

**From:** [Margot Avey](#)  
**To:** [Staff, CAO \(PUC\)](#)  
**Subject:** Consumer Affairs Mediator Erin Petschel  
**Date:** Sunday, July 4, 2021 1:55:35 PM

---

**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.

Attn: Erin Petschel,

Hello Erin,

This is a reply to docket M-21-381  
I am from Saint Louis Park, Minnesota

A friend shared with me a newspaper article stating that CenturyLink wants to stop providing 24-hour priority service to customers with landlines. (Was this the only line of communication about this? Not many of us subscribe to the newspaper)

This is not comforting to hear because I am one of those with a landline which I rely on especially because of living alone. Once when I was seriously ill, my landline had so much noise interference on it that it could not be used to call for help. My neighbor tried to assist in getting CenturyLink to come out to repair my line and got rerouted to call centers in India and the Philippines all over the world except Minneapolis. No help there! They kept reading the same script over and over that they were trained to do. It took more than two days to get CenturyLink to come out for repair.

As a Senior Citizen, I rely on my landline phone and need to be assured of speedy repair when needed. Regardless of how few households use a landline ...to me (and other Seniors), it is of high importance!

**PLEASE DON'T CHANGE THE RULES FOR CENTURYLINK REPAIR!**

Thank you!

Margot Avey