From: Susan Shaffer
To: PUC PUC.FilingCenter * PUC
Cc: Jennifer Hill-Hart
Subject: Dedicated Phone Line for 97530 has not worked as ordered in months
Date: Wednesday, July 9, 2025 12:05:08 PM

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Please post the following detailing my recent experience to Dockets UM1908 and UM2206.

I called CenturyLink last June and just last week, Wednesday, 7/2/25. Both times when I dialed the dedicated line, the automated voice couldn't understand my phone number when I punched in my LL # into their system (3 times). The computerized system (then conveniently) says, "...*we are now transferring you to our general service line*," something to that effect. I was rerouted to their general repair line and forced to wait on hold before someone answered ("Jade"), who I could barely understand. A Ticket (#TS420212949) was created, and I was told that the soonest someone could get here was the following Monday, 7/7/25, 4 days later. When I reiterated that I was reporting an area-wide outage for a protected area in 97530, her reply was "*Well, the tech will have to make that determination when they get there.*" I said, "...*you mean to tell me that I can't report this outage to be area-wide, on a dedicated line for just this type of event, even though we are covered by a 'protected order', when I KNOW my neighbors are also without service*?" Yes, she said, only the tech will be the one to decide if it's area-wide or just your home.

Unbelievably, it appears they've intentionally created an electronic system, whereby when a customer calls a "dedicated" phone line in an attempt to report an area-wide outage, their system conveniently "can't recognize" a key-punched number (not a spoken number), then automatically reroutes them to a general number for reporting repairs. Our dedicated phone line is no longer dedicated, nor is it recognizing our protected order. What a bunch of BS. This has been critically important to us to be able to report outages, especially now when, by my count today, July 9, 2025, we are surrounded by 15+ fires.

I stopped calling the PUC and reporting because they've not done much to "protect" us, and it seems they're more inclined to believe the CL lawyers in whatever they are told. I hope whatever CUB is working on now makes more of an impact than a mere long-time paying customer of CL, so thank you, Jennifer and CUB staff, for your continued efforts on our behalf.

Exasperated in the Applegate,

/s/Susan Shaffer

I hereby declare that the above statement is true to the best of my knowledge and belief, and that I understand it is made for use as evidence in court and is subject to penalty for perjury.