

**From:** [Jerry Brannon](#)  
**To:** [Whitmore, Shannon](#)  
**Cc:** [Dina Brannon](#)  
**Subject:** RE: CenturyLink Change

---

Shannon,

We are age 75 and have major medical problems and live in an extremely rural area with no neighbors "next door". If we get cut off by CenturyLink, we will have no way to telephone for anything. We have been on the phone all day trying to find an affordable alternative and one that is technically possible. Cannot find one. Also, we have a large three story home and a barn, with 9 phones all with one phone line. We need these because of mobility problems. We pay about \$61 per month for the landline and find a satellite would run \$2000 the first year for equipment plus monthly fees for an internet connection that might handle 1 phone. The existing Internet provider does not have a signal that handles phone. Additional equipment to tie into our existing system from a satellite or to give us more phones does not seem to exist. We retired 20 years ago and have a budget problem. Please help. We are living in fear with this phone problem. 911 is a concern along with communication with doctors, banks, businesses, and family. This could destroy us.

Thank you,  
Jerald & Dina Brannon

---

**From:** Whitmore, Shannon <Shannon.Whitmore@leg.wa.gov>  
**Sent:** Monday, July 29, 2024 1:56 PM  
**To:** Jerry Brannon <brannon@methow.com>  
**Subject:** RE: CenturyLink Change

Hi Jerry,

Thank you for letting us know. Unfortunately, a lot of utilities have monopolies where they provide service.

Best regards,  
Shannon

**Shannon Whitmore**  
**Senior Executive Assistant, Senator Shelly Short - 7<sup>th</sup> District**  
**Washington State Republican Caucus**  
**(360) 786.7612**

**Please be aware that any email or documents you provide to this office may**

**be subject to disclosure under RCW 42.56. If you would prefer to communicate by phone, please contact our office at 360.786.7612.**

---

**From:** Jerry Brannon <[brannon@methow.com](mailto:brannon@methow.com)>  
**Sent:** Monday, July 29, 2024 1:27 PM  
**To:** Whitmore, Shannon <[Shannon.Whitmore@leg.wa.gov](mailto:Shannon.Whitmore@leg.wa.gov)>  
**Subject:** RE: CenturyLink Change

**CAUTION:**External email.

Senator:

My wife and I tried this morning to find a competitor and could not. CenturyLink has no competition at our home.

Jerald Brannon

---

**From:** Whitmore, Shannon <[Shannon.Whitmore@leg.wa.gov](mailto:Shannon.Whitmore@leg.wa.gov)>  
**Sent:** Monday, July 29, 2024 1:16 PM  
**To:** Jerry Brannon <[brannon@methow.com](mailto:brannon@methow.com)>  
**Cc:** Dina Brannon <[snobaby@methow.com](mailto:snobaby@methow.com)>  
**Subject:** RE: CenturyLink Change

Hi Jerry,

Thank you for contacting Senator Short regarding the CenturyLink change.

Senator Short testified in oppose to the change at the UTC hearing back in May. The notification of the hearings was included in your CenturyLink bill. We had someone send us a copy of it - it was in their April 2024 bill.

I have a request into the UTC for an update for according to their website they had an evidentiary hearing on July 19, 2024 - <https://www.utc.wa.gov/casedocket/2024/240029>. Once I receive it from them, I will send to you.

Best regards,  
Shannon

**Shannon Whitmore**  
**Senior Executive Assistant, Senator Shelly Short - 7<sup>th</sup> District**  
**Washington State Republican Caucus**  
**(360) 786.7612**

**Please be aware that any email or documents you provide to this office may be subject to disclosure under RCW 42.56. If you would prefer to communicate by phone, please contact our office at 360.786.7612.**

---

**From:** Jerry Brannon <[brannon@methow.com](mailto:brannon@methow.com)>  
**Sent:** Monday, July 29, 2024 12:29 PM  
**To:** Short, Sen. Shelly <[Shelly.Short@leg.wa.gov](mailto:Shelly.Short@leg.wa.gov)>  
**Cc:** Dina Brannon <[snobaby@methow.com](mailto:snobaby@methow.com)>  
**Subject:** RE: CenturyLink Change

CAUTION:External email.

Legislative Building 409  
P.O. Box 40407  
Olympia, Washington 98504-0407  
(360) 786-7612

Senator Short:

I have received information that CenturyLink landline service has recently received approval from the Washington State UTC to change their status. Per the UTC, notification was sent out by CenturyLink for public comment. We, as customers, received no such notification. We are very concerned as to what the change approved is as we are on a farm 35 miles from a cell tower and rely on our landline. Again, we received nothing regarding this request or approval.

We understand that CenturyLink, as a public utility, is required by law to keep service or sell it to some other company that will continue the service. There is fear this status may have changed. A change to this could result in a life or death situation.

We phoned CenturyLink and, after over 15 minutes fighting their automated system, spoke with a person in the Philippines who could barely be understood, if at all. No information was available.

Please help us understand what has happened. I contacted the UTC and they could not/would not tell us. They took our email address so that the commission might respond. At this time, no response has been received.

Thank you,

Jerald Brannon  
878 Chiliwist Rd.  
Malott, Wa. 98829

**CAUTION:** This email originated from outside of the Legislature. Do not click links or open attachments unless you recognize the sender and know the content is safe.

**CAUTION:** This email originated from outside of the Legislature. Do not click links or open attachments unless you recognize the sender and know the content is safe.