

From: [OGrady, Kevin \(PUC\)](#)
To: [Staff, CAO \(PUC\)](#)
Subject: FW: re P-421/M-21-381 Century Link Proposal
Date: Friday, June 25, 2021 12:55:05 PM

Here's one for the public file.

From: John Sweeney <jes81972@gmail.com>
Sent: Friday, June 25, 2021 11:53 AM
To: OGrady, Kevin (PUC) <kevin.ogrady@state.mn.us>
Subject: re P-421/M-21-381 Century Link Proposal

This message may be from an external email source.

Do not select links or open attachments unless verified. Report all suspicious emails to Minnesota IT Services Security Operations Center.

I am a long time customer of Century Link and Stillwater Township resident (Washington County). Over the last 30 years I have endured deteriorating customer service and internet and telephone performance provided by Century Link. We have experienced dozens of repair appointments with mixed results. Sometimes they don't show up or have the courtesy to call if they request we be home on the day and hour of the repair appointment. When they do arrive, it can be roving subcontractor crews from other parts of the country unfamiliar with local communication issues and equipment. We have had equipment installed and "repairs" made by one crew only to be removed by the next crew because of incompatible components. Those local crews who have made repairs are frustrated by the poor condition of the lines and equipment they are expected to repair. Most repairs only last 2 to 3 months until the same poor performance issues appear again. The reason this is so important is the fact we live in a rare Twin Cities "dead zone". We have numerous important internet and long distance voice communications (ie Mayo Clinic). We depend on the landline due to poor mobile coverage. Often times sound quality is so poor neither end of landline communication can understand or hear the other. It is therefore very disappointing to hear that Century Link requests to "de-prioritize" landline service. We have NO options and Century Link has no competition. We have been paying for service and communication quality we don't receive. Century Link should not be allowed to provide 3rd rate service in the Twin Cities Metro area. Even northern Minnesota has better service.

At the very least, Century Link should be mandated to discount fees to landline customers until they upgrade infrastructure or the PUC allows competition in the area. Please deny their request.

Sincerely,
John Sweeney
10767 Quinlan Ave. N.
Stillwater, MN 55082