

From: [DECKER Megan * PUC](#)
To: [COLLINS Kristi * PUC](#)
Subject: FW: Century Link -- abandonment of responsibilities
Date: Tuesday, September 20, 2022 8:59:38 AM

-----Original Message-----

From: Rep Marsh <Rep.PamMarsh@oregonlegislature.gov>
Sent: Monday, September 19, 2022 6:39 PM
To: GRANT Michael * PUC <Michael.GRANT@puc.oregon.gov>; DECKER Megan * PUC <Megan.DECKER@puc.oregon.gov>; THOMPSON Mark * PUC <Mark.R.THOMPSON@puc.oregon.gov>; TAWNEY Letha * PUC <Letha.TAWNEY@puc.oregon.gov>
Cc: FREEMAN Robin * PUC <Robin.FREEMAN@puc.oregon.gov>; BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Subject: Century Link -- abandonment of responsibilities

Dear Commissioners,

Today is Day 21 in a row without landline service for residents of the Applegate. Because I've been in the middle of many conversations about the company, I regularly hear from Century Link customers in other areas of the state who are also frustrated by prolonged outages and poor (or no) customer support. The Applegate is a poster child for Century Link's service failures, but the issues repeat themselves in communities across the state.

On Tuesday morning the Public Utility Commission will consider staff recommendations that reflect months of frustration with the company's refusal to provide the basic services that they are obligated by law to supply as a carrier of last resort.

While I support the staff recommendations, it is clear to me that the company's intransigence reflects Century Link's disdain for its COLR obligation. Service failures continue despite financial support allocated through the universal service fund. Century Link just doesn't want to serve landline customers. But the PUC's study of COLR clearly indicated that landlines continue to be critical in many areas of the state. That is very much the case in the Applegate, where cell phone and broadband services are sketchy at best.

Century Link will continue to obfuscate and delay any PUC direction until it begins to affect the bottom line. Accordingly, I urge the Public Utility Commission to immediately fine Century Link an amount equivalent to one quarter worth of its OUSF support. This should get the company's attention; moreover, it is absurd for the state to issue OUSF subsidies to a company that has consistently failed to perform.

As in many areas of the state, landline service in the Applegate isn't a luxury. Functioning telephones and the ability to call for help can be (and often are) matters of life and death. Century Link needs a clear message from the PUC that it will be held accountable.

Many thanks for your consideration of this request.

Best,
Pam