

From: [OGrady, Kevin \(PUC\)](#)
To: [Stelzner, Pa K \(PUC\)](#)
Cc: [McShane, Sally Anne \(PUC\)](#); [Fournier, Marc \(PUC\)](#)
Subject: FW: Century Link proposal
Date: Monday, June 21, 2021 7:10:16 AM

Hi Pa.

Can you e-file this as a public comment in 21-381.

From: jane sweeney <jams81972@gmail.com>
Sent: Saturday, June 19, 2021 10:41 AM
To: OGrady, Kevin (PUC) <kevin.ogrady@state.mn.us>
Subject: Century Link proposal

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Dear Kevin,

I am a resident of Stillwater township for the last 27 years. I am also a customer of Century Link for landline and internet service. We depend on it for any phone service since we are in a "dead zone" for cell phone service. Our service is very poor. In the last 24 months we have made at least 30 calls to Century Link because we had lost reception or it was so poor we couldn't hear. In that time they have been out at least 20 times. The copper wiring is in very bad condition. We have continued to pay for "service" through all this because we have NO OTHER OPTION.

If Century Link is allowed to ease landlines service requirements it will be a huge hardship for all of us in Stillwater Township who depend on it for our ONLY service for phone and internet.

Why isn't Century Link required to update from copper to fiber? People in rural northern MN have better service than we do.

We pay full price for minimal to no phone and internet service!

Sincerely,

Jane Sweeney

10767 Quinlan Ave. N.

Stillwater, MN 55082