

From: [Staff, CAO \(PUC\)](#)
To: [Staff, CAO \(PUC\)](#)
Subject: FW: P-421/M-21-381
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From: Sheila-Marie Untiedt <smuntiedt@hotmail.com>
Sent: Friday, June 18, 2021 11:15 AM
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Subject: P-421/M-21-381

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Mr. O'Grady,

I am struggling to access the public comments sections regarding the CenturyLink request;

Should the Commission grant CenturyLink's petition for rulemaking to eliminate, amend or modify certain landline telephone service rules under Minn. Rules Ch. 7810 Telephone Utility; specifically, Minn. Rules 7810.5200 Answering Time and 7810.5800 Interruptions of Service?

Would please be possible to add the following comments to the record for me?

Dear PUC Commission,

I am submitting these written comments in regards the CenturyLink request for relief consideration in the servicing time for landlines.

Stillwater Township has a long history of complaints, issues and challenges with the CenturyLink services provided on our community. Residents are paying for services they are not receiving. Our CenturyLink internet service is unreliable and often unavailable.

Areas of the Township also have poor cellular service which means a functioning landline is paramount for public safety and emergency services.

Anecdotally I have a landline for my business. I have endured week long stretches where the line is down or the noise is so loud it is unusable. CenturyLink does not repair landlines in a day anyway in my experience.

Sheila-Marie Untiedt
Chair, Stillwater Township Board of Supervisors