

COUNTY OF ALBEMARLE
OFFICE OF THE CLERK TO THE BOARD OF SUPERVISORS

Travis O. Morris
Senior Deputy Clerk



Grace Tamblin
Assistant to the Clerk

Claudette Borgersen
Clerk

February 10, 2022

Bernard J. Logan, Clerk
c/o Document Control Center
State Corporation Commission
Tyler Building, First Floor
1300 East Main Street
Richmond, VA 23219

2022 FEB 10 P 3:31
S.C.C. CLERK'S OFFICE
DOCUMENT CONTROL CENTER

Re: Joint Petition of Lumen Technologies, Inc., Embarq Corporation, Central Telephone Company, United Telephone Southeast LLC d/b/a CenturyLink, Central Telephone Company of Virginia d/b/a CenturyLink, Centurytel Broadband Services, LLC and Connect Holding, LLC, For approval of the transfer of control of United Telephone Southeast LLC d/b/a CenturyLink and Central Telephone Company of Virginia d/b/a CenturyLink to Connect Holding, LLC, Case No. PUR-2021-00246

Dear Mr. Logan,

On behalf of the Albemarle County Board of Supervisors, please find enclosed for filing its Public Comment in the above referenced case.

Thank you for your assistance.

Sincerely,


Claudette K. Borgersen
Clerk, Albemarle County Board of Supervisors



220220147

Beatrice (Bea) LaPisto-Kirtley
Rivanna

Donna P. Price
Scottsville

Ann H. Mallek
White Hall

COUNTY OF ALBEMARLE
Office of Board of Supervisors
401 McIntire Road
Charlottesville, Virginia 22902-4596
(434) 296-5843

Diantha H. McKeel
Jack Jouett

Jim H. Andrews
Samuel Miller

Ned L. Gallaway
Rio

February 10, 2022

State Corporation Commission
Tyler Building, First Floor
1300 East Main Street
Richmond, VA 23219

Re: Joint Petition of Lumen Technologies, Inc., Embarq Corporation, Central Telephone Company, United Telephone Southeast LLC d/b/a CenturyLink, Central Telephone Company of Virginia d/b/a CenturyLink, Centurytel Broadband Services, LLC and Connect Holding, LLC, for Approval of the Transfer of Control of United Telephone Southeast LLC d/b/a CenturyLink and Central Telephone Company of Virginia d/b/a CenturyLink to Connect Holding, LLC **Case No. PUR-2021-00246**

Honorable Commissioners,

The Albemarle County Board of Supervisors unanimously voted to support this letter to be sent on behalf of the residents of Albemarle County, Virginia to provide comment in the above referenced proceedings.

As part of our duty to ensure the well-being and quality of life for all community members, Albemarle County must do what it can to ensure all residents have reliable access to 911 services, and we must advocate when public utilities fail to provide promised and critical services.

For years, residents receiving Incumbent Local Exchange Carrier (ILEC) services provided by Lumen Technologies have suffered frequent service outages and a lack of customer service. While the transfer of these assets provides an opportunity for Connect Holding to demonstrate a commitment to maintaining these assets at a higher service level than Lumen Technologies has, we would ask that approval of that transfer include the following conditions:

1. Commit to resolve outstanding service issues prior to and after the transfer
2. Assess the costs of necessary repairs throughout Lumen's ILEC assets in Virginia
3. Increase oversight and reporting regarding restoration of service times

February 10, 2022

Page 2

4. Commit to not retire these assets, so long as residents desire copper telephony as a means to access 911
5. Provide credit to residents charged for services during any unreasonably prolonged outage

Attached, please find over 100 public comments received by the Board of Supervisors in advance of a January 12, 2022 work session regarding Lumen's service performance. Lumen representatives were present for that meeting and made a commitment to respond to our concerns in writing. As of today, we have yet to receive that response.

Many of our most vulnerable communities live in the rural areas of our county, where topography and distance often preclude cellular coverage. For these residents, this copper-plant is a vital lifeline for accessing 911 service, particularly during and after severe weather events. We would ask the SCC to consider our requests as it deliberates on this transfer.

Sincerely,



Donna Price
Chair, Albemarle County Board of Supervisors

DP/ckb

Cc:
Albemarle County Board of Supervisors
Jeffrey B. Richardson, County Executive
Greg Kamptner, County Attorney

220220147

From: [Patricia Jarvis](#)
To: [Board of Supervisors members](#)
Subject: About century link
Date: Tuesday, January 11, 2022 11:15:59 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

I had some real bad issues with century they are scheduled to come out and I have say home 2 to 3 days and No one shows up. Or when they do they stink of cigarettes smoke and seems like they half ass fix the problem and. Sitting on the yard I guess signing off the ticket I have went out and told them they the phone isn't still working and was told they can't do anything eles abou it that day they have to come back out because their day was over because they don't get over time so they again do a half ads job quickly as they can. They are very rude I have considered to change my service if something does not change
They suck

[Sent from the all new AOL app for Android](#)

220220147

From: [Jason Colburn](#)
To: [Board of Supervisors members](#)
Subject: Albemarle CenturyLink Dissatisfaction
Date: Tuesday, January 11, 2022 8:30:32 PM

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Hello,

I recently saw on Facebook that there was a working session with CenturyLink to discuss issues regarding service. I have now lived in Crozet for 3 years now and have had CenturyLink service for all 3 years (previously lived in Charlottesville and had xfinity).

Since my move to Crozet, I have been more than disappointed with CenturyLink. From the start they made me wait 2 months to set up DSL internet at my house which was a new build. When they arrived, they ran a temporary line from the road to my house (above the ground) in about 15 minutes and then said they would be back in a few weeks to bury it. Why did it take two months to get them to lay a temporary line?! I should have known this would be the start of a frustrating relationship.

I am also confused as to why we still do not have high speed internet down Half Mile Branch Road in Crozet. King Family vineyard is on the road and old trail is very close. At the rate Crozet is expanding, the internet services offered are lagging behind. The slow speeds for those living just outside the larger developments is infuriating, especially with many working from home.

The DSL service is constantly going out for multiple days to weeks at a time. My family has a joke about visiting because often when visitors come the internet is down. After storms it is almost a guarantee that the internet will be down. The latest winter storms are a perfect example. I went 3 days without power and when the power was restored, the internet was not. I STILL DO NOT HAVE INTERNET although all my neighbors do. When I reached out to CenturyLink on 06-Jan they said a technician needs to come look at the line. I work from home and need the internet to do my job as does my wife. CenturyLink could not schedule a technician to arrive until 20-Jan. Two weeks without service.....and each representative I talk to does not seem to truly care or understand how long this wait is. All they care about is that I will not pay for the 2 weeks of no service which is about 12 dollars off my monthly bill. There is no care for not being able to perform my job.

I do hope you share these comments with CenturyLink as they truly are the worst service I have ever had. I would not recommend them to anyone and am strongly considering satellite internet as an alternative until xfinity or high speed internet becomes available at my address. Please reach out with any questions as I have a passion for talking about how bad CenturyLink is.

Thanks,
Jason Colburn

Sent from my iPhone

From: Gary Edenfield
To: Board of Supervisors members
Subject: BOS's meeting Jan. 12th w/ CenturyLink & Lumen
Date: Monday, January 10, 2022 1:50:42 PM

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My feedback in preparation of this meeting.

CenturyLink is notorious for terrible & ineffective customer service. My personal experience with this are many, as are my neighbors, including open service tickets being closed inappropriately/incorrectly before service is actually performed, inability to contact CenturyLink customer service or once connected the service person only has the most rudimentary trouble shooting skills (not to mention English language skills) and once they've exhausted their brief list of possible fixes, opening a ticket is only recourse (which can lead to early closing, as mentioned).

The most recent, disappointing experience with CenturyLink occurred at the start of the Jan. 3rd 2022 snowstorm that hit Albemarle county when phone & internet service became unavailable that day.

In 2018, my neighborhood, Hickory Ridge, after many years of inadequate internet service (via CenturyLink's aDSL) and failing to convince CenturyLink to improve their service, raised enough money to participate in an Aid to Construction Project with CenturyLink partially funding the extension of a fiber optic line down Buck Mtn. Rd. to the front of our neighborhood and the installation of a new switch (DSLAM) to serve our neighborhood.

In normal circumstances, this new switch is supplied with power by Central Va. Electric Co-op, but is supposed to have a battery back up system to be used during a power loss to keep the phone & internet service running for up to a few days. However, this backup system has never worked during a power outage even after registering complaints multiple times with CenturyLink. This was again the case on Jan. 3rd as the phone service stopped as soon as the power went out. It was not restored until 4 days later at the same moment the power returned.

While the landline and related internet service is apparently not a large cash generating business for CenturyLink, I believe they have a responsibility to their customers and the communities they do business in to properly maintain their infrastructure so as to provide this essential service and I request that the county government work with the state of Virginia to more tightly regulate the CenturyLink monopoly to ensure adequate and proper service.

Thank you.

Gary Edenfield

Hickory Ridge, Earlysville, Va.

From: [Tom campaign](#)
To: [Board of Supervisors members](#)
Subject: C-link
Date: Wednesday, January 12, 2022 8:12:46 AM

220220147

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My phone was out 5 times from September to November. 1 time a contractor had not wired the line properly while moving the pedestals and the end of his driveway. The most recent outage (4days) was probably because of the weather. But I wonder...over the years ia have noticed trees laying on phone lines and vines all over them (like on 601 and earlysville road just past the rock store... whats up with that ?

My neighbors phone was out for 3 months. He never called it in and then he cancelled his service

I have spoken with Ann Mallek and Derek Kelly (of Lumens) in an attempt to get a earlier repair date. Many times the repair date was 7 days out

I have a disability and Derek had a form sent to me so I could apply for expedited repair. I sent it in and have not heard back form them yet..

I would think everyone needs to call 911. I contacted the SCC (at the prompting of my physical therapist) and they said no outage should las more than a day or two and to call them if I received a unacceptable repair day. (Ann may remember this)

My phone was also out several times of last summer. And as most of my neighbors know when it rains the phones get noise on the line

Sometimes so bad you can't make a call. This has been going on for years.

I am looking forward to hearing what C-link is going to propose with its new subsidiary.

From what I understand our old copper lines have needed replacing for years.

Thank you for arranging this meeting

LMK if I can help

Tom campaign 434 973 9055
[tjcreekroad](#)

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From: Edward Brooks
To: Jason Inofuentes
Subject: Century Link Presentation
Date: Tuesday, January 11, 2022 8:03:57 AM

Hi Jason,

I saw that the Board of Supervisors meeting on Wednesday was 1:00 – 9:00pm. What time do you think the Century Link discussion will occur? I have a community member who is without service right now. She has been coming to the Yancey Parking Lot to connect. Century Link told her that it would be January 28th before they could address her problems. She is incensed.

Thanks,

Ed

220220147

220220147

From: Engelhard, Carolyn (cle6z)
To: Board of Supervisors members
Subject: Century Link Service Feedback
Date: Tuesday, January 11, 2022 7:08:52 AM

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Dear AC BOS:

Thank you for soliciting feedback about Century Link's service problems/issues. Here is my story, which no doubt echoes other residents' woes.

I recently moved from Charlottesville City (Belmont area) to the urban edge of Albemarle County, off Avon Street Extended, to a new townhome development designated a "Century Link ON" community. There are no other internet service providers available in the development (yet). The homes are wired with a Century Link router/modem and theoretically one moves in and invokes the Century Link ON feature and gets internet. This was not the case with me. After setting up an account, multiple attempts to access internet, and hours on the phone with Century Link repair – including talking to a supervising manager -- I still have no internet connection. Century Link admits that there must be a hardware problem with my equipment as it was installed by them during construction but could not promise a service call to my home to check out said equipment for weeks. I feel doubly duped: first by my developer who promised instant internet and secondly by Century Link whose monopolization of this utility leaves me no recourse. As a professor at UVA who relies on internet to teach via Zoom, I am beyond frustrated.

Thank you for any intervention to alleviate these problems in our county,
Carolyn Long Engelhard

Carolyn Long Engelhard, MPA
Associate Professor
Health Policy Analyst
Department of Public Health Sciences
University of Virginia School of Medicine
Box 800717
Charlottesville, VA 22908-0717
<http://www.medicine.virginia.edu/clinical/departments/phs/>

From: Jack Wheeler
To: Board of Supervisors members
Cc: Gail Robinson; Amber Ellis; Erin Root
Subject: Century Link / Lumen Customer Service
Date: Friday, January 14, 2022 1:39:50 PM

220220147

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Hello Albemarle Board of Supervisors - We noticed that your January 12th meeting include problems with Century Link service. We would like to include the following as we have been our of service at our Scottsville office since December 22nd. See the following details below including the repair ticket # **Ticket 9938854**

Thanks –
Jack Wheeler, for James River Association

James River Association
531 Valley St.
Scottsville, VA 24590

From: Jack Wheeler
Sent: Thursday, January 13, 2022 5:31 PM
To: Gail Robinson <grobinson@thejamesriver.org>; Anne Marie Roberts <amroberts@jrava.org>
Cc: Erin Root <erintrevado@gmail.com>; Joseph Shelton <jshelton@thejamesriver.org>; Amber Ellis <aellis@thejamesriver.org>
Subject: RE: [EXTERNAL] Scottsville Internet

I just got off the phone with **Century Link Repair** regarding **Ticket 9938854**. I'm told (I'm not making this up) that CL cannot show until January 26th. I explained everything and asked this to be escalated. The repair person did while I waited and was then told – "No, all we can offer is January 26th."

I then called into **Century Link Customer Care** and checked the order (#1610703917) is complete for CenturyLink Telephone Number, **434-212-8185**. This order was necessary in order to eliminate a telephone number and it's associated costs. I checked on this completed order to make sure that something about the order was not interfering with your internet service. I was told that the order completed on December 22nd – everything looked good... service should work.

Therefore, it seems we still need to get a CL technician to Scottsville. I think calling into a repair will get the same answer. Tomorrow I'll contacting a completely different department of Century Link and ask if there's any other means of escalation. The department of "I'm mad as hell and I'm not going to take it any longer." Because there's seems to be no accountability.

I'll let you know.....

Jack

From: Gail Robinson <grobinson@thejamesriver.org>
Sent: Thursday, January 13, 2022 4:12 PM
To: Anne Marie Roberts <amroberts@jrava.org>
Cc: Erin Root <erinintrevado@gmail.com>; Jack Wheeler <jwheeler@eastcoastcom.com>; Joseph Shelton <jshelton@thejamesriver.org>; Amber Ellis <aellis@thejamesriver.org>
Subject: Re: [EXTERNAL] Scottsville Internet

Beyond disappointing. Completely inexcusable on CL's part.

I called a provider called Seiontic who gives us internet (only since fairly recently) in Lynchburg. They don't have a tower that would serve the Scottsville site at present, unfortunately.

GAIL RICHMOND ROBINSON, CPA
 VICE PRESIDENT OF FINANCE & OPERATIONS
 E GROBINSON@THEJAMESRIVER.ORG | O 804.788.8811 EXT 102
JAMES RIVER ASSOCIATION
 211 ROCKETTS WAY SUITE 200 | RICHMOND VA 23231
 W THEJAMESRIVER.ORG

On Thu, Jan 13, 2022 at 4:03 PM Anne Marie Roberts <amroberts@jrava.org> wrote:

Thanks for letting us know....You saved me a trip to Scottsville tomorrow to find this out.

This is so disappointing,
Anne Marie

On Thu, Jan 13, 2022 at 3:49 PM Erin Root <erinintrevado@gmail.com> wrote:

Internet is still out.
Erin

On Tue, Jan 11, 2022 at 11:41 AM Anne Marie Roberts <amroberts@jrava.org> wrote:

It's also stressful on other fronts, because I've also had to reschedule my oil change/state inspection for the JRA Jeep twice, due to the whole mess with CL. I take the Jeep to a shop in Scottsville. I agree that CL needs to refund JRA/Take Root for all of this! Hope they do. -Anne Marie

On Tue, Jan 11, 2022 at 11:38 AM Anne Marie Roberts <amroberts@jrava.org> wrote:

Thanks for letting me know! I will make other arrangements for tomorrow. -Anne Marie

On Tue, Jan 11, 2022 at 11:36 AM Jack Wheeler <jwheeler@eastcoastcom.com> wrote:

Anne Marie - I say that only because CL Repair has an appointment to be at your Valley St office tomorrow morning. So best case would be fixed by noon but it's also very possible that CL did something wrong with their change order and that may take longer, like the rest of the day to remedy. If it's important then I sorry to say that I would not count on CL for tomorrow.

Jack

From: Anne Marie Roberts <amroberts@jrava.org>

Sent: Tuesday, January 11, 2022 11:08 AM

To: Jack Wheeler <jwheeler@eastcoastcom.com>

Cc: Gail Robinson <grobinson@thejamesriver.org>; Joseph Shelton <jshelton@thejamesriver.org>; Amber Ellis <aellis@thejamesriver.org>; Erin Root <erinintrevado@gmail.com>

Subject: Re: [EXTERNAL] Scottsville Internet

Hi Jack,

Do you think we will have internet at the Scottsville office tomorrow 1/12?

If you are unsure that's fine....just need to make other arrangements for an important virtual meeting tomorrow.

Thanks,
Anne Marie

On Tue, Jan 11, 2022 at 10:45 AM Jack Wheeler <jwheeler@eastcoastcom.com> wrote:

Gail - Regarding "continuing work", you're always welcome. I'm sorry you're having to experience such poor service from Century Link.

Yes, once this is done I'll go to CL for a service credit for two outages. The one early December and the current one that I think started December 21st and is ongoing ... will hopefully be settled tomorrow.

Regards to all –
Jack Wheeler
Cloud Connection, LLC
804.690.6650

From: Gail Robinson <grobinson@thejamesriver.org>

Sent: Sunday, January 9, 2022 1:24 PM
To: Jack Wheeler <jwheeler@eastcoastcom.com>
Cc: Anne Marie Roberts <amroberts@jrava.org>; Joseph Shelton <jshelton@thejamesriver.org>; Amber Ellis <aellis@thejamesriver.org>; Erin Root <erinintrevado@gmail.com>
Subject: Re: [EXTERNAL] Scottsville Internet

Thank you for continuing to work on this, Jack. I am sorry you have had to waste time dealing with this, but am more sorry that this has been so awful for Erin.

Once it is back on Jack do you want to talk to CL billing or should I, to tell them how outrageous this has been and that they were never, ever to have turned it off to begin with.

We want serious restitution for this. I so wish we could leave them. It is just so wrong.

Let us know when it is back on. Completely unacceptable and I do alopoigze again to all of you for their ergreguous incompetence.

GAIL RICHMOND ROBINSON, CPA
VICE PRESIDENT OF FINANCE & OPERATIONS
E GROBINSON@THEJAMESRIVER.ORG | O 804.788.8811 EXT 102
JAMES RIVER ASSOCIATION
211 ROCKETTS WAY SUITE 200 | RICHMOND VA 23231
W THEJAMESRIVER.ORG

On Sat, Jan 8, 2022 at 5:41 PM Jack Wheeler <jwheeler@eastcoastcom.com> wrote:

This from Century Link. (CL is terrible)

Hi James, this is CenturyLink. We apologize for the inconvenience. Your technician is scheduled to arrive on Wednesday 01/26 between 08:00 AM - 05:00 PM. Ticket 9938854.

Get [Outlook for iOS](#)

From: Jack Wheeler
Sent: Saturday, January 8, 2022 3:47:22 PM
To: Anne Marie Roberts <amroberts@jrava.org>; Gail Robinson <grobinson@thejamesriver.org>
Cc: Joseph Shelton <jshelton@thejamesriver.org>; Amber Ellis <aellis@thejamesriver.org>; Erin Root <erinintrevado@gmail.com>
Subject: RE: [EXTERNAL] Scottsville Internet

Thanks for the detail you provided below. I just got off the phone with repair at Century Link. Heard lots of "weather supper storm" excuses. We have a Repair # 9938854 to send CL repair to your Scottsville address on Monday. I gave them Erin's mobile number to contact on Monday ... they "should" call prior to arrival.

Jack Wheeler

Cloud Connection, LLC

804.690.6650

From: Anne Marie Roberts <amroberts@jrava.org>
Sent: Saturday, January 8, 2022 11:48 AM
To: Gail Robinson <grobinson@thejamesriver.org>
Cc: Jack Wheeler <jwheeler@eastcoastcom.com>; Joseph Shelton <jshelton@thejamesriver.org>; Amber Ellis <aellis@thejamesriver.org>; Erin Root <erinintrevado@gmail.com>
Subject: [EXTERNAL] Scottsville Internet

Just an update that the internet at the Scottsville doesn't appear to be working here today (Sat). DSL 2 and internet light blinking red.

Just want to keep everyone up to date with the amount of time it's not working to hopefully get money back from century link!

- Anne Marie

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ANNE MARIE ROBERTS
SENIOR RESTORATION FIELD MANAGER
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--
Erin Intrevado Root
WHIL Innovations Post-doctoral Fellow 2014
Master of Landscape Architecture 2013
Master of Architecture 2011
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From: [Carol Rullman](#)
To: [Board of Supervisors members](#)
Subject: Century Link feedback
Date: Monday, January 10, 2022 3:31:26 PM

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To the Board of Supervisors,

It has been brought to my attention that representatives from Century Link will be attending your meeting on January 12th. I'd like for our voices to be heard as our neighborhood struggles to receive the attention needed to help us with service.

We live in the Mallard Lake community in Earlysville. Our cell service isn't good at all so we rely on landline for communication. I've had several techs service our line in recent years and am told the lines are old and need to be replaced throughout the neighborhood. Knowing this, we have become use to scratchy interference and difficulty hearing those we speak with by phone as nothing can aid our problem til improvements take place. We have very spotty internet connection as well.

Our neighbor who is helping us to seek improvements has told us we'll be updated in the future - looking at 2024. If there is any chance we can have our lines improved sooner, I submit this plea for help.

Thank you,

Carol Rullman
405 Mallard Lake Dr
Earlysville

From: [Gibson, Mary E \(meg2e\)](#)
To: [Board of Supervisors members](#)
Subject: Century Link fiber and phone
Date: Monday, January 10, 2022 2:50:46 PM

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Hello

I would like to share some information about our service through Century Link. We have had numerous outages (too many to count) and gaps in service which affect our phone and internet (and those in our neighborhood). I've missed meetings or been dropped from them due to these gaps. On Christmas day our phone and internet were out all day, to give you a recent example.. We have called and requested service at least 4-5 times in the past 6-8 mo. and the service men who come out to examine this have told us that the problem is central and not with our line, though nothing has been really fixed! We have had fiber source since we moved to North Garden (8 yrs ago) and we were mistakenly (by CL) connected to a copper source not using the fiber that came into our house. This was corrected (?) in the past year or two, but the outages and concerns are never fully addressed.

I would not recommend Century Link to any new customers in our area = we expect to change to Firefly this year.

Mary E. Gibson,
420 Quartz Hill Lane
North Garden

220220147

From: Sally Thomas
To: Board of Supervisors members
Subject: Century Link hearing
Date: Monday, January 10, 2022 2:17:37 PM

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Dear Board,

My comments do not rise to the level of needing special attention. If you are simply wondering how wide-spread the recent storm's outage was for CenturyLink subscribers, I will tell you that University Village at 500 Crestwood Drive (off Old Ivy Road) had no wifi for days longer than other wifi subscriptions. I'm glad you will be discussing the service. (no reply necessary)

Sally Thomas

500 Crestwood Drive Unit 1408

Charlottesville VA 22903

434 295 1819

220220147

From: Jessiah Mansfield
To: Board of Supervisors members
Subject: Century Link issues for meeting
Date: Tuesday, January 11, 2022 10:10:21 PM

20220111

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Hello,

I want to briefly share my centurylink experience.

When we moved to Free Union we were promised a certain speed and paid monthly as such. We have never had anything close to high speed internet. We have constantly had to call about internet and home phone issues.

My son could not do remote learning for school because the internet was so bad. We had to instead go to parking lots or he had to stay with his dad in Nelson county to get internet service.

I am currently a nursing student yet I have to drive to Charlottesville in order to participate in my classes. I should be able to stay at home after work and utilize reliable internet. It is a lot of stress, wear and tear on a vehicle and simply outrageous that things have not been addressed. There are currently no other accessible options for internet in Free Union; centurylink has a monopoly and doesn't seem to care it appears.

Whenever you call for tech support or concerns the call is mysteriously "transferred" to a different department and then "dropped".

It is frustrating and I hope centurylink actually address the issues and fixes them.

Thank you.

Sent from my iPhone

From: Mary Smith
To: Board of Supervisors members
Subject: Century Link Issues
Date: Tuesday, January 11, 2022 2:38:08 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

During the summer (July) storm, my modem died. I called Century Link at least 8 times about getting it replaced. I was given the runaround and told they would send a replacement and they didn't. Each time I had to re-tell my story. There was no follow-up on any call or promise they made. Finally, months later after saying that if I didn't receive it this time I would cancel all services with them, I received it. They never sent a box/envelope to send the old broken modem back (they had said they were going to do this on multiple occasions. In the end, they charged us for the non returned modem. It was the worst customer service I have ever experienced with any company. As soon as there is another option, we will be transferring.

Mary L. Smith

20220111

From: Helen Gatling-Austin
To: Board of Supervisors members
Subject: Century Link issues
Date: Tuesday, January 11, 2022 12:19:30 PM

20220111

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Dear Board of Supervisors,

We have lived in a little hollow in Samuel Miller District for the last 34 years. Because of the terrain here and weather issues, power and telephone outages are frequent. We have some strong, mostly negative feelings about Century Link management - but not of the actual workers who have come to help us over the years. Here are some things we would like to share.

1) Phone calls to Century Link for repair, are answered by people far from here, who do not know the terrain, seem to have no record of our previous multiple calls, and often can't help much.

2) One case in point: Our phone line was knocked to the ground by a storm some years ago. The local repair people came in and put in a temporary line that then lay on the ground for >3 years after that, possibly longer. (After a while it just seemed normal so we lost track of time.) There were multiple problems with the line due to being on the ground and the local guys (always great) told us repeatedly, many many times, that they had routed a request up the chain for the line to be put back up but nothing happened. We called MANY times each year to the Century Link repair line, explained the situation, the terrain, the history, and each time the folks on the phone had no clue, would put in a repair ticket that did not address the problem in the least. The nice repair guys (sometimes) dutifully came out, shook their heads, and sent the request up the chain with no response. This went on for YEARS.

3) When finally the phone line had deteriorated past repair, no service, management did send a team to put the line back up. We are uncertain if they actually completed the job as instructed, appeared to stop partway down the mountain and not all the way to the terminal? The local guys confirmed that these contract teams often did a messy job and did not always complete the assignment, but we can't say for sure what happened. We do know that we had to repair the driveway by hand due to the damage they inflicted on it - ruined drainage ditches, etc, they did not clean up after themselves, debris everywhere.. The phone works sort of, more or less, with frequent internet issues since then.

4) It used to be that when there was a problem, the usual same 2-3 guys came out. We got to know them, they knew the area. Last time, complete strangers came out. They were conscientious but knew NOTHING about the area or our history or where the various boxes were down the line they needed to check. When I questioned them on this, they said that management had changed how they do things and no longer assigned teams to certain areas. As a result, they spent (wasted?) a lot of time driving all over a wide area to respond to calls. In the end, they tracked down our usual guys by phone to get the lowdown and they did eventually help - but is this a sensible way to do business?

5) Dominion buried the power line from Route 29 up into these hollows a few years back.

We asked the people facilitating this if Century Lini would have their lines buried also. We were given to understand that Dominion had offered this to CL and been turned down. As a result, the phone lines for many people in our rural area remain as vulnerable to the weather as ever at a time when the weather will keep getting worse. Another example of management not taking the needs of the population into consideration.

Helen and Bruce Gatling-Austin
1956 Locust Hollow Road
434-296-6978

220220147

From: acclmserv@juno.com
To: [Board of Supervisors members](#)
Subject: Century Link meeting
Date: Tuesday, January 11, 2022 9:34:19 AM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

My name is Mark Harris and I live in the Scottsville district. We were so pleased to, finally, have access to high speed internet when it was offered through CL and signed up immediately. My wife warned me that we had struggled with them and their poor customer service in years past and had, actually, left them because of this. Long story, short - the day the fiber optic cable was installed, at our home, I happened to come home during the installation. Having experience with burying cable, I realized that things were being done wrong. Using a vibratory plow, the crew was burying the cable about two inches in the ground, not the twelve to forty two inches that are industry standard (As stated in the Code of Virginia, section 56-265.26:1). The crew was, also, installing the cable in the middle of one of the tracks of my gravel driveway, not along the shoulder which would be the standard location. I documented these infractions with photographs and notified Century Link and the County of Albemarle. I received no feedback and nothing was done. Last Monday, January third, we had a major snow storm and several trees fell across my driveway. One of the limbs scraped across my driveway, approximately one and a half inches deep, pulling my fiber optic cable up and breaking it. I have an estimated repair date of JANUARY 20! Poor and illegal installation now leads to us not having the services you paid so dearly to have installed and that we pay dearly to use. Also, our phone service goes out for several hours, randomly, about twice a month.

Thank you,
Mark Harris

Choose to be safer online.

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https://store.netzero.net/account/showService.do?serviceId=nz-nLifeLock&utm_source=mkgt&utm_medium=taglines&utm_campaign=nzlifclk_launch&utm_content=tag695&promoCode=A34454

From: [merbennett](#)
To: [Board of Supervisors members](#)
Subject: Century Link problems
Date: Tuesday, January 11, 2022 3:30:27 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

We haven't had a landline phone working since 12/19 and internet cuts out many times during day. Also internet very slow almost at dial up levels sometimes.

In our small neighborhood the situation varies a lot just from house to house.

Tom Breeden and Meredith Bennett
3178 Fox Mountain Road
Crozet

220220147

From: [virginia_roy](#)
To: [Board of Supervisors members](#)
Cc: [Virginia Roy](#)
Subject: Century Link service issue in Branchlands
Date: Monday, January 10, 2022 11:19:15 AM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

A year ago I gave up on CenturyLink's services - phone and internet.

The Centurylink service people who would eventually come out seemed equally disgusted - several told me they found it almost impossible to reach the office to deal with issues when necessary.

They also complained to me about how difficult it was to locate and identify/deteriorated/poorly installed/poorly maintained connection locations in Branchlands.

In addition, if I get in conversation with Centurylink technicians/repairmen out here for others in Branchlands nowadays, it seems that nothing has changed in the past year.

Finally, I have given up on receiving the approximately \$130 CentuLink owes me!

Good lunck - between Centurylink and Dominion Power, ALBEMARLE COUNTY residents and businesses are poorly served!

Virginia Carr Roy
1196 Rose Arbor Ct
Cville VA 22901

shrinkwrap3@gmail.com

220220147

From: Dolores Dwyer
To: Board of Supervisors members
Subject: Century Link service
Date: Wednesday, January 12, 2022 9:43:42 AM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Thank you for the opportunity to address Century Link service issues. I am sorry I cannot be present at today's meeting.

CL's service is, in a word, TERRIBLE! I live in southern Albemarle. Every person I mention CL to just shakes their head in disgust.

The biggest problem is dealing with customer service. Any call to them is sure to take at least 45 minutes, and then you can count on them getting your service wrong. That is a corporate management problem, not the fault of the customer service reps. Likewise, the local repair folks are great.

The Internet connection in my home winks off several times a day, regardless of the weather. I dread making a call to Repair, so I just live with it.

Last year they decided to "upgrade" some of the local "boxes" along the road. Without notifying anyone in the area, they abruptly shut off service, and kept it off for many days. I did not see any improvement in my Internet connection afterward.

How can the local BOS address these problems that originate in another state? Perhaps a task force to monitor the situation and link up with the State Corporation Commission. Century Link should be compelled to improve their operations, and to give refunds to customers who experience inadequate service. We should not be left on our own to fix these problems.

Thank you for considering my email.

--
Dolores Dwyer
joydotter@gmail.com

From: Kristina Robertson
To: Board of Supervisors members
Subject: Century Link
Date: Monday, January 10, 2022 10:53:11 AM

We reside in Western Albemarle in Browns Gap. Under normal circumstances, the Internet is slow at best. My son lost a job opportunity due to how slow it is at home. Since the storm on last Monday, we have had no phone and no internet services. We have called daily with no resolution. We need Internet for internet calling as we have no cell signal at our home. One member of the household works for ECC and had to stay in town as there was no way to reach her or for her to reach anyone else in order to secure transport or be notified she needed to come in to cover someone who called out. I work for Social Services and have no way to cover on call or be available if we are needed to provide support for sheltering. I can not work from home due to lack of internet and lose annual leave (as I did last Monday) if our internet goes down and remains so. Their website and phone service provides no information as to what is going on. They simply keep updating expected times for the repairs to be completed. None of which have occurred as of this writing.

Kristina (Tina) Robertson, BSW
AS/APS Intake Coordinator
Sr. AS/APS Social Worker
Department of Social Services
County of Albemarle

From: [Larry Shifflett](#)
To: [Board of Supervisors members](#)
Subject: Century Link
Date: Tuesday, January 11, 2022 10:42:07 AM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Their online site for reporting an outage is very time consuming and frustrating. A caller has to walk through a series of questions and screen when nothing has changed in your household other than the phone does not work. After that lengthy process they decide to send a technician who won't be out to service the account for TWO WEEKS!

Sent from my iPhone

220220147

From: Brian Gallagher
To: Board of Supervisors members
Subject: Century Link
Date: Tuesday, January 11, 2022 4:05:24 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

My problems lately are many.

I have had 4 outages (phone service) in the last 6 weeks.

They say they will fix it, several days go by and they send a text or email saying it is a system outage. They do fix it for a short time. Then it fails again.

For the current outage, I used their web service to report an outage on Jan. 8. They promised they would have a technician repair it by Jan. 22.

I do not have service as of 4:00 PM on Jan. 11.

Brian Gallagher
725 Reas Ford Road
Earlysville, VA 22936

220220147

From: Peter Pitsiokos
To: Board of Supervisors members
Subject: Century Link
Date: Wednesday, January 12, 2022 1:41:46 PM

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If there is no competition there is no incentive for them to perform. I've been without service for 10 days and I have been told that it will be another 10 days before a technician can be sent to my home.

220220147

From: Grau
To: Board of Supervisors members
Subject: Century Link
Date: Wednesday, January 12, 2022 7:06:41 PM

220220147

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

I'll add my frustration about Century Link "service" too.

Our land line has been totally out of service since the storm January 3 and the earliest we can get a tech to come and deal with the problem is January 14 between 8 & 5. It's impossible to reach a person at Century Link with the only choice being dealing with computers.

Being in our 80's with serious health issues that means no land line communication , no medic-alert, no alarm reporting service and very concerned doctors and friends unable to reach us. Outrageous.

Thankfully we also have cell phones so we do have alternative communication.

Frank Grau
658 Courtyard Court
Charlottesville

From: [graham.harris](#)
To: [Board of Supervisors members](#)
Subject: Century Link
Date: Sunday, January 30, 2022 1:24:19 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

I had a recent outage of Internet service and trying to get a response from Century Link was more than frustrating. I finally got a real person to talk to and they then told me that a technician would visit to fix (?) the issue but in 10 days. No way to expedite.

Pathetic business model in this day and age with Internet and WiFi so embedded into our lives, businesses and homes.

I am canceling and changing to Xfinity. They at least have a local office

Sent from my iPhone

220220147

From: Joan Fenton
To: Board of Supervisors members
Subject: Century Link
Date: Monday, January 10, 2022 10:35:23 AM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

To Members of the Board of Supervisors

I have had an incredibly hard time dealing with Century Link over the past 6 months or more

Can you please ask them to please have a simple phone number to call to report a land line that is down.

IT is impossible to do that

I just spent 1/2 hour on a chat trying to convince a bot and a real person, that I had disconnecter all he phones in my house and when I try any phone jack , there is no dial tone

This should be a basic thing that they provide, both on the web site and by phone.

Thank you

Joan Fenton

220220147

From: Virginia Coleman
To: Board of Supervisors members
Subject: Century Link
Date: Thursday, January 20, 2022 12:21:36 PM

220220147

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

This email is in response to your request for information about CenturyLink and their service. First let me say I have lived at this address since May, 1976. CenturyLink service in the last years has steadily deteriorated. When it rains our service is questionable. Usually we have to wait until things dry out. I am paying 137.00 a month for each of my two lines into the house with internet service that is so bad I could not be on the Zoom call. When my husband was ill and dying, the doctors tried to Zoom meetings. Sometimes they could and often times could not. I have a brother who lives by himself on Green Creek Road who has been without phone service for a month. As of this morning it is still not fixed. Cell service in his area does not exist. He is living by himself with a heart condition and no phone service. I find all of this unacceptable when we are living in the 21st Century with all the technology and resourses Albemarle County has at its' disposal. I hope you will be able to address this situation.

Thank you for your *attention*,

Virginia Coleman

C Stock Farm
8761 Langhorne Rd.
Scottsville, VA
(434) 286-2423

From: Debbi Meslar-Little
To: Board of Supervisors members
Subject: Century Link/Lumen service
Date: Monday, January 10, 2022 6:46:42 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

To the Board:

I have been consistently underwhelmed by the service of Century Link. I live in Crozet on Hillsboro Lane, and wish that I had other options for high speed internet. Service disruptions are common, and although responsive each time, the company has not been able to improve the service.

Thank you.
Debbi Meslar-Little
6286 Hillsboro Ln, Crozet, VA 22932

220220147

From: [Elvgren, Erik C \(ece3k\)](#)
To: [Board of Supervisors members](#)
Subject: Century link inability to report outages in a timely manner.
Date: Tuesday, January 11, 2022 9:13:54 PM

220220147

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Hello,

I am a resident in the Stony Point area of Albemarle County. I have CenturyLink for both internet and landline. I'm sure you are hearing many complaints about frequent outages and lack of timely repairs but I want to address a different issue. I live in a rural part of the county and cell phone service is very intermittent. It is the reason I pay for a landline. When we lose service, I call CenturyLink to report it and am unable to report an outage in less than 8 minutes on the phone. There is covid regulations, notices about charge repair costs, encouragement to chat instead call, and this is all before hold time. My cell phone (regardless of carrier because I've tried multiple) will routinely drop after a minute or two. So to report an outage I have to drive a few miles up the road in order to make a call that won't drop off in the first 8 minutes. I can report a power outage to Rappahannock Cooperative in less than a minute. I have repeatedly made requests this be fixed (let us bypass the messages by pressing a button) but CenturyLink doesn't seem to care. Making me and other residents (some elderly) drove miles in dangerous weather and road conditions in order to report outages is not acceptable. If you don't believe me, try to report an outage yourself and you'll see what I mean. My record is 7:45 to reach a person to report an outage.

Thanks for addressing this.

Sincerely,
Erik Elvgren
3205 Gilbert Station rd
Barboursville, Va 22923.

Sent from my iPhone

From: Cecil Johnson
To: Board of Supervisors members
Subject: Century link phone service
Date: Wednesday, January 12, 2022 6:10:25 PM

I have had a problem over a year now my home phone line seems to break up when talking with someone I have had them out several times and still have the same issue they come out and fix the problem then a day or so problem back again

Sent from my iPhone

Our Vision: Our learners are engaged in authentic, challenging, and relevant learning experiences, becoming lifelong contributors and leaders in our dynamic and diverse society.

Our Mission: Working together as a team, we will end the predictive value of race, class, gender, and special capacities for our children's success through high-quality teaching and learning for all. We seek to build relationships with families and communities to ensure that every student succeeds. We will know every student.

Our Values: Equity: We will provide every student with the level of support necessary to thrive. Excellence: We will mitigate barriers and provide opportunities for every student to be academically successful. Family and Community: We will engage with and share the responsibility for student success with families and community partners. Wellness: We will support the physical and emotional health of our students and staff.

From: [Melissa King](#)
To: [Board of Supervisors members](#)
Subject: Century link service disruptions
Date: Monday, January 10, 2022 11:19:41 AM

22022147

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Hello,

At our residence, we continue to experience persistent interruptions in internet service. This occurs just about every week for various lengths of time, and sometimes we have had no internet service for an entire week. There is almost always a wait time of several days before a crew can be assigned to investigate, and this causes serious issues for residents who rely on the internet for their own home businesses, as well as for personal communications. When we do have internet, our upload and download speeds are incredibly slow, which makes digital activity quite difficult.

My address is:
5310 Millhouse Drive
Advance Mills, VA

There is little evidence that the management team at century link has made this issue a priority, and consumers where we live have no other options for an ISP. I hope the Board of Supervisors can find constructive ways to ameliorate this recurring and troubling problem, so that homeowners and home business owners can achieve reliable internet service that is essential for daily life, from online banking to e-payment of bills to online communications, etc.

Thank you for your kind attention,
Melissa King, PhD
703.309.2482

Sent from my iPhone

From: Claire McIlvain
To: Board of Supervisors members
Subject: Century link service
Date: Tuesday, January 11, 2022 9:31:07 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

I have kept my Centurylink service because I need a landline as I am 80 years old, but the service is terrible. I lost three whole days in November – no phone= no internet=no email. They gave me \$10.00 rebate!! My bill is \$114.00+ Obviously math is not a requirement for Centurylink employment in the billing department. The only service I receive is phone, internet (including email).

With this past event, I have lost 5 whole days of no service – no phone= no internet=no email. I wonder what kind of math will kick

In with this debacle.

Claire McIlvain
593 Clarks Tract
Keswick, VA 22947
434-923-0910

Sent from Mail for Windows

220220147

From: [Don Detmer](#)
To: [Board of Supervisors members](#)
Subject: Century-Link issues
Date: Monday, January 10, 2022 4:51:47 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Greetings:

I've had months of poor quality audio on my phone line to my home and have kept at it over the past year but things are still not settled. A new technician was to have come the day of the recent snow storm but instead of getting help, I've now had neither phone, internet or any service for over a week plus I don't see service cars on the road working to get us service.

Thank you,

Don E. Detmer

--

Don E. Detmer, MD, MA
5245 Brown's Gap Turnpike
Crozet, VA 22932
434 823-1766
Fax 434 823-2615
d.detmer@gmail.com
detmer@virginia.edu

220220147

From: Mary Cail
To: Board of Supervisors members
Subject: CenturyLink Complaint for the January 12 Meeting
Date: Monday, January 10, 2022 12:19:57 PM

220220147

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

To the Board of Supervisors:

I am very relieved to hear that you are meaningfully investigating CenturyLink's many failures to provide adequate service. In Free Union, we really have no other viable choice for Internet service. When the Internet fails, most of us cannot use our cell phones. When the phone lines and Internet service are both down, it is inconvenient and dangerous, particularly for the elderly and those who live with chronic medical conditions. And it is inconvenient and exasperating in too many ways to enumerate in an email for all of the rest of us.

Here is a synopsis of my last two experiences with CenturyLink:

1. I share a phone line with a neighbor. Her line went out, and she called for repair. The CenturyLink repairman came out, and this is what he did: Rather than repair her line, he unplugged my working line and hooked her phone up to it, which, of course, meant I then had no phone service, since my phone line was left lying disconnected on the ground: After more than a week without a phone, the second CenturyLink repairman came out, and he explained to me what had been done. I was incredulous and infuriated, as would be normal for anyone victimized by such deliberate incompetence.

2. At the end of August 2021, my house was struck by lightning, which apparently entered through the phone line. There was a loud explosion, and the phone jack blew out of the wall, leaving exposed wires and a burned area. I lost both phone and Internet. **I called CenturyLink multiple times trying to get service restored.** I reported that I had a burned area in the wall and what appeared to be (and turned out to be) live electrical wires dangling from this damaged area. Over a three week period, CenturyLink failed to show up for three scheduled appointments. For each appointment, I waited at home the entire day, as CenturyLink's appointment window went from morning to night. I was given multiple repair tickets and issued the same ticket multiple times, once after waiting to be connected to "chat" through 53 customers in line before me, and once after being transferred no less than five times from customer care, to technical support, to phone support—over a 90 minute period. These are the ticket numbers I recorded: 17319161, 92595, 3884778. I either "chatted" or spoke to many people, most in India, reading from a script, despite their English-sounding names. Here are some: Jeffrey, Matt, Bernadette, Marissa, Ann S., Swaji (who told me he would not initiate a ticket because there was nothing wrong), Sahgun P., Gina Lyn, Sohei M., Neeke, Grace S., and Mary Joy D (who set up a ticket for two weeks after the last of the three missed appointments). I also tried to get help by contacting CenturyLink through Twitter. I **FINALLY** got this repair done—only because a friend gave me the personal contact information of a local CenturyLink repairman, and he came out within two days and fixed both the phone and the Internet.

I feel that instead of just complaining to the Board of Supervisors, I should have been able to sue for psychological damage. It's not overstating the situation to say that my life would be

better if I were liberated entirely from ANY further dealings with this slipshod company. However, having them forced to provide minimally acceptable service would be at least a relief.

Sincerely,

Mary M. Cail, Ph.D.
4495 Old Fields Rd.
Free Union, VA 22940
434.978.1896 | 434.960.6800

220220147

From: sue
To: Board of Supervisors members
Subject: CenturyLink
Date: Tuesday, January 11, 2022 1:08:08 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

We have been customers of CenturyLink for over 40 years. We live 3.4 miles from PVCC and do not have broadband Internet service as it is not available in our area. My community has many teachers and include several southern feeder schools. CenturyLink is the ONLY service available to us currently. Our substandard Internet service is spotty and often unresponsive. Our community deserves phone and Internet service which is dependable and responsive to our needs. Substandard Internet service is not acceptable and CenturyLink should be ashamed. I know there are many trees falling onto the phone lines all along route 20 south, from the city limits all the way to Scottsville. They have been notified of this many times, but no care is given to the lines. Without upkeep of the equipment, it is bound to fail, leaving customers without service once again. We need broadband Internet service available to us to make our community productive in working and teaching from home.

I appreciate the Board of Supervisors listening to our community in regards to our substandard phone and Internet service especially those of southern Albemarle County.

Sue Martin

Sent from Mail for Windows

220220147

From: [angela polaro](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink
Date: Tuesday, January 11, 2022 11:22:35 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

I live in Earlysville. The only option we have for phone and internet is century link. Unless we want to pay Comcast 6,000 to run lines to our house from the neighboring subdivision. My neighbor just next door has Comcast. So its crazy they want that much money. All because our address is Read Ford and not in the subdivision. I constantly have to restart my modem. I'm on my 3rd modem in 3 years. That equals one a year. I stopped buying modems and rent them monthly instead. When watching movies or trying to do online work it lags. If someone uploads or downloads something no one else is able to do anything. There are times at least a couple times a week the internet just goes out then comes back. There customer service is awful unless you ask were the person is located and then request to speak to someone in the United states. If you don't ask those questions you will just go around in circles they will NOT go off the script they have been given. You can't just report an outage or problem like you do when your power goes out it is a nightmare. Unless its hundreds of people they don't consider it an outage and will take over a week to get a technician to come out. If I had any other choice I would drop them in a minute. We either keep CenturySucklink as we call it or pay Comcast a ridiculous amount of money to run a line way less than a quarter of a mile to our house.

220220147

From: [Matt Hegemier](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink - Albemarle County
Date: Wednesday, January 26, 2022 5:31:07 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Dear Board of Supervisors,

Our business is located on Broadway Street. We have 2 alarm lines for our fire/burglar system which have been out of service since April 2021 (we continue to receive monthly bills).

The CenturyLink lines along with our electrical lines were cut by a developer next door who did not call Miss Utility before digging. Dominion Power arrived very promptly and repaired their line within hours.

We have spent a lot of time and energy trying to get the lines repaired.

- Many visits from CenturyLink technicians who ask each time - "Am I here for the same reason?"
- The Fire Marshall tried to assist us by contacting CenturyLink.
- We went through the FCC process with no results.
- Social Media shaming (got good responses, but no traction for repair).

Here is a listing of my CenturyLink contacts.

- Rodney McClary - Foreman - 434-872-3130
- Dwayne Washington (dwayne.washington@lumen.com) - Charlottesville Technical Supervisor, 434-971-4306
- Trish Stipanovich - Dwayne Washington's Superior - 720-355-1108
- Christy Allgood - Engineer - She was the contact information that the FCC provided. - 908 818 0256

Unfortunately the fire alarm and suppression systems require landlines. I'm not aware of any options we have to change service.

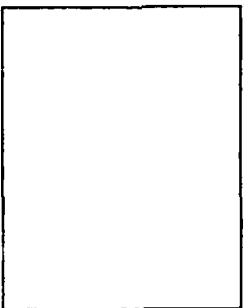
I'm happy to discuss and provide any additional details if helpful.

Will you please let me know if you have any recommendations in regards to how we might get our CenturyLink service restored and a credit for non-service?

Thank you,

Matt Hegemier
President

+1 (434) 260-5895
matt@teambrandscape.com
teambrandscape.com



From: Avis Brent
To: Board of Supervisors members
Subject: CenturyLink
Date: Tuesday, January 11, 2022 10:30:28 AM

220220147

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

In late August or early September, I don't remember the exact date, we lost internet service through CenturyLink (heretofore referred to as CL) following a storm. We contacted CenturyLink immediately and were scheduled for service on September 9, quite a few days following the outage. On September 8, we received a message from CL stating that they could not complete our service on September 9 and we were rescheduled to September 22! which was approximately 2 weeks following the loss of service. We contacted CL to inform them that due to a prior commitment we would be out of town on the 22nd and begged them to complete service prior to our departure. We were told it was impossible. We then requested an appointment for the week following our return and CL flatly denied the request, stating that we should call following our return, which in all likelihood would have meant a service call sometime in October.

We then contacted the Customer Advocacy group and were assigned an advocate. We felt that the problem was with the modem (we have had to replace the modem several times over the past few years). Our advocate offered to send us a new modem which would increase our lease by approximately \$6.00. We were told that the only way we could get a new modem for the grandfathered rate of \$8.99 would be if the service department were to send it to us. Therefore, we initially declined the offer. Let me just say that we spoke with the service department on several occasions and they were uncooperative, even rude, and were of no help to us at all.

Out of utter frustration we went to Best Buy to purchase a new modem but were told that only CL modems would work. They also told us that many CL customers had attempted to buy modems from them having experienced the same problems as ours. So, again out of utter frustration, I contacted the advocate and asked her to overnight a new modem to us at the accelerated lease price. She did so and thankfully WE were able to install and connect the modem.

We told the advocate that we did not intend to pay for the days that we were without service and she did arrange for a credit to our account.

In summary, we were appalled at the lack of support from the CL service department. If we had reliable internet service through any other pathway, we would dispense with CL altogether. Unfortunately we have no other option at this time and are now having to pay CL an additional \$6.00 a month for service which they did not provide! WE HAVE NEVER EXPERIENCE SUCH POOR CUSTOMER SERVICE!

Bill and Avis Brent

From: [Dev Nair](#)
To: [Board of Supervisors members](#)
Cc: [Lori Rios](#); [Michael Culp](#)
Subject: CenturyLink Board work session
Date: Tuesday, January 11, 2022 4:33:51 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Albemarle County Board of Supervisors

Thank you for allowing us to comment on service issues related to phone and internet provided by Century Link/Lumen. We have been very grateful for the efforts by CenturyLink and that Albemarle Broadband Accessibility and Authority Office to extend high speed internet service to rural areas of the county. Prior to this occurring, my wife had been on the verge of resigning from her consulting work as our DSL service was not sufficient to meet the technology requirements of her work.

However, while we have appreciated this upgrade to our service, we have been frustrated with the reliability of the service and our ability to have effective communication with CenturyLink when problems arise. It seems that there is a lack of communication between the main CenturyLink customer service and repair lines and the local office that performs the repair work, such that when a technician does not show up as scheduled the customer service line is unable to tell us why, or when they might arrive. In some cases we have had one customer service representative tell us a technician will arrive the next day, while another has told us that the work has been completed; leaving us to wonder if the local office is even aware of the need to perform a repair.

The most recent example of this occurred in November when both our internet and telephone lines went out on Wednesday November 17. We reported the outage and a technician came out to evaluate the problem on Friday November 19. He was able to tell us that the fiber line running down our driveway was damaged at one of the pedestals and would need to be repaired. He said that he did not have the equipment to do this, but had arranged to have someone come out on Saturday to perform this repair. He further told us that the line had not been properly secured in the pedestals and this may have been one of the reasons that the line had become damaged. As I understood it, some brackets should have been installed to better secure the line and reduce the risk damage.

When a technician had not shown up by late morning on Saturday I contacted customer service and was told that there was an open repair ticket and that someone would be out later in the day. I called again later in the afternoon and was told the same thing. The representative also told me that they were paging the assigned technician to contact me with their status; however, no one contacted me, or showed up. I called 8am Monday morning to verify that someone would be coming out. Initially I was told that the problem had been fixed, when I told them it was not and we still did not have phone or internet, the representative told me that they could see the ticket was still open and someone would be out that day. I called four times on Monday and received the same response; on two occasions the representative told me that they were paging the local supervisor to call me; however no one ever did.

It was not until the following day, after emailing Michael Culp, that we were able to get someone to come out and make the repairs. The second technician who came out also told me that the lines were not correctly installed at the pedestals and he stated that he had put in a ticket to have the contractors that performed the installation to come back out and correct their work. That was on November 23 and we have not heard anything since that time on the status of having this done. I have tried to call the main customer service lines; the first person I spoke to said that there was a ticket, that the work should have been done the previous week and that she was updating the ticket and someone would be out within a few days. I have called several times after that, with some technicians stating that the ticket shows that the repair was done, and others telling me that the ticket was still open. I have attempted emailing the local office, but had no response. I also tried contacting the person that had originally been involved in scheduling the line installation, she forwarded my concern to someone else within CenturyLink who responded that there were not repair issues on Hatton Ferry Road, and that has not responded further to my inquiries. As I have had two technicians tell me that the lines were not installed correctly, I am invested in having this fixed before we have another problem; however, have not been able to get anyone at Century Link to address this, or respond to my questions about it.

In closing, we have been pleased with our CenturyLink service when it is working; however, when there are problems we have found the communication and responsiveness of CenturyLink to be poor. The customer service representatives seem to try to resolve the situation, but if there are glitches, their ability to communicate with, or understand what is happening at the local level seems extremely limited. We have found Mr. Culp to be very responsive and helpful when we reach out to him, but do not want to have to do that whenever we have a problem. Improving the ability to communicate and get real information from the local service office would be a tremendous improvement.

In addition, if we can get a response as to when the problem with the installation of our fiber line will be addressed we would be very appreciative.

In addition, if we can get a response as to when the problem with the installation of our fiber line will be addressed we would be very appreciative.

Thank you

Dev Nair and Lori Rios
9738 Hatton Ferry Road
434-286-8874

Sent from my iPhone

From: June Sondra B
To: Board of Supervisors members
Subject: CenturyLink Experience Keswick Virginia
Date: Wednesday, January 12, 2022 1:06:18 PM

220220147

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Good afternoon,

I recently moved to Keswick Virginia, Dec 1 2021. My experience with CenturyLink has been subpar. The service was transferred over to my name as I requested on Dec 2nd. I received an upgraded modem to install, and paid my first bill. Last week, I received an email stating my account has been placed on hold because the prior home owner has an active account and I need to send a copy of proof of purchase of the home. I relayed this notification to the real estate agent who contacted the prior owner, I find out that the prior owner did request multiple times (5 times), to close out his account, yet it was still open and he received a bill as well after he moved out of the home. I sent CenturyLink a copy of my deed (which is also public information). If they required a proof of purchase of the home, this should have been requested at the beginning of me opening the account in my name. Also, whenever the phone conversation disconnected - which was twice among the times I spoke with their customer service, no one phoned me back to continue the conversation, or to check if my issues were resolved. And my phone number is in my account profile. Their customer service is terrible and they operate backwards in my experience.

Regards,

June S Barkan

Kesmont Farm Virginia LLC

From: Dee Walsh
To: Board of Supervisors members
Subject: CenturyLink Feedback - for Jan 12, 2022 BOS Meeting and Broadband Office
Date: Tuesday, January 11, 2022 6:14:58 PM

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I have lived in Earlysville, off Markwood Road in north-west Albemarle, since 2008.

For *years*, we have consistently experienced telephone land-line outages within 6-8 hours after losing electrical power.

We maintain a landline not only for internet, but for *safety* - our cell service is weak, and does not work at all inside our home.

If - as was the case during this recent snowstorm and week-long power outage - the land-line service fails completely, then we are unable to call for help from our home - not even 911.

This is simply unacceptable.

I must think that there is some issue with the relay station located on Markwood - if it is supplied by a battery or generator that lasts only 6-8 hours after a power outage, then it is incumbent upon CenturyLink to either upgrade this equipment ASAP or to ensure that there will be maintenance during an electrical outage of the secondary power supply, whatever that is - a battery replacement, more fuel for the generator, whatever it takes.

I would be thankful if you relayed this message directly to CenturyLink on my behalf, and present it at the BOS meeting on 1/12/22 if time allows.

Dee Walsh

CenturyLink/Lumen Customers – Upcoming Board Work Session on Service Issues

Representatives from CenturyLink/Lumen will be participating in the January 12 Board of Supervisors virtual meeting to discuss service issues that have been experienced by Albemarle County residents over the past several months with phone and internet services.

CenturyLink/Lumen staff will present:

- Actions taken to alleviate persistent service issues
- Steps underway to prevent further service issues

- Background on the planned phone and internet assets transfer to a new company, Brightspeed

Do you have CenturyLink/Lumen service feedback that you would like to share?

- Email the Board of Supervisors (bos@albemarle.org)
- Sign-up to speak under "Matters from the Public" - see below

All comments will be shared with CenturyLink/Lumen and Broadband Accessibility & Affordability Office following the meeting.

=====
--

Dee (Denise) Walsh
 6495 Indian Ridge Drive
 Earlysville, VA 22936
 Cell/Text/WhatsApp/FB Messenger
 434-242-4887
 Home/Landline
 434-978-4887
deewalsh@embarqmail.com or deecompression@gmail.com

From: [Steve Patterson](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink Feedback for 1/12/22 Meeting
Date: Tuesday, January 11, 2022 7:14:26 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Dear Board Members - I am writing in regards to feedback on CenturyLink service as I am unable to attend the meeting tomorrow. My family of 6 moved into a new home in Brown's Cove (several miles north of Piedmont Store on Browns Gap Turnpike) in June of 2020. A few weeks prior to construction completion, a crew came and dug and buried cable to prepare for the DSL installation, which was completed shortly after. The next few weeks in getting consistent and reliable service for DSL was a nightmare and I spent hours trying to champion our case before countless CL online reps and technicians. Multiple visits with little resolution, then finally I discovered the Customer Advocacy Team which advocated for me and over the next 2 weeks saw resolution (or so we thought). Over the past 1.5 years, we heavily rely on our DSL and WIFI as we do not have Sprint Cell Service in the house or on our property. This is certainly not ideal and so when CenturyLink DSL service is down, we have no way to communicate with the outside world in case of emergency or even just normal day to day needs. For the sake of safety and because like us, many in our area face the same dependency, I would like to request that CenturyLink install simple back up generators connected to the CL Box near BrownsGap Turpike and Blackwells Hollow as well as at the box near MontFair.

By having these connected to backup generators, when the power is lost in our area, the DSL could stay powered on. Like many neighbors, we rely on a generator to power our home when we lose power and it would be a safer situation if the DSL could stay on during these power outages. Also, CenturyLink needs to continue to improve infrastructure as I have many neighbors who are getting 6-8 MBPS which isn't enough to stream a Netflix show or stream a Zoom work video. Our current societal dependence on working remotely and schooling virtually (hopefully we are past this in the pandemic) speaks to a need for more solid DSL Network infrastructure. I live in an area that is certainly not as population dense as say Old Trail or other areas closer to the center of Crozet. I hope that CenturyLink can not forget us and our neighbors and work to invest more capital into improving infrastructure to the more rural areas. Currently, my neighbors and I have no other viable DSL or Broadband option other than CenturyLink and we feel not heard. Please listen to this voice that is representing many that are frustrated and unheard.

Thanks,--
Steve Patterson
434-305-6564

From: Vail Weiglein
To: Board of Supervisors members
Subject: CenturyLink Feedback
Date: Monday, January 10, 2022 1:00:08 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Hello!

I see there is an upcoming meeting re: CenturyLink's issues in the Albemarle area. I would like to present some thoughts to be considered. Thank you for addressing this issue and supporting the residents in this way.

1. Our rates have been increased over the years despite 1. Poor internet service, 2. Poor customer service, 3. Promises from said customer service to stop the rate hike. I do not appreciate and frankly have a difficult time affording services that are not delivered well.
2. When I have contacted CenturyLink with various concerns such as outraged, rate increases, poor quality of internet to my home, I am always treated in a friendly way (when I finally get through) but no result is given. Often I am transferred multiple times or given empty promises.
3. With 3 children in my home and 2 working adults in in very difficult to do remote work with bad internet. This has negative impacts on virtual schooling when it is happening and our employment.
4. This doesn't have to do specifically with CenturyLink but we have no options but to accept what CenturyLink provides. At our home there are no other options so when we are treated poorly with high rates, terrible service and pathetic products they get the final say without concern for losing our business.

Thank you.
Vail Weiglein

3676 Twin Creeks Rd
C'ville, 22901

From: M Swantek
To: Board of Supervisors members
Subject: CenturyLink Feedback
Date: Monday, January 10, 2022 12:22:45 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Please see below for the transcript of my family's CURRENT internet outage (per the chat function via CL's webpage yesterday afternoon). No text has been changed other than formatting (Bold/italics) to draw attention to specific items and to remove personal contact information (e.g., REMOVED):

We have been without the internet since Monday, Jan 3rd. We have been told that our technician is scheduled for *Thursday, January 27th sometime between 9 and 6.*

This is frankly unacceptable and yet par for the course whenever we interact with CL. The only thing they can manage to do without fail is BILL us. When we moved to the Scottsville area, we knew CL was our only "real" option. We signed up to get their 10 mbps option, and when we got it "installed" we were told that 1) our line could only handle up to 6 mbps and 2) we could not have both internet and phone service, as there was only one "line" CL could connect to at our address.

There are no "good" troubleshooting options when the internet goes out, because it is a ridiculously circular situation where I have to explain that no, I cannot just go check lights/turn things on and off because in order to get in touch with this company, I cannot be at my own home if our service has been disrupted.

Please, please help us. Do not let them continue to push off these issues. They are not providing the service they charge us for (outages), or the service they *tell us* they can provide (speed limits, lack of "extra" lines to home). I'm frankly terrified of how things can get worse during this company name/branding/sellout shift.

Sincerely,
Martina Svyantek

(MT) 10:42:37 AM::: Watson::: Connectivity check 3 of 4 completed.

(MT) 10:42:38 AM::: **Watson::: Uh-oh! I detected an issue with your service connection. Let me get you to a specialist who can help.**

(MT) 10:42:45 AM::: Watson::: Before I transfer you, let me check if there are any specialists online.

Chat Started: Sunday, January 09, 2022, 11:45:26 (-0600)Chat Origin: Rpr
ENS Cons DataAgent Palak S(2m 43s) Palak S: All technical support
chats may be recorded for quality assurance and training purposes. Thank

you for contacting CenturyLink.

You are speaking with Palak, please give me a moment to review the information you provided.

(3m 13s) Palak S: Hi, Thank you for contacting CenturyLink, While I am pulling your account, please provide your alternate call back number.

(3m 22s) Trevor Browne: Currently experiencing an outage (for the past week). Got a message yesterday saying the network should be back, and I completed the hard/power reset

(3m 36s) Trevor Browne: phone numbers are REMOVED and REMOVED.

(4m 37s) Trevor Browne: **There is no DSL light**, even though the connections have been verified between the jack and the modem. the "auto chat" feature got through at least 2 of the 4 connectivity checks before booting me into this chat

(4m 41s) Palak S: **As I have check the internet is working fine now.**

(5m 14s) Trevor Browne: really? I'm sitting in my local library's parking lot to get the internet right now, so I can't verify myself

(5m 33s) Trevor Browne: is there a "callback" function on the chat if I get home and find that the internet is still out?

(5m 38s) Palak S: Can you please tell me exactly what you are facing.

(5m 55s) Trevor Browne: the modem is completely plugged in, power and DSL line.

(6m 12s) Trevor Browne: the modem lights turn on, and we get stuck with the flashing/blinking blue lights

(6m 26s) Trevor Browne: on the back of the modem, there is no light on for the DSL connection

(6m 43s) Trevor Browne: I am using the same location/setup for the lines (power and DSL) that I was using prior to the outage

(7m 26s) Palak S: **Can you please tell me the issue is regarding the no internet.**

(7m 37s) Trevor Browne: **there is no internet**

(7m 54s) Trevor Browne: we can connect to the modem's wifi signal, but there is no internet connection

(8m 5s) Palak S: **I request you to please unplug DSL cable from modem and wall jack, swap the ends of the cable and plug it back in till it clicks. Also, please reboot your modem after this.**

(8m 39s) Trevor Browne: ok, well, it will take me about half an hour round trip to do that. how do i get back in touch with you if that does NOT work once I get back home?

(9m 52s) Palak S: Is there anything else apart from this that I can help you with?

(10m 22s) Trevor Browne: that's it - we have no internet, I'm a 20 minute drive from my house, so whatever I do will not necessarily work

(10m 50s) Trevor Browne: instantaneously, and if it DOESN'T, I have to get back into the car to find a wifi signal to get on this chat again

(10m 52s) Palak S: **Once you are on the modem I request you to please contact us on that time.**

(11m 12s) Trevor Browne: **I literally cannot make phone calls or get on the internet in my house without the modem working**

(11m 30s) Trevor Browne: hence why i am in my car at the library in order to chat with you.

(11m 50s) Trevor Browne: i live in a VERY rural area of virginia and can barely get enough signal to send SMS messages

(11m 58s) Palak S: **As your issue is regarding the phone I can transfer to you.**

(12m 10s) Trevor Browne: **MY ISSUE IS WITH THE INTERNET**

(12m 46s) Trevor Browne: I cannot get a phone line to my house, because CL has only got ONE dsl line available at my address. I had to make a choice between internet and a phone. we chose internet

(12m 57s) Palak S: **As you have to do some troubleshooting from your end also.**

(13m 41s) Trevor Browne: I CANNOT troubleshoot at my home if the modem is not working - i have to drive 20 minutes to town

(13m 51s) Trevor Browne: and then 20 minutes BACK to my house to

attempt ANYTHING

(14m 15s) Trevor Browne: I cannot relay messages to anyone at home, because their phones WILL NOT pick up a signal without the wifi on

(14m 31s) Trevor Browne: **so give me a list of troubleshooting options NOW, before I leave**

(14m 36s) Palak S: I'm sorry to hear that your internet is not working. I will run some tests to identify the issue. **Can you please tell me the color of DSL and Internet lights on the modem?**

(14m 47s) Trevor Browne: **The DSL light IS NOT ON**

(14m 56s) Trevor Browne: it is plugged in at both ends with a click

(15m 5s) Trevor Browne: the internet light on the front is flashing blue

(17m 47s) Palak S: I'll be right with you.

(18m 46s) Palak S: **As I have also done the troubleshooting from my end and as you also done it from your end so the last I can do is that to create the dispatch.**

(19m 6s) Trevor Browne: Ok.

(19m 20s) Trevor Browne: I appreciate that.

(20m 27s) Palak S: As I am entering your dispatch, I would like to let you know we need someone 18 or older home when the tech arrives, and due to COVID safety concerns, we WILL NOT come inside and may need your help in completing the repair - the field tech will explain in detail when they arrive. In addition, do you have dogs, gates or anything to prevent the tech access to your outside equipment or property?

(20m 52s) Trevor Browne: We have dogs, which we can keep inside during the tech's visit.

(21m 8s) Trevor Browne: Someone 18 yo and above can be at home

(23m 7s) Palak S: If our technician is dispatched and no trouble is found in our facilities, you must be available to allow access to the wiring and equipment on your premise or be available to meet with our technician. If you deny access or an adult is not available on premise, a charge of up to \$95 will apply. Inside Wire Protection would NOT cover the cost of this trouble isolation

From: [Anne Woody](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink Internet Service
Date: Monday, January 10, 2022 10:32:03 AM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

My name is Anne Woody. I've voiced my concerns over the issues with CenturyLink to several neighbors involved in clearing up the issue with loss of service, signal loss, and slow speeds. It's been that way for years. Several years back the company sent a message saying I qualified for a higher speed. When I tried getting it on two occasions I lost my internet for 2 weeks each time. A total of a month.

When the tech came to install he said my area wasn't banded and we couldn't get it. A manager at Centurylink actually said don't ask for a higher speed and you won't lose your internet. My elderly father needed internet for his aides to put there time in. Constantly unable to work. I had cameras watching my Dad when I couldn't be there working off internet. They were constantly offline messages being sent to my phone from signal loss. This doesn't even begin to address the problems I had with them. Or full days spent on the phone being transferred, put on hold, hung up on and having to start over. Nothing but aggravation nothing good to say. My cousin lost her job of 18 years because she needed internet to work from home. But kept losing the internet with 4 gas customers in que.

As usual Southern Albemarle is last on the priority list for any good services. But we pay same taxes as Crozet, Keswick, and other wealthier areas in the county. All I have to say about that....

Thanks
Anne Woody

Sent from my iPhone

From: Amy Stevens
To: Board of Supervisors members
Subject: CenturyLink Meeting January 12
Date: Wednesday, January 12, 2022 7:51:10 AM

220220147

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

We live in Sugar Hollow at 3374 Middle Mountain Road. We do not have cell service at our home. Last week, we lost power for six days. During that time, we were without any way of communicating with the outside world. It is an uncomfortable and potentially dangerous situation. We have adult children who live in Wyoming and Scotland. They were unable to reach us and, in the event of an emergency, we would not have been able to help. If something had happened to us here at home and we had needed an ambulance, there would have been no way to contact anyone. It's just unacceptable in 2022.

We worked closely with CenturyLink a few years ago to establish better internet here in Sugar Hollow. Our internet speed is much improved and we appreciate that. However, once that improved, we were left without any phone service at all during a power outage. When I asked Glenn Butler, who helped us improve the internet, he forwarded the question to Curtis Bradley. Here is his response to Glenn:

Glenn,

I will have a tech take a look at this E3 site today to make sure the batteries are good, but as you know E3's have no way for us to connect generators to them when there is a loss of power, so when the batteries run out then the site is down until commercial power is restored. Thanks.

Curtis Bradby
Supervisor Region Operations
Charlottesville and Montpelier
417 W Main Street
Charlottesville, VA 22903
Office: 434-328-7101
Cell: 276-274-5510
email: curtis.t.bradby@centurylink.com

And then his response to me:

Amy,

Our batteries are required to hold 6 to 8 hours and that will also depend on how many customers are on it as well. When ac power is lost the units go into saver mode to provide voice only and shuts off the dsl to provide service longer. The last storm that came thru the power in areas near and around you was out for more than 24 hours. I have a tech going out today to check and test batteries in all the e3s in your area. Thanks.

Curtis Bradby Supervisor Region Operations Charlottesville and Montpelier

**417 W Main Street
Charlottesville, VA 22903
Office: 434-328-7101
Cell: 276-274-5510**

There must be something we can do. We need, at the very least, phone service at ALL TIMES.

Please address this issue as it affects many constituents of the White Hall District.

Sincerely,
Amy Stevens

Amy N. Stevens, Realtor®
STEVENS & COMPANY
Charlottesville - Crozet

Crozet Office
5785 The Square
Crozet, VA 22932

434-996-0394 cell
434-823-6104 Crozet office
434-296-6104 Charlottesville office

www.stevensandcompany.net

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220220147

From: [graham.adelman](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink Outages - Booneville
Date: Monday, January 10, 2022 12:32:15 PM

22022147

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Board of Supervisors,

According to many Sprint and Century Link field technicians over the last 20 years, the persistent and extended outages in the area around Boonesville are due to refusal of their employers to follow recommendations to replace switch equipment that is functionally obsolete. They and CenturyLink are aware that the measures they take to restore service in this area will be temporary. I have been told that whenever anyone in this reports an outage, the first place they look is the switch located behind the Good Shepherd of the Hills Church at Mission Home Road and Route 810.

Please insist that whoever has, or will have, responsibility for service in this area present a plan to make the necessary capital improvements to permanently correct equipment issues going back to Sprint. Do not allow this deferred maintenance expense to be passed along to another provider who, like all those in the past, is likely to patch equipment when it malfunctions rather than invest the capital required to prevent malfunctions.

Another suggestion is that the BoS ask for a plan to bury lines in rural areas that have the highest outage rates. It would not only prevent storm outages but also beautify the County.

Thank you.

Graham Adelman

From: thefarmatredhill@aol.com
To: [Board of Supervisors members](#)
Subject: CenturyLink Poor Service
Date: Thursday, January 20, 2022 12:24:09 PM

220220147

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Hello -

I have been a CenturyLink customer since they were Centel - which is a long, long time, and unlike fine wine, they have most definitely not gotten better with age.

We live in the North Garden area where our options for phone, cell phone and internet are extremely limited. Fortunately for me we do get a fairly good AT&T signal. Unfortunately for me, somehow the AT&T towers are also connected to the CenturyLink lines and there have been numerous times when CenturyLink will go out and I will end up with no land line, no internet and no cell service. On the other hand, at least when AT&T is working I can create a hotspot so that we do have internet, as CenturyLink is beyond unreliable.

In general I would say our internet goes out several times each day. Most times, it's just for a few minutes, but that is more than enough to interrupt our daily life. I have gotten a new modem from them since they were convinced it must be the modem. It wasn't. It still goes out randomly throughout the day.

Probably the worst part of dealing with CenturyLink is their online support, and it is a stretch to call it "support". Their AI is horrible and -never has been able to diagnose anything, even though it pretends as if it is checking your line. Then their call center is enough to make me want to cry. I don't blame the employees, they have probably been given the minimum of training and are undoubtedly paid next to nothing. They keep you on the line forever having you plug and unplug wires and devices, reset and restart over and over again, until, without exception, they tell you they can't fix the problem and will have to set up an appointment. The last time I called I could barely hear the woman over the crowing of the roosters in the room with her. She explained that CenturyLink had told her she had to work from home - and apparently the roosters lived in her home. Then, of course, the earliest appointment is never earlier than at least 12 days away, sometimes even longer.

In general I would say I have to call minimum of once a month to have them repair some part of their equipment. I have called so often that it has gotten to the point where I can diagnose most problems for them. In the 30 years we've had their service, the problem has never once been inside the house or my equipment, it is always their switching stations. Sometimes for no apparent reason a switch will stay open, and I will have no service. Other times they perform an "upgrade" and, again for no reason, my line is the only one not switched over to the new equipment. This last time the technician couldn't even figure out what was going on. The problem was in equipment miles away from here - again - only affecting my service. He had to call a central office somewhere and get them to fix the problem in their equipment.

It has been explained to me over and over that CenturyLink doesn't want to be in this area. The fact that their main trunk line to this area runs along Rt. 29S through a jungle of untrimmed trees, and when the trees finally brought it down they let it lay on the ground next to the highway for months before getting around to trying to fix it shows their contempt for their customers in this area. Selling to Lumen who then immediately flipped it to Brightspeed isn't going to fix the problem. The equipment is ancient. There are too few technicians in this area for all the service calls that are requested. For awhile we had the same technician time and again, now it is always a different one each visit and the learning curve takes too much of my time (their learning curve - I know how horrible the equipment is).

We are hopeful that Elon Musk's StarLink will be operational some time during 2022 so that we will be able to ditch CenturyLink for good. The only calls we get through the landline are car warranty and

google business cold calls. In emergencies it goes out, so we wouldn't have access to 911 anyway. We look forward to the day when CenturyLink is put out of business for good, Southern Albemarle has been tortured for long enough. As the last technician to work on my line said, "yeah, the full name of the new owner is Bright Speed - but I'm sure people will quickly start calling us by the shorter version - B.S." You can change the name a dozen times but B.S. pretty much sums up what we have been getting from CenturyLink for decades.

Wendy Harrison
2400 Southside Drive
North Garden, VA 22959
434-979-4693
434-531-1227 (cell)

From: [Tom Field](#)
To: [Broadband Office](#)
Subject: CenturyLink Service Issues and Frustrations
Date: Thursday, January 13, 2022 1:10:25 PM

220220147

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Thank you, Albemarle County (Board of Supervisors and BAAO), for bravely taking up the case of CenturyLink service issues!

Sorry that this email is too late for the Board meeting yesterday, but maybe it will be useful for follow-up.

Summary

We tele-work from our home in the Montfair area of western Albemarle. We depend on CenturyLink 20-Mbps DSL for internet access (there being no choice). The performance is quite good when it's working, which can last weeks at a time without issues. But outages are highly disruptive, whether momentary, or days, or weeks. Dealing with the dreaded CenturyLink customer service is a frustrating experience. On the upside, the field technicians are outstanding and they quickly resolve the problems -- once finally dispatched. CenturyLink seems to have the issue of inept administration, rather than technical incompetence.

Not Just Us

Like many of our neighbors, we have no alternative to CenturyLink: cellular signals don't reach these areas. No other broadband provider serves our area, or we'd all be their customers instead. You can always tell when CenturyLink is down: the parking lot at White Hall is full of cars with people on cell phones. This can go on for days.

Poor Reliability

My wife and I are both senior consultants, with calendars full of audio/video presentations to commercial and government clients across the country and as far away as Australia. When the internet disconnects in the middle of a speech to a large audience (as it did both Monday and Tuesday this week), it harms our business and reputation. It can cause missed deadlines and other impacts to our clients. Poor reliability with CenturyLink translates to poor reliability for us!

Given the likelihood of CenturyLink failing mid-speech, we sometimes opt to travel and deliver our presentations in person -- a health risk in these COVID times, and totally unnecessary but for the poor reliability of CenturyLink.

Long CenturyLink Outages

...typically last four days, but we suffered a 17-day outage in August 2021. Long outages have occurred out of the blue or during rain, so these delays cannot be blamed on widespread disasters (like winter storm damage). If equipment has failed, CenturyLink should quickly diagnose and replace with spare parts stocked nearby. This is not rocket science.

We usually book a motel in Charlottesville during long-term CenturyLink failures -- otherwise we cannot work or meet commitments. Some of our neighbors also do this, but I guess many folks can't afford an unexpected and lengthy stay at a motel. So we wonder how the school-age children receive an effective remote-learning education when their internet goes off for a week now and then.

CenturyLink Customer Service

...is horribly frustrating. We are not complaining about the long hold times to reach phone support -- that is normal and understandable. Our frustration is that CenturyLink repair status is fictional, reflecting inept administration. Status always reports that service will be restored about four hours in the future. We

learned not to trust this. When the time approaches, a new estimate is posted, again four hours in the future. This rolling estimate goes on day after frustrating day, and obviously does not reflect reality. We can't make plans or even inform the motel how long we'll be staying.

The CenturyLink status also reports "engineers are working to address this known outage" even when we see no evidence of any work. In one case, local field technicians were unaware of any outage several days after it began. Soon after technicians reported the outage up the chain, many trucks appeared at our neighborhood box and the repair was completely promptly.

More Frustration

During one outage that affected us but not our neighbors, we noticed that some CenturyLink telephone agents know a trick to cut short the phone call and get rid of the customer. When unable to quickly resolve the problem on the phone they suddenly discover, "Oh there is a known outage affecting your area and our engineers are working on it now." Then they close the ticket and disconnect. CenturyLink status crows that our problem was resolved. So we drive home to wait and wait for internet, then finally we drive back out to phone customer service again... only to have the same thing happen. Are those agents incentivized to shorten calls, avoid service dispatches, and close tickets prematurely?

At the ten day mark in our 17-day outage in August 2021, and after many, many calls, we finally managed to speak with second-level support at CenturyLink. The agent stated that no area outage was known and (oops) no ticket was open for us. CenturyLink telephone agents were lying, apparently.

We were then offered a technician appointment, the earliest available being a full week later. The fact that our outage was ongoing for 10 days at that point made no difference, and they would not provide quicker service. So, back to the motel we went. When the excellent technician (dispatched from Rocky Mount, VA) finally arrived (on time a week later), he fixed the problem quickly: CenturyLink had misconfigured our network in their system. Did I mention frustration?

Frequent Brief Outages

More commonly, our internet randomly disconnects for a short time (one to thirty minutes). Typically these interruptions occur in the middle of the workday, with clear and calm weather -- which is to say, for no apparent reason. Such a glitch might seem trivial to CenturyLink. They might think nobody cares that much if daytime browsing is delayed, since most people are "at work" anyway. But for us it terminates our secure sessions and kicks us out of conferences. When the internet comes back up we scramble to log back in, reestablish VPN credentials, obtain authorization, and finally rejoin the conference. You can imagine how awkward and disruptive this can be when we are speaking or moderating a large session, especially if we "disappear" repeatedly. How long will the audience wait for the presenter to re-connect?

I was told by a technician that such short interruptions might be caused by CenturyLink programmers (somewhere in the world) remotely commanding our neighborhood box to reset itself in an broadside attempt to fix a problem somewhere. It is understood that digital equipment can require a restart sometimes. But a competent Information Technology provider would notify us in advance before causing an intentional outage. And they would refrain from interrupting service during business hours, no matter how briefly. Schedule those maintenance restarts for midnight, please.

Again, our gratitude to Albemarle County and our best wishes for making some progress with CenturyLink. Feel free to reach out to me if there are questions or suggestions.

Thomas Field
tfield@erols.com
703-528-2097
4285 Slam Gate Road, Crozet VA

From: [Elizabeth Notter](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink Service Issues
Date: Wednesday, January 12, 2022 10:35:46 AM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Below is a letter I wrote last year to my own Supervisor, Ann Mallek, for which I never received even an acknowledgement of receipt. Even though this was written over a year ago, the problems are still exactly the same.

I am writing to ask what the Albemarle County Board of Supervisors intends to do about the terrible state of internet service in the rural parts of the county. I live on Miller Road, off Advance Mills Road; my neighbors and I have been without Internet since last Thursday. CenturyLink has admitted that the issue is with its servers, but is uninterested in fixing it in a timely manner. We have repeatedly called and received service appointments 3-5 days out, but then each appointment is cancelled because the issue is on their server. We call again, and have to start from the beginning, trying to convince them that the problem is with their equipment, while they tell us that it's with our modems.

While we are only 6 customers, we have on this one road several professionals who are working from home, children doing virtual learning, and several retirees who find it difficult to leave their home.

I personally work for a consulting firm in the Washington area. My job brings money from the DMV into Albemarle County, where it supports local businesses. I can't do this without reliable internet.

Since Albemarle County schools have hesitated to bring back students (despite wide-spread research that it is safe to do so), the County should invest in the infrastructure necessary for local children to learn at home.

As the last year has shown us all, high speed internet is as important as electricity to the county's residents. Albemarle County is being held hostage by an incompetent private company, CenturyLink.

So my question to you is: what are you and your fellow supervisors doing to attract other internet service providers to the county? CenturyLink has no incentive to provide adequate customer service (or really, ANY customer service) because there is literally NO competition for internet service, at least on our road.

Please try to bring Albemarle County into the 21st century.

Liz Faucher
4919 Miller Road

220220147

From: M-E Via
To: Board of Supervisors members
Subject: CenturyLink Service
Date: Wednesday, January 12, 2022 5:31:47 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

I received an email from the county explaining that the BOS is meeting with CenturyLink and would like input regarding our service.

We live on Broad Axe Road and the internet service here is terrible. The landline is also terrible. If it rains, anyone on the other end of the line cannot hear due to static and humming and echoing in the line. The internet service is not enough for connecting to meetings. It is also so slow in the afternoons and evenings that it will rarely let me connect to websites. The best we ever get is 2 megs.

Our internet and phone went out on 1/3/22 when the electricity went out. Phone service was back by 1/5, but not the internet. We used the app on our cell phone to request assistance. They said it would be 1/27/22 before a technician can come here. I am currently on hold trying to talk to someone about the issue and they are also saying that 1/27 is still the earliest date to get assistance here. There is no internet through this company for anyone in our area. (The Nextdoor app will verify that.) This means 24+ days without service - IF it gets fixed whenever they finally arrive. Yet, they expect my \$115+ payment on time.

This happens ALL the time. It is a horrible business model and there are no other options for us to get internet here.

When Dominion put the electric lines underground, the CenturyLink lines laid on top of the gravel road and were run over by vehicles for months. Those same lines were never replaced.

Whatever the BOS can do to remedy this is greatly appreciated.

By the way, I am still on hold waiting to speak to a supervisor. I have been waiting 72 minutes.

Mary-Elizabeth Via
1102 Broad Axe Road
Charlottesville, VA 22903

Sent from my iPhone

From: [Olli Patrikainen](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink Service
Date: Saturday, January 15, 2022 11:55:26 AM

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Hi - I am your customer for 3+ years now, signed up for CenturyLink DSL as that is the only option for internet in the area where I live in. I have never seen more unstable service in the past 20 years.

Your technicians were able to resolve the worst issues after 5-6 service visits, during the last one I was told that if I complain more, CenturyLink may just cut off my service. Currently, my connectivity fades in/out every day without explanation. Zoom or Teams calls lose audio momentarily; in a minute or so the connectivity returns to normal without any action taken. As I work from home, this is disturbing my work meetings and I have to either use my phone's hotspot or dial in.

I am eagerly awaiting 5G service to arrive in my area, once that is available I will get rid of CenturyLink's substandard service for good.

Sorry to complain but you truly deserve zero stars for what you provide.

Best regards
Olli

Olli Patrikainen
(216) 225 4200
olli.patrikainen@gmail.com

220220147

From: [Eric Morris](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink Service
Date: Monday, January 10, 2022 10:38:25 AM

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Good morning,

I would like to make my complaint known before the meeting with CenturyLink.

I live in Western Albemarle and have had many problems with service that have gotten worse over the past 2 years. The internet connectivity has never been great but lately its worse. We've been told that there are issues with the underground cable in our area but nothing has been done to permanently fix the problem. This past summer crews clearing the power line right of way destroyed a telephone pedestal 30' from the road and today the wires are still on the ground with no new pedestal or anything to protect them from the weather.

I am sympathetic to issues related to the recent storm but most of our problems are just maintenance that has been neglected.

Best,

Eric Morris
4172 Blufton Rd
Crozet VA 22932
434-981-2153

From: [Ethan Burke](#)
To: [Board of Supervisors members](#)
Cc: [Ethan Burke](#)
Subject: CenturyLink Uphill
Date: Saturday, January 15, 2022 1:43:13 PM

220220147

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Greetings,

Having lived in Albemarle County since 2006, this is the first time I've ever written to the board. So, I hope this finds you well and thank you for your service.

I am writing to inquire if the board considered the lack of options for Internet service beyond Century link, which seems to have a monopoly on the market.

I'm not looking to waste anyone's time including my own, therefore I'm wondering if I could speak with someone to better understand if this topic has been brought to the board for consideration. If so, what results of past efforts might I discuss.

I am a husband and father with three children, the last two years have been quite interesting working from home, Particularly when they homeschooled. I am aware of many who have had and still have challenges getting reliable service from Centurylink. A majority of them have offered that they would willingly change providers, if they had an option.

As we live in Ivy, we find there are no option: if I could afford to install fiber optic to my home and those on my street, I would not be writing this.

I'm willing to investigate, but would enjoy understanding how much of an uphill battle this may be.

Thank you in advance for your time.

Best,
Ethan

434-960-9380 Cell

Sent from my iPhone with big thumbs, please forgive the typos.

From: [Emily Thomas Smith](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink comments
Date: Tuesday, January 11, 2022 4:56:03 PM

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Greetings from Keswick,

I have been a CenturyLink customer for years. My internet is often "unstable" and it's difficult to reliably work from home.

More concerning is the outage my area has experienced since the recent snow storm. We still do not have internet in Keswick/Cismont. I was told this morning at 8:30 it would be back on in 8 hours, however that is not the case. I am wondering what other options there are for the rural areas for internet service.

Thanks,
Emily Smith
Stony Point Pass, Keswick

220220147

From: [Pat Groot](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink feedback
Date: Tuesday, January 11, 2022 11:18:46 AM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Over the last several years we have gone from 30 Mb per second which is a great speed, dropping down 0.01 Mb per second. Repeated service calls have failed to correct the problem. Since the problem is intermittent it is not always detectable from the remote problem solving method they use. The last tech that came to the house discovered multiple problems on the line and advised us that the line from the house to the switchbox needs to be replaced. He was prepared to do the work right then but couldn't get authorization. Since the problem frequently occurs after rain suggested and he confirmed that the line was faulty. However CenturyLink never responded to his recommendation for replacing the line. After a couple of months waiting we followed up with century link with the assistance of Albemarle county broadband folks. They responded by telephone but never came up to schedule the line replacement.

This is a recurring problem that they seem to decline to repair. Since it's only detectable by being at the house and connecting to the lines they persistent in saying there is no problem when they use the remote troubleshooting equipment. Anything the county can do to encourage CenturyLink to fix this problem would very much be appreciated. I'm tired of losing signal. Thanks

--

Patricia Groot, Owner
Groot Consulting and Grant Services, LLC
1965 Ashmere Drive | Charlottesville VA 22902
434.962.2029

220220147

From: B. Graham
To: Board of Supervisors members
Subject: CenturyLink internet service
Date: Monday, January 10, 2022 4:19:29 PM

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Greetings:

I live in the Indian Springs neighborhood off of Markwood road in Earlysville where there are 35 homes most all of which use CenturyLink as their ISP. We were without service for a full week

January 3-10 and there are also other frequent outages. We would be most interested to have an alternative provider that is more reliable and that can provide higher speeds as an option. Please have the Albemarle County Broadband Commision to consider our area as one that needs upgraded service.

Kind regards,

Burke Graham

220220147

From: Cali Busch
To: Board of Supervisors members
Subject: CenturyLink Issues
Date: Monday, January 10, 2022 4:59:24 PM

2202213147

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Good afternoon Albemarle Board of Supervisors,

I am writing in regards to the upcoming Board work session on Centurylink/Lumen service issues. I live in the Sherwood Farms neighborhood (Overlook Drive), where CenturyLink is our only real option for internet service. They offer up to 10Mbps upload/750 Kbps download speeds in my area, and my speed tests typically do not get that high. My husband and I work remotely and have purchased an extra Verizon hotspot to use when the Centurylink internet isn't giving us fast enough speeds for us to do our jobs.

The Centurylink internet speeds are an ongoing issue for us. I would also like to bring up the current problem we are having with our service. The internet in our neighborhood went out during the January 3rd snowstorm and as of today, January 10th, it has not been restored to at least half the neighborhood. My husband and I have spent over four hours on the phone and chat with Centurylink over the past week trying to get a customer service representative on the line. Centurylink's automated phone system is extremely frustrating and makes it difficult to speak to a person. Their system reported that our internet was fixed, so they repeatedly canceled our repair tickets. As a result, when they rescheduled service for me today, they said the earliest possible window was on January 28. That would mean we would be out of internet service for 25 days.

The Centurylink customer service employees would not acknowledge that there was a line down in my neighborhood from a storm. They considered this a one-house issue and did not treat it with urgency. I called again to try my luck with a different representative. This time they put a priority tag on my repair ticket, moved it up to January 21, and said it might be looked at earlier if there are cancellations.

I understand that this storm probably knocked out Centurylink service for many households. My complaint is not necessarily that they are taking so long to fix the internet, although that is very hard for us. My complaint is how much time I had to spend reporting the ticket and getting Centurylink to listen to me and book a repair appointment. On top of that, their customer service team is only available Monday through Friday from 8 am - 6 pm Pacific Time. Why are they using Pacific Time customer service hours for East Coast customers?

If I had any other options for internet service in my area, I would immediately switch over and stop using Centurylink. We have below-average internet service, infuriating customer service, and outdated equipment that fails when we have inclement weather.

I appreciate you taking the time to read my email and for having this discussion. This is absolutely the top local voting issue in our household. We love living in this area, but poor internet service is a big negative. I look forward to the day we have high speed internet!

Best regards,

Cali Busch
1488 Overlook Drive, Charlottesville, VA 22903
calidbusch@gmail.com
208.691.8157 cell

226220147

From: [Stacy Erickson](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink meeting today
Date: Wednesday, January 12, 2022 9:50:17 AM

220220147

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

I am a Centurylink client. I lost my phone along with power last week. My home phone came up Thursday. My DSL is STILL down.

So here I sit, having to go to neighbors who have Xfinity to use their internet to conduct business.

Centurylink has already run fiberoptics in my neighborhood (West Leigh) - years ago - and they wanted me to PAY THEM to hold a spot and WAIT until there are enough customers to activate it. I'm not paying for service I can't get.

My options for Internet Access:

Centurylink: DSL down - happens every big storm

Xfinity: Usually goes down in West Leigh with big storms but is usually up and running relatively quickly

Dish: Always out with every storm.

Cellphone: I have 1 bar of service and can't hold a phone conversation without it dropping. US Cellular (cell towers or lack there of is a BBIIGG issue for the county. According to US Cellular, they WANT to put cell towers in the county but the BOS puts up road blocks.)

We as a society are pushed to use the internet for everything and yet we cannot be provided with reasonable service.

And, for the price I pay right now, I have to talk to someone not in our country every time I try to get help. The first thing they ask is my name and account number, of which I've already provided. Then they read the script and tell me to reboot my modem even though I've told them this is a known outage with CL.

1.) Storm recovery is AWFUL

2.) NO ONE answers the support phone number (was on hold for 1.5 hrs before I gave up - the whole time listening to CL advertise what great service and support they have)

3.) CHAT is an out of country script reader with no capacity to help

4.) I receive NO communication from CL except bullshit resolution dates and times. I've had 4 of them in this storm - telling me my service will be restored.....and its still not restored.

Not happy. Please pass my frustration to Centurylink - this is the first time anyone on US soil would be hearing this.
Thank you - Stacy Erickson

220220147

From: [sandy.w](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink service in my home
Date: Monday, January 10, 2022 4:07:32 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Dear Board of Supervisors, Albemarle County,

My name is Sandra Williams and I have resided at 5945 Weston Lane in Crozet for the last 6 years. In those 6 years CenturyLink has provided my landline and internet service. I have had extremely spotty service over the years, from frequent outages of the internet and slow speeds (even when I paid for a faster connection), to my modem not being able to access the internet at all every afternoon during the summertime. It's not uncommon to find that my download speeds average around 2-3 mbps, when I'm paying for 25 mbps.

Calls to the service department brings relief but only while we are talking. The minute they hang up, the problems start again. I have had many helpful service men out to try and help, but nothing seems consistent or permanent. Some of those service men have even expressed alarm at how easy it is to access the outside connections the street over from our house; there's a panel of some sort that's unsecured and more than one of them mentioned that whoever worked on it last hadn't finished working on it correctly. I'm not a tech expert, but hopefully that makes some sort of sense. Since you are collecting information from CenturyLink customers for your meeting on January 12th, I just wanted to be heard.

Sincerely yours,

Sandy Williams

Sent from [Mail](#) for Windows

220220147

From: [Kristin Dinwiddie](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink service issues
Date: Tuesday, January 11, 2022 2:39:34 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Good afternoon County supervisors

Although I am not technically a resident of Albemarle County, I am just south of Scottsville and across the James River in Buckingham County. However, I am serviced by Scottsville post office etc. and my issues with Century Link are not County specific.

I moved to my home approximately 15 years ago and have NEVER had a clear telephone connection. There is a constant hum on the line which is not from anything within the house and I have been told since the beginning that it is caused from issues with old deteriorating phone lines and an old junction box that Century Link does not want to invest in repairing. Typically this would not be a huge issue except we live in an area that has no cell reception and limited options for internet. I can imagine that there are residents of Albemarle in the same boat.

So because of this, my phone goes out at least once a month, and consistently during storms. Sometimes my internet remains in service, sometimes not. But every time I request service, they ask me to perform all of the same troubleshooting, which I have already completed by the time I reach out, and there are no notes on my account stating the ongoing issues so I have to repeat it all again and again.

The scheduling for a repair technician is never less than 1 week out and currently I am waiting on a technician two weeks from now, which means three weeks without phone and internet. That is just unacceptable. The customer service rep. said they could offer me a credit on my bill for those three weeks, well duh, that should be a given, if you are not providing me the service I am paying for, why should you bill me. That is not some extra special customer service they are offering that is the absolute least that should be done.

I have sent emails to Jeff Storey at Lumen which have gone unanswered, at least when it was wholly owned by Century Link, I would get responses from mgmt.

I am hopefully just months away of being connected to Firefly (whose reputation among friends is exemplary) which will provide my internet and phone going forward and I can finally completely sever all ties with the albatross of CenturyLink and their horrific customer service.

I strongly caution Albemarle County from hitching your cart to the CenturyLink/Lumen horse and she is one old tired nag, that has been ridden hard and needs to be put out to pasture. Good luck with your impending decisions, happy to answer any follow up questions as desired.

Take care

Kristin Dinwiddie

Faithless is he who says farewell
when the road darkens.

J. R. R. Tolkien

When life leaves us blind,
Love keeps us kind.

Chester Bennington

Sent from ProtonMail for iOS

220220147

From: [Ethan Darrow](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink service
Date: Monday, January 10, 2022 2:50:04 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

I am paying for 900 mbps service and only getting 460 mbps on a good day.

I use the county approved method of safe mode direct connect cat 5 cable with Ookla Speedtest.

Most days I get no better than 250 mbps.

I live in the new installed service area of Green Creek Rd.

CenturyLink says I am measuring it wrong. When I go to the CenturyLink website, it says I am at 1gbps, even though it is slow to load!

Other than slower than expected service, I am happy with having high speed internet at half the price than teletype slow as molasses satellite service.

Ethan
410-610-8379 cell

Have a Great Day!

220220147

From: Janet Woods
To: Board of Supervisors members
Subject: CenturyLink
Date: Monday, January 10, 2022 9:09:39 PM

220220147

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I'm Janet Woods and I live at 7823 Blenheim Rd, Scottsville.

We have often inquired about something to be done with poor service from CenturyLink, both with phone service and Internet.

Regarding the phone service, we have had the same phone number and account for 42 years. CENTEL then CenturyLink. When we moved to this location (just across the field from our first home), our service line was buried from the highway to the house. We began having problems about 15 years ago when our phone started having issues. We had a number of technicians visit and who couldn't diagnose the problem. After replacing our phone, it was found the line was shorting out at the pole, supposedly because of water collecting. NOT OUR FAULT! This happened two or three times.

Once internet was offered we said goodbye to dialup and we were assured we would have fast dedicated service. NOT SO! ONE COULD ALMOST GUARENTEE THE SERVICE WOULD GO DOWN WHEN YOU NEEDED IT MOST!

That's still the case. Most afternoons the internet slows down to a near stop. In fact to conduct business meetings, we have to use a Hotspot.

We are paying high dollars for this less than adequate service. I can't give you are download or upload speed nor what service I am paying for because BOTH OUR PHONE AND INTERNET ARE DOWN and has been since January 3.

We are being held hostage by 60 feet of line that is currently laying along side of Blenheim Rd. This is the second time this has happened.

What do we want to Happen?

1. Fix the flacking cable lines CenturyLink started last summer.
2. Bury the lines that span the roadway.
3. Give us the speeds we are paying for with increasing prices.
4. Fix your customer service sites to respond to the customer NOT to a computer program.
5. Train your technicians to listen to the customer and to assist the customer not to treat them as a nuisance.

Please take our concerns into account.

Janet S Woods
7823 Blenheim Rd Scottsville

220220147

From: Kat Maybury
To: Board of Supervisors members
Subject: CenturyLink
Date: Tuesday, January 11, 2022 2:15:06 PM

220220147

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Dear Supervisors:

I understand from a neighbor you are having a meeting regarding CenturyLink tomorrow. As a very unhappy CenturyLink customer, I'd love to participate, but I probably can't. I'm currently well into day 9 without internet (or phone, or TV, which we also get through CL internet). I'm sending this email on one of my daily trips to somewhere to sniff wifi from somewhere in my car.

I know that this problem is small compared to those who don't have power at all. We were lucky and got our power back after only about 36 hours. But still, we, and many of our neighbors, are unable to work, study and can't even call 9-1-1 in case of an emergency.

CenturyLink is essentially our only option for internet out here and their service is awful. This is well-documented ---lots of one-star reviews, etc. Now they are being acquired by a private-equity firm (Apollo) which shouldn't give anyone the warm fuzzies. Private equity has a well-deserved reputation for taking already-terrible companies and squeezing every last drop of profit from them for their investors before abandoning them and the customers that depend on them.

So it could get even worse.

As of now, CL's pattern is to promise and not deliver. Every day, they tell us our internet is expected to be resolved by X time tomorrow, and every day the date is changed to the following day. The same was true at our initial install, which ended up being FIVE WEEKS after we moved in. At the time, I spoke with one of the contractors that CL hired to do some of the work and he told me (I'm paraphrasing) that because CL was the only game in town they abused that situation. He said they hated to work for CL as well because everyone was angry at CL by the time they finally sent them out to respond and so they took it out on them, the contractors.

So, I know it isn't as urgent as heat and water, but these days it is a necessary utility for work, for study, and for safety. And having an unresponsive and unreliable (private-equity!) company as our only option is too precarious.

Please, please prioritize getting Firefly or other similar services to the rural areas of the county so we don't continue to be at the mercy of CenturyLink.

Thank you,
Kat Maybury
4877 Browns Gap Turnpike
Crozet (White Hall)

From: [Mark Stoler](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink
Date: Wednesday, January 12, 2022 7:55:31 AM
Attachments: [CenturyLink.msg](#)

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220220147

From: MM
To: Board of Supervisors members
Subject: CenturyLink
Date: Wednesday, January 12, 2022 6:03:08 AM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Dear BOS,

I am one of those old-fashioned folks who still has a landline and CenturyLink is my carrier. I can understand that there may have been issues after the recent snow storm with so many power outages. My phone service also went down. After my power was restored, my phone service was still not available. Multiple times I tried to use the CenturyLink website to get information. That was useless! There was no "admission" of outages in the area, which is what Dominion Energy tells you when you call their number to report power failure. The result of my website troubleshooting adventure with CenturyLink was that a technician could be scheduled to come to my house. A live chat resulted in the same conclusion. When I finally got a human using my cell phone, the result was the same. I asked if he could just tell me if there were outages in the area. He said he was not able to do that. Ironically when I Googled "outages for CenturyLink", I found a website (not CenturyLink's) that indicated many outages in Albemarle County. In short, CenturyLink's customer service is terrible.

Thank you.
Marjorie Maxey

From: [Kirk](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink
Date: Tuesday, January 11, 2022 10:09:26 PM

22022147

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

To whom is CenturyLink accountable? As customers for over two decades, during which time Embarq became CenturyLink, we have experienced a slowly deteriorating system. During the past three years we've had several service calls which resulted in semi-successful quick fixes. One technician recently admitted that because of their age, the underground lines and the pedestals should be replaced. Another reported that the problem was the over-load caused by new CenturyLink customers. Clearly there is more financial gain in adding new systems, and ignoring its older network. Unfortunately there are no alternatives in our area. CenturyLink is the only game in town, and we are hostages to its monopoly.

Kirk Hughes and Eve Huntley. 3700 Cumbria Lane, Keswick, VA 22958

Sent from my U.S.Cellular© Smartphone

From: Spurgeon.Wade@ir
To: [Board of Supervisors members](#)
Subject: CenturyLink
Date: Friday, January 14, 2022 10:41:28 AM

220220147

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Good morning,

Although I do not reside in Albemarle County, I do own real estate in Albemarle County. I would like to voice my concern about CenturyLink's customer service to the rural areas.

Attempting to speak or call in to a CenturyLink rep is almost impossible unless you have hours to wait on hold. Calls are routed to other countries and communication becomes a major issue when relaying an issue. Our location was out of phone and internet service a few years back as a vehicle hit a "box" which knocked out the service. CenturyLink was advised of location but the repair was not made for service days, and this was after a neighbor flagged down a CenturyLink truck.

I have worked remotely due to the pandemic and I am dependent on the internet. After recent expiration of discounts I now pay monthly \$129+ for 8mg speed and a landline. In an attempt to lower my bill, I requested (as previous family and friends had done and were allowed at that time) to discontinue the landline and have internet only with no decrease in speed. I was advised by CenturyLink rep if I do that then my internet speed will be dropped to 3mg. This would be impossible to work remotely. CenturyLink is holding rural customers hostage as we have no other alternative. Xfinity was contacted but unless our subdivision pays \$100,000 no chance of their service even though it stops less than 1 mile from our entrance.

Per a local Delegate, CenturyLink does not fall under the SCC, so again our rural areas are underserved and we have no support.

Thank you for taking the time to arrange this meeting with CenturyLink reps and I do hope there was a possible outcome for rural Albemarle County.

Vertie Wade
434-985-3820

From: scott.medvetz.com
To: [Board of Supervisors members](#)
Cc: [Jim Andrews](#)
Subject: CenturyLink
Date: Thursday, January 20, 2022 12:24:03 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

I'm sure you'll have myriad complaints to discuss at the meeting, but let me add mine.

During a previous phone and internet outage, about a year ago, I opened a trouble ticket. I was given an appointment for a repair technician to come about a week later, which I consider absolutely unacceptable for a critical service. When checking CL's "Where's My Technician?" site on the day of the scheduled repair, I learned that my ticket was closed, with my service still out. I called their support line and was told that my ticket was worked as part of a larger outage, which was repaired, therefore my ticket was closed. Since my service was still out, they offered a new repair appointment - a week later. When I complained about that I was told, "Sorry, but it's first come, first served." No regard for the fact that I was already a week into my "first come." I literally spent hours on the phone to get to a supervisor who eventually got a technician dispatched the following day.

Now, after a 5+ day power outage, I discovered on Saturday afternoon (January 8) that my phone and internet are down again. The automated support line gave me three options for a dispatch: "Press 1 for the earliest appointment, press 2 for an AM appointment, press 3 for a PM appointment." I pressed 1: "No appointments are available in this time frame." I went back and pressed 2: "No appointments are available in this time frame." Well, let's try door #3: "No appointments are available in this time frame." I managed to get to an agent, who gave me a repair appointment of January 27, 19 days away. In what world is that level of service even remotely acceptable? Now I have been told that my ticket has been closed, again, because I'm part of a larger outage, which mysteriously affects me but not one single other house in my neighborhood. We were told that the agent could not open another ticket because the engineers would only close it due to this other outage. After an hour on the phone at 8 AM this morning, we are still waiting for a call back from a supervisor. We're not real hopeful that call's ever going to come, as the agent told us she can't promise that they will call.

Every time I think CL could not get any worse, they find a way to prove me wrong. And this is on top of the barely acceptable 4-5 Mbps download speeds, and the woefully unacceptable < 500 Kbps (note that is a K, not an M) upload speeds that the service provides on its best days.

My only logical conclusion is that CL wants out of this business so desperately it has made a conscious decision to alienate its customers so badly that they find any kind of alternative. I have dealt with horrible service before, but no company comes close to CL's level of ineptitude and disregard for their customers.

220220147

From: [Robert Campbell](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink/ Lumen Feedback
Date: Monday, January 10, 2022 3:10:24 PM

CAUTION: This message originated outside the County of Albemarle email system. DO NOT CLICK on links or open attachments unless you are sure the content is safe.

Greetings,

CenturyLink DSL has been an improvement for us. Before it was installed, we tried satellite internet and various cellular data services. They were expensive and limited. The DSL, though slow by some standards, is appreciated and reasonably priced.

Our big issue is with problem resolution. Whether we report problems online or via phone, we are invariably routed to a Help Desk which seems reluctant to arrange visits. You can spend inordinate amounts of time doing the same things over and over. Even worse, you can get dropped and have to restart the whole process. When you do know what the problem is, it still can be difficult to arrange a visit from a repair person. To be fair, when the CenturyLink people get on site, they do resolve the issues.

I assume that rural broadband is troublesome and costly, but many of us are reliant on this technology. It is our hope that the Board of Supervisors will still stay engaged in these issues, particularly if CenturyLink sells our services to a company that cannot handle them.

Best Regards,

Robert E. Campbell
Nancy I. Whitman

220220147