

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

> From: alice bekke <[ambekke@yahoo.com](mailto:ambekke@yahoo.com)>

> Sent: Sunday, June 27, 2021 3:31 PM

> To: Staff, CAO (PUC) <[consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us)>

> Subject: Century Link service

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> It has recently come to my attention that Century Link wants to stop giving 24 hour priority service to landline customers.

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> They have NEVER repaired my service line in less than 5 or 6 days. The representatives I speak with when I need service tell me it can't be done sooner.

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> I understand only 4% of households have a landline but to those people the service is very necessary. This applies not only to me, but to the people who rely on their landlines for their primary service.

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> Please do not change the rules for Century Link. How can Century Link service representatives be informed of this rule? Perhaps Century Link needs to hire more people in the field!

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> Thank you for your consideration!

>

> Sincerely,

> Alice Bekke

> this is a reply to docket m-21-381. I am from Minneapolis.

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> Sent from my iPad