

## Public Comments by Case

**Total Comments:** 10

**In Favor:** 5

**Opposed:** 1

**Undecided:** 4

Filing Support	Commenter	Source	Comments
No			
	Ed McConnell	E-mail	No penalty, what the heck are you people and the Attorney General idiots!  Powered by Cricket Wireless
Undecided			
	Henry Paulman	E-mail	Dear Commissioners, To me it seems like our AG is on another fund raising, self justification, mission without regard to causes or corrections that might be implemented. I do not believe that previous AGs ever took issue with Puget Sound Energy's frequent power outages. Therefore, only in the unlikely event that CenturyLink is or has been unresponsive would I favor any action as has been proposed by the AG. Henry Paulman  "Only two defining forces have ever offered to die for you. 1. Jesus Christ 2. The American G.I. One died for your soul, the other for your freedom." Anon.
	Linda Miles	E-mail	The question in my mind is to whom are the proceeds of this lawsuit going to go? The folks who paid for a service they never received? The people who were actually physically, emotionally or otherwise harmed by the 911 outage? Or is this just another gimmick of "outrage" for the State of Washington to receive money to pay their own employees? Every "won" suit I have heard of the consumer loses or gets pennies on the dollar while government coffers get big bucks. Just asking. Margo
	Heidi Gustafson Schwab	E-mail	Dear AG's office:  I'm glad you are dealing with the 911 issue as it is most critical, but there are a LOT deeper issues with CenturyLink.

			<p>What about my bill going up over 100% since they took over from Qwest?? When I called to find out why, all they could do was try to upsell me to their triple play package - NINE times in the same call! It was so bad it got funny. And this was regardless of the fact that I told the representative *repeatedly* that I do not have a TV.</p> <p>And then there is the issue of about six months where where they changed the billing to a nice day cycle, without any notice as near as I can tell, so that they could collect late fees? Eventually they changed it back it but I documented it since I track my monthly bills and expenditures. (January 2014 - August 2014)</p> <p>I have a multitude of serious medical issues so I wasn't happy switching to cellular service only, but here is the breakdown:</p> <p>Average Qwest bill: \$42  Average CenturyLink bill: \$84  Average Verizon Wireless bill: \$56</p> <p>Sincerely,</p> <p>~ Heidi Gustafson Schwab</p>
	Debra S Veter	E-mail	<p>It is all great and wonderful someone is trying to hold them accountable for something, but 6 days without service is nothing compared to the years of ripping people off and lying to them. Why not go to their Facebook page and read the 10,000 comments on how they are doing it to everyone. They lie about a price, overbill, you can rarely get hold of anyone by any of the options they supply, then they transfer you to the wrong department a few times, and after holding for several hours lie about who they are and their position, then the call gets dropped. Then when you can actually have a conversation they refuse to credit you saying there were no notes in the file, you weren't given that price or the person who gave it to you wasn't authorized, or, the really good one- you didn't get hold of them in a timely manner and that promotion is now over but hey, now they will lower it, all it takes is a phone call, the guy says. So i ended up paying double to triple what i should have for a year, plus late fees and restoral charges i never should have received. Then they say they will give a \$30 credit (woo-hoo), and then you get the bill and there is another restoral fee added on. I paid them \$500 over 4 months for what was supposed to be \$41 internet and phone.</p> <p>Debra S Veter  509-218-6637  2722 N Gary Lauri Ct  Spokane Valley, WA 99206</p>

			Sent from Outlook Mobile
Yes			
	Linda Wynands	E-mail	<p>Regarding the 2014 Statewide outage of the 911 system noted in Jan 7 news release from the WA State AG Office ...</p> <p>The maximum \$11.5M penalty still wouldn't hurt very much if CenturyLink's noted revenue generated in WA state alone is \$476M/year. Even with a minimal 5% profit margin (and I imagine their profit margin is higher than that), the max fine would be half of their profit generated in this state for the year.</p> <p>Anything less than the max fine would be a farce for such an egregious failing.</p> <p>Linda Wynands 3732 Kinsale Ln SE Olympia WA 98501</p>
	Tom Thiersch, Jefferson County	E-mail	<p>Commissioners,</p> <p>CenturyLink must be fined a punitive amount for their failure to provide essential 911 service.</p> <p>The fines/penalties must be paid by the stockholders and officers of the company.</p> <p>Regulated utilities must not be allowed to pass the costs of fines/penalties to their customers in the form of future rate increases.</p> <p>There is no point in having a regulated utility unless the regulations are enforced – please do that!</p> <p>Thank you,</p> <p>Tom Thiersch Jefferson County thiersch-public@usregs.com <input type="checkbox"/> SAVE PAPER - Please do not print this e-mail unless absolutely necessary.</p>
	Richard Schrock	E-mail	<p>Honorable Members, Washington State Utilities and Transportation Commission (UTC):</p> <p>I support the position of the Washington State Attorney General and urge that the Utilities and Transportation Commission to reject a proposed settlement and impose the maximum regulatory penalty of \$11.5 million on CenturyLink for a six-hour 911 outage that left the entire state without</p>

			critical 911 services. Thank you for considering my position in this matter.
	William W. Koopman	E-mail	Given the recent failure of Century-Link to provide basic 911 services and adequately protect our states' citizens I have to recommend a full fine as recommended by the AG. I hope the board agrees. This event could have been a full-on potential disaster. Century-Link accepted the mandate and failed on it's deliverance. Full fine and no price-increases to pay for it. Sincerely, William W. Koopman, Olympia, WA.
	James Miller	E-mail	I would request to be notified of when and where the public hearing will be held concerning the April 10 breakdown of the 911 system.  Thank you.  James Miller ----- Comment received Jan 8, 2016:  I agree 100% with the observations made by Attorney General Ferguson on increasing the fine to be imposed on CenturyLink to the maximum allowed by law. A strong message needs to be sent to this huge corporation that when they are paid millions of taxpayer dollars to provide an absolutely essential service then they must do it with out fail and if the required service fails the provider must be upfront immediately with all parties affected.  Thank you for your consideration.  James Miller Puyallup, WA 98374