

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

485	Little Applegate Rd.	541-899-9989
495	Little Applegate Rd.	541-899-7820
1201	" " " "	541-899-3910
1275	" " " "	(and) 541-899-3133
1331	" " " "	541-899-5308
		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).
- 1/10/22 (Han) until 1/17/22 we had a continuous outage of service.
- 2/10/22 (Lokan) 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, 495, 1201, <sup>and</sup> 1331  
Little Applegate have been submitting ~~and~~  
repair tickets since Dec 2021, with no  
Change in service. In January 2022, <sup>and Feb 22</sup> we  
all continued to submit repair tickets  
In Feb. 2022, Customers at 485 & 495  
Little Applegate Rd. Submitted repair  
tickets on line & via Calling Century  
line about 1 to 2 times per week.

- The following is just a few of the repair  
ticket numbers and dates repair was  
supposed to ~~occur~~ <sup>occur</sup> (Combined Customers)!

- Repair ticket #s - 0317039  
0380961  
0379287

<sup>a</sup> ~~few~~ <sup>few</sup> dates repairs  
schedules

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 escalator <sup>Repair ticket #</sup> 2/18/22 (0365740)  
Supervisor 2/22/22

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

485 LHM appended  
On 2/08/22 I (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 receive 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 ~~information~~ info. you may  
(OR) may not want to include  
We have had phone handling 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 directed,"  
and getting disconnected during many calls

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

Joski Yucari-Morad  
485 Little Applegate Rd.  
541-899-9986  
541-916-6275 (cell)

Feb. 21, 2022