

541-899-9989 spoke to escalation supervisor:

2/15/22 (Repair ticket #0365740)

2/22/22

Customers @ 485 and 495 Little Applegate Rd. have requested multiple times that the technician come to speak with us, after (or) call us. This has never happened.

On 2/08/22 I (485 Little Applegate Road, 541-899-9989) spoke to an escalation supervisor, named Connie, she documented history and promised that a field supervisor would call me on my cell phone, which I provided, and I never received a phone call. During that 2/08/22 call she set up a repair ticket (#0365740) for 2/15/22. There was never any change in our service. It was not repaired.

Priscilla here is some Additional info you may (or) may not want to include.

We have ha[d] landline problems off and on since 2016, but this most recent occurrence is the worst.

Since 2016 we have had intermittent and continuous outages that were much more brief than current; we all have sound quality issues, from static, cutting out during calls, & fax like sound in background; strange messages about being "out of service" (or) "can't make call as dialed;" and getting disconnect during many calls.

Priscilla, please let me know if you need more details.

Jackie Lucas-Morris
485 Little Applegate Road
541-899-9986
541-916-6275 (cell)

Transcribed per J. Bartholomew request by Priscila Weaver, 2/22/2022