UM 2206

The following complaint/information includes the following Century Link customers:

485 Little Applegate Road 541-899-9989 495 Little Applegate Road 541-899-7820 1201 Little Applegate Road 541-899-3910 And 541-899-3133 1275 Little Applegate Road 541-899-5308 1331 Little Applegate Road 541-899-6929

We have all had intermittent phone outages since Dec. 2021. At some point in January we all had increased days of continuous outages with a few hours of intermittent outages (meaning we had more days and hours of continuous outages than of intermittent outages).

1/20/22 (11 a.m.) until 1/12/22 we had a continuous outage of service.

2/10/22 (late a.m.) until 2/21/22 we have had a continuous outage and it is continuing today.

2/18/22 all customers, with the exception of 541-899-9989 and 541-899-5308, started to have intermittent outages. The other 2 numbers, just mentioned, continue to have continuous outages at this time. Customers at 485, 596, 1201 and 1331 Little Applegate have been submitting repair tickets since Dec. 2021, with no change in service. In January 2022 an Feb 22 we all continued to submit repair tickets.

In Feb. 2022, customers at 485 and 495 Little Applegate Rd. submitted repair tickets on line and via calling Century Link 1 to 2 times per week.

The following is <u>just a few</u> of the repair ticket numbers and dates repair was supposed to occur (combined customers):

Repair ticket #s 0317039

0380961

0379287

A few dates repairs scheduled 1/15/22

1/20/22 1/25/22 2/01/22

2/07/22 (Case #24579480)

2/14/22

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 <u>Additional</u> 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