

To: Oregon Public Utility Commission

December 12, 2021

Re: RA1 Investigation -- Docket No. UM 2206

We are the complaining parties in this matter.

CenturyLink/Lumen's Comments [Dated January 10 but apparently submitted December 10?] are an attempt to detract from their ongoing failure to provide reliable land line service by invoking the federal RDOF broadband initiative as a reason for delay. We urge you not to allow CenturyLink to put us at further risk by this ploy.

As we stated explicitly in our initial submission, our complaint is not about CenturyLink deploying fiber optic for broadband in the future. Broadband is for another day and another regulatory authority.

Our vulnerable community does not have the luxury of waiting years for that eventuality. We need reliable land line service right now and we won't have it unless the Commission adopts the staff report and holds CenturyLink to account. The investigation will not delay CenturyLink's RDOF-related activities.

CenturyLink does not dispute the factual scenario laid out in the Staff Report. Once the investigation is opened, it should be a straightforward matter for CenturyLink to promptly inform the Commission whether CenturyLink will provide the relief we seek and whether they will agree to a very tight implementation timeline, before any more "close calls" or worse out here. Their conclusory statements about "enhancing network monitoring," etc., if intended as an agreement to provide the relief we seek, should be readily converted to a detailed action plan, with short dates certain, that the Commission can respond to as soon as feasible.

We respectfully urge the Commission to proceed to adopt the Staff Report at your December 14 meeting and open the investigation of CenturyLink/Lumen as recommended.

Thank you for your consideration.

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