

From: [OGrady, Kevin \(PUC\)](#)
To: [Staff, CAO \(PUC\)](#)
Subject: FW: Century Link
Date: Monday, June 28, 2021 12:36:27 PM

One more for 21-381. Thanks

-----Original Message-----

From: Tim Hassett <timmick54@gmail.com>
Sent: Monday, June 28, 2021 12:32 PM
To: OGrady, Kevin (PUC) <kevin.ogrady@state.mn.us>
Subject: Century Link

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Dear Mr. O'Grady,

My wife and I reside at 10877 Quinlan Ave North, Stillwater Township, Minnesota.

We purchase our internet service from CenturyLink and submit this letter in response to CenturyLink's petition to the Minnesota Public Utilities Commission to eliminate, amend or modify certain landline telephone services rules.

We receive our internet service from CenturyLink through the company's copper telephone line. CenturyLink advertises its service for our area as providing up to 40 mbps of download speed and up to 3 mbps of upload speed.

I just did a speed check and the download speed is 4.92 mbps and upload speed is 0.14 mbps. Our neighbors complain of similar download and upload speeds.

CenturyLink has for years charged residents in our area for a service it does not deliver. The download and upload speeds it advertises are not the speeds it delivers and residents in our area have been overcharged for years. CenturyLink also does a poor job at maintaining its system. As an example, one of CenturyLink's maintenance personnel told us the reason our service was interrupted during times of rain storms and spring thaws is because there is a break in the line. We were told the company knew about the break but did not authorize its repair.

When CenturyLink took over service in this area, they knew they were acquiring homes served with copper wire. Yet, CenturyLink promised and charged for service that they did not deliver and now want to permission to provide even less maintenance than it has in the past. We ask the Public Utilities Commission to deny this request. We also ask the Public Utilities Commission to investigate the company's rate structure and service record and order a rebate to consumers who have been overcharged for a service the company promised but did not deliver.

Sincerely,

s/Tim and Mary Hassett