

On Thu, Sep 7, 2023 at 12:52 PM Susan Shaffer <[flyingpigranch206@gmail.com](mailto:flyingpigranch206@gmail.com)> wrote:

We are experiencing our **2nd phone outage in six (6) days**. Our phones went out at approx. 10:30 am today, Thursday, 9/7/23.

After texting with several neighbors, I reported the area-wide outage to our dedicated CL phone line (844-304-5337), and this is what I got:

1) The CS line was answered by a woman "MAE" whose speech was extremely difficult to understand. I repeatedly had to ask her to repeat words--slowly--so I could understand her, adding greatly to my frustration.

2) When I told her I was reporting an area-wide outage and asked that she confirm that she was taking down a report of an area-wide outage, she simply voiced "um hm," several times. I asked her to say yes or no, and she just mumbled something I could not understand. I gave up trying to get an answer from her.

3) Before she would give me a ticket number, she insisted, *insisted*, on continuing to ask me her scripted questions: *What is your address? Is there a gate? Are there any animals? Are there any health issues? Will there be someone over the age of 18? What is the best number to reach you?* Can't express my continued frustration at how many times I had to repeat my cell #--that I was calling her from [for which reception is spotty at best even IF we have power and WiFi and, timely enough, our call was dropped 2x]. Or how many times I had to tell her that she or the tech could not reach me on my landlines *because they did not work*.

4) Finally, I was given Ticket #383676246, with a technician fix date of Monday, 9/11/23 between 8-5pm. I told her that pursuant to the PUC Order of 9/22, CL was required to fix our phone lines within 48 hrs. However, the date I was given was between 72-96 hrs. When I asked her if she understood that she was scheduling me outside of the mandated 48 hrs, she said it was up to the technician who was responsible for getting it fixed in time.

Our Order of 9/22 from the PUC should never expire; it must continue in place for all of us as long as CL is given a license to operate in the State of Oregon and it must be enforced. CL will never fix the problems or invest in the infrastructure needed because they don't care. Period. They should not be allowed a price increase to customers to whom they refuse to maintain working service.

Today, there was no power outage to blame it on, but neighbors have also reported their internet went out last night (Weds, 9/6/23), and whose dates of fix were pushed out (from 24 to 48 hrs) because CL was doing "upgrades." Perhaps there's no connection at all, and I only mention this as it might provide a clue as to why our phones are out, again, today.

Some of us have satellite WiFi giving us the ability to make (granted, less than

reliable) calls, but there are many out here that don't. Their landlines are their only lifeline, so it is critical that we have a company that will provide RELIABLE phone service. CenturyLink will not. They have become a liability to all, and should not be allowed to operate here or anywhere.

Please, please, please, help us to make them give us the service we have paid for but not received.

Susan Shaffer  
541-899-5963 and -5973 landlines not working