wednesday, September 6, 2023 6:25:12 AM

Hello, PUC.

Once again, my landline service is out. It was out all day yesterday and it is still out. We are going on 32 plus months of intermittent landline phone service. As I have reported to you countless times this is a lifeline for those of us who have limited, or no cell service. **This is a LIFE SAFETY ISSUE yet the problem persists with no end in site. If I have a medical (or other) emergency I am screwed, and it could cost me my life. Is anyone taking this seriously???** If I, or one of my fine neighbors die because we can not call 911 would it change anything???

**WHERE IS OUR SUPPORT? Why are we paying taxes, and why are we paying CenturyLink and those taxes, only to be left hanging?**

I am seeing that some of us have been given a dedicated number to call, I would express my desire to have that number, if I had any hope that CenturyLink would provide some better service or quicker response if I called the number, but that would be futile.

They have no meaningful service.  
They can not communicate effectively.  
They promise phone calls which never come.  
The timelines they give never materialize.  
The automated text messages they send randomly have no relationship to reality.  
They never follow up with the customer.  
Even when I ask, they never call with a shortened timeline for arrival.

I called in shortly before 5pm yesterday (9-5-23) and created a ticket number [REDACTED]. It took me over 35 minutes just to report the problem because their phone system is a joke. Once again they are giving me an arrival time of 8am - 5 pm (a 9 hour window!) on Friday (3 days after the reported outage). I would be upset to say the least about the 9 hour window, but they won't show up, or call anyhow, so the point is moot.

They need to be fined, and any rate increase approval would be a travesty.

P [REDACTED]

On Tue, Sep 5, 2023 at 4:31 PM [REDACTED]

[REDACTED] wrote:

Description: H. D. & A. D. comments.

Docket Name: UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER

Utility Company: CENTURYTEL OF OREGON INC -- TELE, UTIL\_T

Type of Activity: PUBLIC COMMENT, filed on 9/5/2023.

To view this document, please click on the below link:

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