

PART 2

220220143

From: Nelly's Yahoo
To: Board of Supervisors members; Dave Maybee
Subject: CenturyLink
Date: Monday, January 10, 2022 5:51:05 PM

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Dear Sir or Madam,

We just found out from Batesville ruritans club that there will be a meeting regarding CenturyLink service disruptions taking place on January 12. We would very much like to participate and contribute our experience to this meeting. We live in a small development, just passed Miller school, off of Miller school Road. CenturyLink is our only Internet provider.

We have previously complained about their outrageous lack of accountability and responsibility. Our internet line was unceremoniously and incompetently disconnected in July 2021 In order to connect somebody else. It took them over two weeks to reconnect the line, cable running along the road, on top of the grass. A few months ago, 10/2021, a state lawnmower/road maintenance tractor went through and shredded the line, we again lost the Internet for about 10 days. CenturyLink promised to bury the line, but that still hasn't happened. The line is still on the surface of the grass, it's just a matter of time before something else happens to it.

If we have another choice, another Internet provider to go with, we would've done it already. CenturyLink is irresponsible, unreliable and incompetent.

Thank you for your time.

Sincerely,

Nelly and Dave Maybee
1468 Stillhouse Ridge Ln.,
Charlottesville, VA 22903

Sent from my iPhone

From: EF Office
To: Board of Supervisors members
Subject: CenturyLink/Lumen - BOS Meeting Jan 12, 2022
Date: Wednesday, January 12, 2022 10:53:26 AM

220220148

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Hello:

PLEASE address the many and constant issues with Centurylink phone and internet services down here in North Garden!

Edgemont Farm has been on the market for \$19 million as one of the most exclusive properties in Albemarle County, but the biggest detraction is the inability for an owner to get decent internet and cell service here! It is the first issue raised when people come to see the house!

At Edgemont Farm (3392 Edgemont Farm, North Garden, VA 22959) we have THREE personal accounts, and ONE Business account, with MULTIPLE LINES that we each pay full service landline & DSL for.

We pay over \$1250 per month for this service!

Inexplicably, some lines get 8-10MB of speed, while others only 5-8MB - even though its all at the same property! We are paying for 20MB **and we would pay a lot more if we could get more speed that works!!!**

One account line (434-971-1125) has had ZERO DSL functioning on it for over 3-1/2 years - even though we pay for it, and for the modem!

We just paid \$800 (!) for 4 new modems because Centurylink equipment stops working and their internet customer service people insist its because the modems we had were bad.

ALL of these accounts RARELY work for a month without repeated calls for technicians. If they fix one line, they do it by making another line no longer work !

Where we are in North Garden, we have no cell service out here and without DSL Wifi we can't use cell phones or do anything else that requires online access.

Several years ago Centurylink installed FIBER all down Plank Road, yet we have no way to access it!

We have been asking Centurylink for a DECADE to give us more speed and reliability to no avail!

PLEASE HELP US!

Thank you!

Debra Kara for Arlette de Barros
Edgemont Farm LLC

220270148

From: EsmontFarm Ofc
To: Board of Supervisors members
Subject: CenturyLink/Lumen BOS Meeting Jan 12, 2022
Date: Thursday, January 20, 2022 12:47:16 PM

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Hello:

PLEASE PLEASE PLEASE address the many and constant issues with Centurylink phone and internet services down here in the Esmont & Schulyer areas!

At Esmont Farm (7060 Esmont Farm, Esmont, VA. 22937) we have FOUR accounts, that we each pay full service landline & DSL for.

One account has had ZERO DSL functioning on it for over 3-1/2 years - even though we pay for it, and for the modem!

Our main house account we are paying for TWO DSL services because even though each is costing and supposed to provide 20MB of speed neither produces more than 1-2MB **IF THEY WORK!**.....

ALL of these accounts RARELY work for a month without repeated calls for technicians who then NEVER come and we have to reschedule over and over.

We just had over 8 service calls Thanksgiving-Xmas before someone finally made the Main house work again (and still barely any speed!)

Some of the techs have physically shown me the actual insides of the pedestals on the street that is Esmont Road (through the little town of Esmont) - this is supposed to feed from the Route 6 switching station.

The inside of these pedestals are ROTTEN and RUSTED, filled with water and most of the wires are completely inoperable!

We are BEYOND frustrated but have no other alternative as we have no cell service out here and without DSL Wifi we can't use cell phones or do anything else that requires online access.

We are paying the same or MORE than what others are paying in Cville who are getting GB of speed!

We have neighbors on Route 6 less than a mile from us who are at least getting the 20MB they are paying the same \$ we are!

The neighbors North on Route 6 to Schuyler also HAVE NOTHING!

We have kids in school and college who cannot access anything reliably to work online.

**We cannot even participate in today's Zoom meeting (nor can most of our neighbors!)
because we don't have speed or service to do so!!!!**

Thank you!

Ian Connor
Esmont Farm LLC

220220148

From: David
To: Board of Supervisors members
Subject: CenturyLink/Lumen Customers – Upcoming Board Work Session on Service Issues
Date: Thursday, January 20, 2022 12:21:38 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.

Board of Supervisors,

I am writing concerning the upcoming work session with CenturyLink/Lumen representatives. I live on Rt. 53 near its intersection with Buck Island Road. I have CenturyLink. My service is dsl, so it has never been great. (Fiber optic is not an option for me from CenturyLink.) However, since the recent snow storm, CenturyLink has throttled my service to an unacceptable level. Since my service came back on after the storm, I have been averaging 0.5 - 1.5 mbps of download speed. My upload speed barely registers. This is unacceptable and far less than I am paying for. Before the storm, I had been getting 15 mbps of download, which is not great, but certainly serviceable. I was going to give them a little time, hoping that it would improve. However, it has not improved.

Thank you,
Dave Sexton

220220143

From: Donna Bennett
To: Board of Supervisors members
Subject: CenturyLink/Lumen Customers--Work Session on Service Issues
Date: Tuesday, January 11, 2022 5:59:28 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 Albemarle County Board of Supervisors,

Since installation of DSL/Internet, the result of our community investment in fiber optic lines provided by CenturyLink, the residents of Sugar Hollow (including us) experience a complete lack of phone service, along with a complete lack of internet service, within about 10 minutes of a Dominion Power outage. In addition, our remote rural location does not permit us to use cell phones. Even though many of us utilize generators to restore electrical power, we still cannot use our landline phones, the internet, or cell phones if we needed to summon emergency assistance such as fire, police, or ambulance.

Prior to CenturyLink installation of DSL/internet, our land lines still functioned throughout a power outage. Now we have no way to communicate outward to the greater community. Every power outage leaves us isolated and vulnerable.

We need to have both Albemarle County and CenturyLink/Lumen find a way to solve this serious problem.

Suggestions:

1. A creative CenturyLink service person reestablished a separate copper wire landline connection for one neighbor. Would this be possible for each member of the community? For example, near the third bridge there are two different switches—one (large) located at the GS Camp (the DSL fiber optic connection) and one (small, older conventional) located Northeast of the third bridge. We've wondered if some preexisting landline still can be hooked up to the smaller conventional switch. Also, we recall that we once had a separate FAX landline and wonder what happened to that connection when DSL was installed.
2. Could CenturyLink/Lumen supply Sugar Hollow community members with a dish that connected to a satellite service, to be used only in the event of a power outage?

Once again, we ask that some solution to this problem be found soon.

Thank you for considering our request—which is likely to be similar to many you receive re: the CenturyLink/Lumen meeting scheduled for Wednesday, January 12, 2022.

Sincerely,

Donna and Jim Bennett
6430 Sugar Hollow Road
Crozet, VA 22932

220220148

220220148

From: [Mark Gorlinsky](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink/Lumen Service Issues
Date: Wednesday, January 12, 2022 8:02:55 AM

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BOS,

First question:

I have lived in Albemarle County for more than a decade.
This is the first time, I have ever heard the BOS bring up Embark/CenturyLink service issues in the agenda.

Why has it taken the BOS so long to bring up Embark/CenturyLink service issues?

Second question:

In my area on Advance Mills Rd, every power outage or glitch causes telephone and internet services to go out. I will say, that when Embark owned the lines, they would at least bring a generator and power their equipment. Not so with CenturyLink.
This last snow storm outage we had no telephone service or internet for a week. We also lost AT&T cell service. We had no way of contacting anyone for emergency services.
This wasn't just us, it was for at least a thousand homes in our area according to Dominion Energy's outage map.

When is the BOS going to mandate that utility providers that are needed to make contact with emergency services actually do their jobs and provide 24/7 public service?
This is the 21st century, the technology is there! It's time that it be uses.

—
Mark Gorlinsky
576 Frays Ridge Rd

From: Samuel Walker
To: Board of Supervisors members; Jim Andrews
Subject: CenturyLink/Lumen issues comments
Date: Thursday, January 20, 2022 12:24:16 PM

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I would like to have been able to speak at Wednesday's meeting, but all slots were filled by the time I saw the email.

When we lose power, we IMMEDIATELY lose telephone and internet service. During those times when we are most likely to need emergency services, we are unable to reliably contact them

In my opinion the most persistent problem is the impossibility of contacting anyone local without (apparently) visiting the office in person - something that is certainly not advisable with my immune issues. Contact with local personnel with knowledge of the area and local resources is essential for as vital a utility as the land-line phone, particularly in areas with weak cell service. I sincerely hope that no-one has died because of inability to contact emergency services.

After being apparently unable to accurately convey my issue to call-center personnel, and being lied to at least TWICE during this last outage (see below), we would absolutely switch to another provider if we had ANY viable alternative.

I have tried off and on for over a year to get the backup battery at our local substation (corner of Dudley Mtn Rd and Old Lynchburg Rd) replaced. Trying to explain the issue to the people at the call center only gets a service call to my house.

This last outage I was told at one point that someone was at the substation to attach a generator. That was a lie. The next day I was told that the problem was at another location that supplied our substation. That was also a lie. Shortly after that conversation we got power back and the phones worked within seconds. About 20 minutes later we lost power again, and the phones quit also. When power returned later, again the phones came back. This is not an issue upstream from us. This is local.

The next day I persisted and finally spoke to a supervisor-level person. I have been TOLD that someone will be there this Friday (14th) between 8am and 5pm to check and repair the substation. All I can do is hope that was not another lie. Unfortunately, I won't be absolutely sure until the next time we lose power.

Samuel Walker

From: [Jay Hart](#)
To: [Board of Supervisors members](#)
Subject: CenturyLink/Lumen Issues feedback
Date: Monday, January 10, 2022 10:10:55 AM

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Good morning,

I've been working at the Charlottesville Radio Group for 5 years and have intermittently received calls from listeners who, upon not receiving response from CenturyLink, ask us if we know of CenturyLink outages. We are lacking a media number much like the electric utilities have who can inform us of local services.

My intent is not to contact CenturyLink about individual customer outages, but I would love a way to contact the company to become informed if outages are widespread and be able to inform the community the nature of the problem and how long it might take to fix... much like we're able to do with the electric utilities. Perhaps the number exists locally, and I just have not found it?

Thank you.

Sincerely,
Jay Hart, News Director
WINA/Charlottesville Radio Group
1140 Rose Hill Drive
Charlottesville, VA 22903
p) 434-977-6397

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From: John Dennis
To: Board of Supervisors members
Subject: CenturyLink/Lumen service feedback
Date: Monday, January 10, 2022 1:27:33 PM

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For January 12th meeting. My name is John Dennis, I live at 425 Mallard Lake Dr, Earlysville, VA 22936 along with my wife and 2 college aged sons. Our Centurylink DSL and Telephone have been out since 12/31/21. When I have tried to call to get it repaired I get a message that says there is an area outage and I am then disconnected. Also I am similarly disconnected when I use their chat system. All I am told is that most outages are repaired in 12-24 hours. My next door neighbor (435 Mallard Lake Drive) who also has CenturyLink DSL does not have any issues. I can't get them to send a technician and they don't appear to be working on a resolution. Thank you.

--

- John Dennis

From: [Whit Stolz](#)
To: [Board of Supervisors members](#)
Cc: [Jakki Fitzgerald](#)
Subject: CenturyLink/Lumen
Date: Monday, January 10, 2022 4:55:03 PM
Attachments: [2022.01.10 letter to Albemarle County Board of Supervisors re poor CenturyLink service.pdf](#)

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Please see attached letter regarding our comments that we would like to share with the Board of Supervisors.

Regards,

On behalf of Otto & Jill Stolz

22011043

From: Jim Ballheim
To: Board of Supervisors members
Subject: CenturyLink/Lumen
Date: Monday, January 10, 2022 12:00:54 PM

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I was recently without phone/internet for 5 days with no help from CenturyLink as to when to expect service resume. I have used this company since 1979 [because of lack of an alternative] and I can tell you they have the *worst* customer service of any company I have dealt with in these 43 years. While it was welcome news that the county is going to be expanding broadband service my enthusiasm was short lived when I saw you were going to be working with the same old company, albeit under a new name. Can't you just dissociate the county from a bad company that has only been able to remain in business because there is no realistic alternative.

220220143

From: Austin
To: Board of Supervisors members
Subject: Centurylink
Date: Thursday, January 20, 2022 12:24:07 PM

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Hello!

I am a resident of the whitehall area and I just wanted to quickly voice my frustrations with centurylink as a company - short, sweet, and to the point.

- INTERNET IS CONSTANTLY DISCONNECTING
- They charge +average prices for less than average internet speeds
- NEVER see more than 1/2 of advertised internet speeds
- They advertise much higher download and upload speeds than are actually available in the area
- from what I understand, they're piggybacking off outdated infrastructure
- they outsource line/infrastructure work instead of doing it themselves, which prolongs fixes

For people who live in rural areas(WITHOUT CELL PHONE SIGNAL) these resources are more important to life than people realize. A woman has fallen and broken her hip but she can't make a phone call because this money sucking POS company doesn't care about a community they're supposed to be serving.

The power company had our lights on in 2 days and it's been almost 9 days since I've had internet or phone signal.

220220148

From: [Deborah Little](#)
To: [Board of Supervisors members](#)
Subject: Centurylink Complaint for the Jan 12 meeting
Date: Tuesday, January 11, 2022 9:34:31 AM

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Hello, Albemarle Board of Supervisors,

I certainly don't know all the issues connected to Centurylink's increasing deficiencies, but it is difficult being a customer of a monopoly where one has no recourse. One quick example which predates my neighbor, Mary Cail's example of bad service: a tree limb fell and damaged our common telephone pedestal on our property line. It was in an area that we didn't frequent, so it probably was a long time that phone line wires were exposed to the elements. I finally decided that, while we had service, it wasn't safe so I located the pedestal number and found an appropriate phone number on CL's website and actually spoke to a local person who tried to locate this pedestal on a map and set up a repair appointment—nobody ever came or called. I then wrote a detailed letter explaining the situation, but of course there is no readily available email address so I printed and mailed my letter for service to the company headquarters in Florida. Of course, there was no response. After several months, another neighbor took a picture and put it on her Facebook account. Bad press seems to motivate CL and finally a repair person arrived. After the repair, I had no phone service and had to start the process all over again.....which then segues into my neighbor's continuing saga of no service.

It is so very frustrating to talk to a representative overseas who can only make an appointment for repair and it frequently takes from 3 days to a week. But, what is even more frustrating is that even after a repair, you don't know what to do if it still doesn't work. In the old days, a repair person would give you a call to confirm that service was restored. I doubt that CL is accepting business advice, but at the very least, a repair person should leave a card with a local telephone number so they can be reached immediately if the service call hasn't solved the problem—which often means going to a neighbor's house to use their phone to call again! Of course, I have worked with very competent repair persons over the years and I understand that they also share frustrations with the company they work for. Maybe CL/Lumens could hire more local folks so we have local sources to call for help. I realize CL is a company covering a large southeastern region and I'm glad that questions are being asked to assess the situation. We pay a lot of money for services that are not being routinely provided.

Another unsatisfied customer, Deborah Little

Sent from my iPad

From: Catherine Murphy
To: Board of Supervisors members
Subject: Centurylink Concerns
Date: Wednesday, January 12, 2022 1:45:17 PM

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I was signed up to speak. My apologies for not making it.

I have a list of complaints that could go on about Centurylink for an hour but I will try and be brief. It took 10 visits to my house to get fiber internet installed and working. That doesn't count the 3 days they said they would come and didn't show up. 13 days I missed from work because they can't be held accountable to any vague amount of time, "sometime between 8am & 5pm." That doesn't include the hours I spent on the phone scheduling these appointments and explaining why they needed to come back out, "internets working but you cut my phone line." (Said phone line is still laying above ground across my driveway 3 months later.) I live in the country, I have no working cellphone service at my house, if I need to call 911 it must be on a landline. "The guy that fixes that problem works on inside jobs, the outsides fine. The insides fine, your problems outside and that's a different guy." 13 days and probably 36 hours on hold or in a call with Centurylink. They tour up my driveway, up ended trees and it's still not right. No one in their right mind would contract with Centurylink if they didn't have a monopoly on the market. I've never been treated so poorly in my life.

Catherine Murphy
5591 Green Creek Rd
Schuyler, Va
434-242-3903

22022143

From: John Dozier
To: Board of Supervisors members
Subject: Centurylink Feedback
Date: Monday, January 10, 2022 2:26:26 PM

220220148

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Dear BOS,

My experience with Centurylink has been very poor. It is unreliable and underpowered. I can only get DSL 40/3 - most video conferencing apps need at least 5 to work, the low century link upload speeds prevent me from doing my job at home. We are a family of four and during the pandemic have been severely underserved. It is a known fact that Centurylink has zero motivation to invest in its high speed network. I am 2300 feet from fiber, but Century has no plans to connect me.

In addition, the current infrastructure is ancient and unreliable - and it is impaired by heavy rain.

Please address the underserved community of North Garden.

John Dozier

From: Justin Bowers
To: Board of Supervisors members
Subject: Centurylink Issues
Date: Wednesday, January 12, 2022 6:57:44 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 Evening,

I currently live in the Earlysville area and have not had internet for two weeks now due to Centurylink's inability to fix anything. A technician came out a week after our internet went out and advised me that our "switch" was out of juice and Centurylink was out of generators to get it going again. He said he had put an order in and hoped our internet would be restored within a couple of days. However, another week has passed and it is still not fixed.

I have spent hours on the phone and internet chats with Centurylink staff but I cannot seem to ever talk to anyone from a local office to see what the issue is. I am just transferred around from individual to individual on the internet. They finally scheduled another technician to come back to our residence but they cannot come until 1/27, apparently that was the soonest someone could come out. I'm not even sure if what this person online diagnosed as our issue is what is actually wrong but it got them to schedule someone to come back out and check on it.

All in all it has been a terrible experience dealing with Centurylink customer service/care and it does not seem like anyone at that company actually knows what is going on. We do not get adequate phone service at our residence either and rely on wifi to be able to use our cell phones and even watch TV. Centurylink has been nothing but a huge headache. I hope this message can be used to constructively fix the issues going on within the company.

Thanks,
Justin Bowers

202201148

From: Marianne Sullivan
To: Board of Supervisors members
Subject: Centurylink Issues
Date: Tuesday, January 11, 2022 4:30:57 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 would like to make a comment about the phone and internet service issues with Centurylink. It has not been "several months" we've experienced issues, but years. Our phone line is 100% unreliable. We could not get good cell service where we live until just recently so depend on the land line. It constantly crackles and very frequently will cut the call completely. For years (decades) we complained about this, especially after rain storms when the ground was wet, the phone would simply just quit working. Calls for repair might help on the short term but were never completely resolved.

Whenever it rains, or if it doesn't, the phone works sporadically. It will work for a few minutes and then cut off entirely after making a buzzing or loud noise. Sometimes you can talk for 5 min. sometimes 10 min. but we have to warn people we might get cut off. If we call back, it cuts off again. We often do not have cell service here and are dependent on a land line, this has gone on for YEARS. Technical support comes out and then eventually the problem returns. Six to seven households are on our private, one mile, drive and we all have the same issues.

We wrote a complaint to the Better Business Bureau and it wasn't until then that Centurylink acted like they were concerned to resolve the problem. In September of 2020 I spoke to a Centurylink person, who was "following up" on the BBB complaint, who told me nothing could be done until I "reported the problem and tell a field representative it was 'unbalanced pairs' when we reported it." So basically we were told no permanent solution would be offered by Centurylink, we had to file a repair ticket each time the phone line didn't work.

On social media I also saw that many other people around the county were having similar problems, especially our neighbors on Old Lynchburg Road, so we were far from the only people. So we gave up, quit calling unless the internet goes down, we are waiting for CVEC to run fiber optic and then we will cancel the land line permanently with Centurylink. World's Worst Company only made worse since sold to a "global management" company.

Marianne Sullivan
Joseph Rhames

From: LOIS NOTTINGHAM
To: Board of Supervisors members
Subject: Centurylink Service
Date: Tuesday, January 11, 2022 2:55:20 PM

220220143

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.

You wanted comments, so here goes.

We were without service beginning August 18, 2021. Called repair and set up a date of August 30, 2021. Closer to the date of August 30, 2021, received notice that the repair would not take place until September 9, 2021. On this date they came with a bucket truck and did something on the pole and I was told that they didn't know how long the repair would last.

We were out again on October 4, 2021 through October 18, 2021. So much noise on the phone that you could not talk to anyone. It seemed like every time it rained the noise was worse.

Continued to have problems. On November 9, 2021 a repair person came and replaced some old wiring the ned. He also stated that he was going to request to have another underground line put in. The new underground line was put in on December 2, 2021. However, they attached a box to a pole that is to be removed because Dominion put up a new plow beside the old pole. Centurylink needs to take their lines off the pole before the old one can be removed.

These are the problems we have had in the last 4-5 months. Sometime now there is still noise on the line.

Lois H. Nottingham
1977 Proffit Rd
Charlottesville, va 22911
Home Phone 434-975-3249

From: phapy7@gmail.com
To: [Board of Supervisors members](#)
Subject: Centurylink
Date: Tuesday, January 11, 2022 1:11:36 PM

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I have been a customer of centurylink for years. Recently (6-7) months I have had an issue and it has never been resolved. If I am on the internet and my house phone rings, I get kicked off the internet momentarily. Technicians have been out and say it is above them. I am currently on day 10 with no phone or internet at my house and centurylink said the soonest they can get to me is the 18th of January, one week from now. We do not get great cell service , so we have to venture out to check emails and other things. They have truly gone downhill. I am not happy at the current moment!

Charles Trader

Sent from my iPhone

220220143

From: lhaskins@aol.com
To: [Board of Supervisors members](#)
Subject: Centurylink service
Date: Monday, January 10, 2022 10:30:04 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.

Our CenturyLink service is severely lacking. At our address 2075 Field Creek Lane 22903 we never know if it will give us internet service or not. Thank you
Mark and Leslie Haskins.
Sent from the all new AOL app for iOS

220220148

From: [Stacy Erickson](#)
To: [Board of Supervisors members](#)
Subject: Centurylink
Date: Monday, January 17, 2022 12:16:26 PM

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I wrote the Board of Supervisors earlier in the week describing the issue of no internet service in the West Leigh subdivision.

In a nut shell, we lost phone and internet in the Jan 3 storm. Most of our phone service was restored Wed evening, Jan 5 but not the internet. Everyone affected was in contact with Centurylink using the tools that Centurylink recommends we use – their app. We were all told there was a known outage that was being worked on and it was expected to be resolved on X date at X time. Every day, those days came and went without resolution. We couldn't escalate our issue because it was a known issue.

On Thursday, Jan 13, we were told it was resolved and, of course it wasn't. I emailed the BOS during this time and one of the recommendations I was given by Michael Culp was if I upgraded my service, a tech would be issued to install it and possibly my issue will be resolved. ??? Even the people WITH upgraded service in my neighborhood were out!! I, once again, ran the troubleshooting tool on the app and was told there was a problem that couldn't be resolved automatically (new message) and I needed to "chat" to set up a technician visit. So I did. It was set up for Saturday, the 15th. The tech would be here between 8am and 5pm – effectively cancelling my day of work to sit and wait for them to arrive.

On Friday, Jan 14, two CL techs were at the main box for our subdivision working on ONE person's problem. They discovered then that the whole neighborhood was out. They first said they were from Lexington – they had no idea why they were called here knowing C'ville had 22 techs to service the area. They also said that Centurylink didn't know the whole neighborhood was out (how is that possible when everyone was in contact DAILY with them!!) They said they would do their best to get everyone up and running.

Everyone who has the updated service got their internet back. That's about ½ of the customers here. The rest of us were not restored.

My tech who was scheduled to be here Saturday never showed. I lost a day of work for nothing. I "chatted" with CL afterwards and was told the techs were busy and my tech would call me within 15 minutes to give me a status. He never called and never showed.

I am a small business owner and I am required to use the internet to file tax information both to the state and federal government. I use the internet to check pricing and order products for my clients. The internet is not a luxury, it's a requirement. My cell phone has ONE BAR of service out here even though the coverage map for US Cellular says I should have 4G. I've been absolutely crippled by this lack of service.

Now, let me put this outage and service in an easier-to-understand scenario. Imagine you have one toilet in your house. A recent storm took out your water supply and your toilet doesn't flush. Several days later, you get your water service back but your toilet still isn't flushing. You find out your whole neighborhood can't flush their toilets either. So you call me to resolve it. I'm the only contractor who works on those types of toilets. I tell you I'm aware there is a problem it will be fixed the next day at 8am. You wait. It's not fixed. So you call me again. I say it will be fixed the next day. It's not. And this continues, day after day. I ask you if you have tried flushing it. It won't flush. I ask have you turned the water on. It has water!

Have you cleaned the toilet lately? That's not the issue! You beg me to come to your house to look at it. I offer you a new toilet for a lot more money....maybe a new toilet will fix your problem. You demand I look at it first. So I schedule a day to come out...several days away....and you have to be home so I can come in to take a look.

I never arrive to look at your toilet. I never call to say I will or won't be there.

You call me at the end of that day, wanting to know where I was. I ask you if you have tried flushing the toilet. I ask if you have cleaned it. I ask if you have turned the water on. I do not set up another time to come out.

I ask you – would you EVER do business with me again if I handled your crisis this way?!? You need that toilet!! It's the only toilet in the house and now you've been without it for over a week. Not only that, your neighbors can't use their toilets either and they're getting the same response from me.

This scenario illustrates exactly the challenges our neighborhood has faced trying to manage our internet outage with Centurylink. **Their support has been absolutely atrocious and I strenuously recommend against the BOS using Centurylink as a provider for any broadband service.**

Stacy Erickson

From: David
To: Board of Supervisors members
Subject: Centurylink
Date: Tuesday, January 11, 2022 2:00:58 PM

220220148

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Dear BOS,

This Fall I spent 5 weeks with no telephone and some weeks without internet. I repeatedly called Centurylink

and set up appointments for repair. They cancelled the appointments without telling me. I sit all day waiting to

find they are not coming. Then they offer to give me an appointment in a couple of weeks! I complained to

the State Corporation Commission and the company said they were on it, but nothing seemed to happen.

Repeated calls to the State Corp and they to Centurylink. The techs that I found on the road said that there

was a tree on the line and as soon as the tree was removed they would fix the line. Guess what? The tree

removal job was subcontracted, so Centurylink had to wait. The line down was a 200 line connection. I

asked wasn't everyone complaining, They said that only a few of the lines were not working so no hurry.

Then they found that another tree was down and that getting to the line was not easy. Why?

The rights of way are not maintained, I have one section on my property that they haven't touch in twenty years.

Please drive south on U.S 29 south of I64 and look at the lines. A year ago a truck hit a low hanging line across U.S. 29

and took out five poles for a week.

After my line was repaired, the phone went out again! They replaced a section of underground line, but failed to correctly

connect my second line. They fixed that and then during the last storm more outages for the phone and internet. They need to clear the

lines! and get a new answering service company that can do more than read from a script. Over the years

I hear that the techs are not supposed to speak about problems. Some tell me that the company won't let them

replace bad switches without approval in an effort to slow down equipment orders. Repairs are made by

switching pairs of lines rather than finding the problem. That way the can is kicked down the road for another day.

Twenty years of this and there are no more pairs of lines to use and the rights of way can't be accessed.

Approval of cell towers by the County will not fix this- both systems need to work together. The State

Corporation Commission says that they have no real power to improve things without the legislature

taking back control ! Help. More stories won't fix their problem.

David van Roijen

2014 Monacan Trail Road

Charlottesville, VA. 22903

434 977-4299

From: [dennis_oleary](#)
To: [Board of Supervisors members](#)
Subject: Centurylink/Lumen issues
Date: Tuesday, January 11, 2022 11:14:11 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.

I have no phone or internet from centurylink . Have not since late December. They missed an appointment in 1/3. I had to reschedule for 1/10. They did not show up. I got a text message saying they could fix it remotely. Then a text that it was fixed. It is not fixed. Next appointment is Jan 27. Offshore support says there is an outage in my area that will fix e everything. There was no outage for my neighbors.
Can I access the Zoom call?

Dennis oleary
434-882-1919

Sent from Yahoo Mail on Android

220223143

From: [Gary Grant](#)
To: [Board of Supervisors members](#)
Subject: Comment for Lumen/CenturyLink
Date: Monday, January 10, 2022 1:05:16 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.

Generally CenturyLink has provided us with good enough but not outstanding service over our 36 years as one of their residential customers. That said, we accept the service we receive for the money we pay since it was our choice to live in our rather remote, rural location in the Rio District of Albemarle County.

The concern/complaint I have is this: While Dominion Energy does not charge us for the hours or days we are without their electrical service when they experience a power outage to our residence, CenturyLink never credits our monthly bill for the hours or days that we are without our CenturyLink landline and internet service when CenturyLink service outages occur. CenturyLink customers deserve automatic discounts on our bills for the amount of time that CenturyLink cannot provide the services that we have purchased but cannot access due to a CenturyLink outage.

Gary Grant
Earlysville, VA

From: Robert Klein
To: Board of Supervisors members
Subject: Comments for CenturyLink
Date: Wednesday, January 12, 2022 8:48:21 AM

220220143

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,

My comments for CenturyLink are below. Please forward them to the appropriate person.

Dear Sirs,

The reliability of your service, both phone, and Internet, has been terrible. Not only are there frequent interruptions, particularly during the last 3-10 months, the emphasis has ALWAYS been the problem is in my house. WRONG ANSWER. It's an INFRASTRUCTURE problem that no one is taking seriously except for one technician Aaron. More about him later.

My wife and I live at Bundoran Farm and have talked about your unreliable service for months and months. Several of our neighbors have already terminated service with your company and switched to a competitor. More of them, including us, are considering this as well. There has been a technician to our new residence an average of once every six months for over two years. Each time nothing is found wrong or needs replacing. IT'S AN INFRASTRUCTURE problem. PLEASE FIX IT.

The technician Aaron figured out that several of us having sporadic service were connected to the same box. Finding a common point of failure is a significant clue to solving the connection problem. You should listen to the people in the field with the muddy shoes who are working the issue. It seems like CenturyLink hasn't invested in the debugging and troubleshooting tools needed to be proactive to maintain service and is not listening to their people on the ground.

Please change your approach.

Thank you.

Robert Klein
Bundoran Farm, North Garden, VA

From: [Geoff Luck](#)
To: [Board of Supervisors members](#)
Cc: [Luck Bree](#)
Subject: Comments on CenturyLink for TODAY's meeting
Date: Wednesday, January 12, 2022 9:02:12 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 the Albemarle Board of Supervisors,

I am a resident of the county who has lived at 3680 Stockton Road for over 18 years. For almost that entire time, my family has counted on the services of CenturyLink for our phone and internet access. We have not done this because we are satisfied with their service, however. Far from it. It's because they have an effective monopoly in our part of the county--one which seems to keep them disinclined from making any substantive improvements in their service for nearly all of those years.

In brief: The highest internet speed available in our area maxes out at 20 Mbps. When it's working "well" it typically varies between 5-15 Mbps. I know this because we have all had to become adept at testing the connection speeds through various apps or websites. Why? Because our service is prone to suddenly disappear *completely* (that is, to ZERO Mbps) for periods of a few minutes to several hours at a time--and *it has been doing this for well over a decade* with no predictability--and no acknowledgement from or steps for improvement from CenturyLink despite repeated calls from myself, my wife and our neighbors.

In fact, CenturyLink's customer "service" structure seems designed to thwart any substantive conversation or accountability. For well over a decade, virtually every call we've made to solicit service has meant being put on hold for well over a half hour, sometimes as long as an hour. And when you finally reach someone, they test the line "from their side" and typically tell you it's reading fine. We've had crews dispatched her numerous times over the years, yet they've failed to find any problems in either the line to our home or in the equipment in our home. Some of these technicians have even told us confidentially that this is what they see throughout CenturyLink's service areas: the company regularly runs too much data through infrastructure that's not designed to carry the load, and spreads the problem around to different areas so each experiences intermittent rather than complete failures.

When I can sit on my laptop--as I have HAD to do almost innumerable times over the years--to keep checking the connection speed and watch it go from 20 Mbps to 0 to 2 to 0 to 15 to 0 to 20 *without anything having been changed at my home*, it shows the problem is not with us or even the line provided by the company; it's in the institutional mismanagement of their infrastructure.

We therefore support a swift and accountable transition to ANY alternate provider or providers in our area.

I am a professional filmmaker who relies on interconnectivity for my business--as does my wife. (I was an Executive Producer at National Geographic for over a decade, and have overseen the production of hundreds of television programs.) I can't tell you how many times I've had to drive to Red Hill Elementary School simply to check my email, or head into town

to upload or download a file. With our professional reliance on Zoom now greater than ever, our vulnerability to CenturyLink's erratic service is a threat to our livelihood--and one which makes us, as well as other professionals we know, seriously considering leaving the county simply because of this factor alone.

Anything you can do to help remedy this situation--and remove the monopoly CenturyLink has had in Albemarle County would be greatly appreciated. Given the history we've experienced, they are either indifferent or incompetent, neither of which should merit our support or business.

Thank you so much for you time.

Sincerely,

Geoff Luck

From: [Seth Ragosta](#)
To: [Board of Supervisors members](#)
Cc: sragosta@gmail.com
Subject: Comments regarding CenturyLink service
Date: Wednesday, January 12, 2022 7:59:36 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 Board of Supervisors,

In response to your request for feedback on Century Link service please accept this written comment. My family lives in the Samuel Miller District off of Dick Woods Road. We are currently served by Century Link for landline and DSL internet service and have been for the last two years.

That service even when working as intended is at best poor. We have 3mb down 0.5mb up internet service, far below even the most basic definition of "high speed". We rarely if ever see those speeds, and our service is frequently completely unavailable. Century Link has sent service people to address our issues many times but have never provided a consistent fix or explanation for our issues. They will often blame the line or the DSL modem, but the fix is usually just time as their service is restored. Sometimes our service will be out for a day at a time with no notice or explanation. Century Link's online tools will claim to not understand the issue and then require a service tech to be dispatched often a week or more later. They will then attempt to cancel the call when they restore service, even though the ostensible reason for the outage was something with our lines. We are also expected to make ourselves available for an entire DAY without any specifics about when the technician will appear, and they threaten us with a fee if we are not home when they do decide to show up.

We pay over \$90/mo for this limited internet and a poor quality landline connection. It is our only access to these essential services at this time. I understand that we are paying the same or nearly to what other customers are paying for broadband connections. This feels extortionate.

I understand the ABBA has done work to expand broadband coverage in our area. We appreciate these efforts, but a long term solution is many months if not years in the future for our neighborhood. Please take a hard, critical look at this utility provider and help us get better access and service. Thank you for your work for our community, and please let me know if I can provide any more information.

Very truly yours,

Seth Ragosta
330 Ivy Vista Drive
434-422-0075

From: [Greg Kane](#)
To: [Board of Supervisors members](#)
Subject: Chronic service problems with CenturyLink
Date: Thursday, January 20, 2022 12:21:35 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.

Dear Albemarle County Board:

I've been representing Advance Mills Village's (Whitehall) broadband concerns for the last few years. We have had terrible broadband service from CenturyLink for years. CenturyLink's near non-existent customer service is a clear reminder why we should never allow monopolies in critical public services.

I have been working with Albemarle Broadband Authority for some time with very little to show for it. At times it seems Albemarle Broadband Authority's "partnership" with CenturyLink is more about protecting corporate interests than the public interest. I listened to the recent AC Board meeting and the ABBA/CenturyLink self promotional presentation was not a surprise. The critical board member responses to CenturyLink was a very welcome change from what we have been used to. I am sure everyone from Advance Mills Village applauds the board's advocacy on behalf of the public interest!

The board raised pointed questions for CenturyLink and requested responses. We, here at Advance Mills Village, would very much like to be informed about those responses when they are available. We were promised the public funds invested in fixed wireless in our area would provide new broadband service for Advance Mills Village. It failed to provide any new service for most of Advance Mills Village. Now that FTTH is scheduled for late May, we asked to see the design placement of fiber terminals in our area so we can see the fiber drop distances to our homes. Albemarle Broadband Authority claimed this government funded project allows CenturyLink to claim this as "proprietary information". This is ridiculous. Once the terminals are installed they will be clear for everyone to see only it will be too late to change the design if needed. Albemarle County participated in writing the contract, why aren't we protected? Why is Albemarle County (via Albemarle Broadband Authority) not identifying these kind of "lessons learned" for future contracts?

CenturyLink, with the support of Albemarle Broadband Authority, is withholding important outage details, not only for its crumbling old infrastructure but also from its new, publicly funded, fiber infrastructure. CenturyLink has shown itself to be untrustworthy. Its lack of transparency is not in the public interest. We are

heartened by the board's response to CenturyLink's report on recent and long term chronic broadband and phone service outages.

I would like to see a change at Albemarle Broadband Authority. Much of its business is conducted like everything is going well and no detailed discussions about what has gone wrong and what detailed changes are being made to correct past mistakes. We could use less self promotion and more public service and more backbone in confronting CenturyLink's failures. We should not be agreeing with withholding information from the public.

Thank you and, again, we would very much like to see a followup on CenturyLink's failure.

Best regards,
Greg Kane

From: Robin Moran
To: Board of Supervisors members
Subject: DSL service and phone
Date: Wednesday, January 12, 2022 3:22:55 AM

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We have DSL service that goes in and out every 30 mins., is slow , and I cannot work from home!! They are giving us less all of the time or doing very little to help because of hope of firefly. I. which I understand will not reach our mountainous ridge top for another 2 years. What are we to do until then???

We will have to fight for a new router , which they are not to eager to supply. Ours is vintage 1990's.

Someone, please help!!!!!!!!!!

Robin Moran
Earlsville, VA

From: Michael Culp
To: Jason Inofuentes
Subject: FW: C-link
Date: Monday, January 10, 2022 3:00:05 PM

From: David Plunkett <dplunkett@jmrl.org>
Sent: Monday, January 10, 2022 2:57 PM
To: Michael Culp <mculp@albemarle.org>
Subject: C-link

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Hi Mike- While reading the County's briefing doc for your meeting with Centurylink this week, I found myself nodding in agreement a lot.

The biggest issues JMRL currently is having are with POTS lines at Gordon Avenue and Scottsville libraries, both at least partially owned by Albemarle. Frequently a line or more will be out of service for days after any rain. Techs on the ground work miracles to get them back up, but there is only so much electrical tape in the world! Good luck with this discussion, let me know if you need further details about JMRL's issues.

David

--

David Plunkett
JMRL Library Director
201 East Market Street
Charlottesville, VA 22902
434.979.7151 ext. 6670

grow. learn. connect. | jmrl.org

From: Donna Price
To: Michael Cule
Cc: Jason Inofuentes
Subject: FW: Century Link meeting
Date: Tuesday, January 11, 2022 10:38:42 AM

Mike:

This part involving improper laying of Fiber Optic Cable, presumably a VATI project, is very troubling...

Donna

-----Original Message-----

From: acclaimserv@juno.com <acclaimserv@juno.com>
Sent: Tuesday, January 11, 2022 9:23 AM
To: Board of Supervisors members <bos@albemarle.org>
Subject: Century Link meeting

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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.

Opt-in to Cyber Safety with NortonLifeLock.

Plans starting as low as \$6.95 per month.*

[https://store.netzero.net/account/showService.do?serviceId=nz-](https://store.netzero.net/account/showService.do?serviceId=nz-nLifeLock&utm_source=mktg&utm_medium=taglines&utm_campaign=nzlifelk_launch&utm_content=tag695&promoCode=A34454)

[nLifeLock&utm_source=mktg&utm_medium=taglines&utm_campaign=nzlifelk_launch&utm_content=tag695&promoCode=A34454](https://store.netzero.net/account/showService.do?serviceId=nz-nLifeLock&utm_source=mktg&utm_medium=taglines&utm_campaign=nzlifelk_launch&utm_content=tag695&promoCode=A34454)

From: Ann Mallek
To: Broadband Office
Subject: FW: CenturyLink/Lumen Participating in Work Session with the Board of Supervisors on Persistent Service Issues in Albemarle
Date: Tuesday, January 11, 2022 8:03:50 PM

For the file
Thank you

From: dombrowerj@aol.com <dombrowerj@aol.com>
Sent: Tuesday, January 11, 2022 10:51 AM
To: Ann Mallek <amallek@albemarle.org>
Subject: Fwd: CenturyLink/Lumen Participating in Work Session with the Board of Supervisors on Persistent Service Issues in Albemarle

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Ann,

I hope you, Leo, your children and grandchildren all had a nice holiday season. We drove to NE Tennessee and visited our daughter and had a great time.

When I read this, I thought I would share a piece of information that may be of benefit to you. Maybe a year or two ago I was looking seriously at changing from Comcast / Xfinity service to CenturyLink mostly because of price. One day during this process, I saw a CenturyLink technician working on one of their boxes on Old Trail Drive. So, I stopped and talked to him about service. To get right to the point, they only had then 3 or 4 technicians to service a multi-county area and the implication was they couldn't keep up and that is why service calls were taking so long.

Having said this, I would ask their representative directly how many technicians that are dedicated to resolving issues in Albemarle County. And not just covering it, because I suspect they can say they can bring other technicians in from out of the County. If it is a small number, then what are they doing in what timeframe to resolve it.

Just a thought on a question to ask them.

Hope you are doing well.

Bob

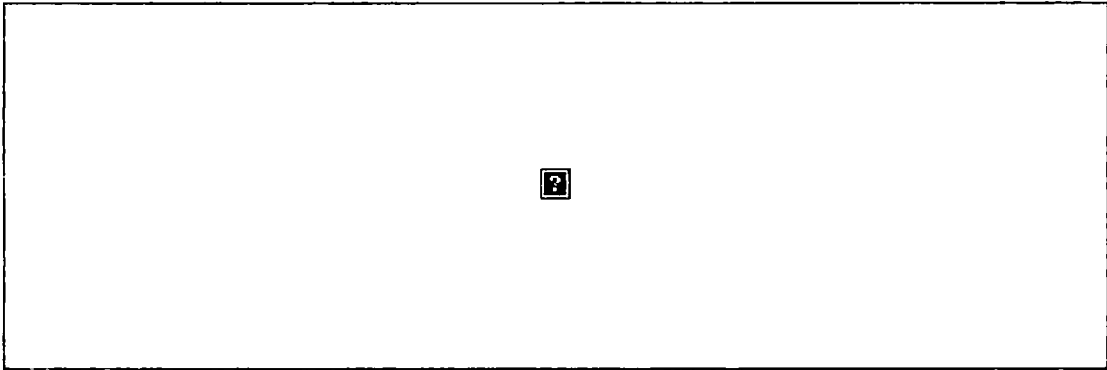
-----Original Message-----

From: County of Albemarle <newsletter@albemarle.org>

To: dombrowerj@aol.com

Sent: Mon, Jan 10, 2022 10:00 am

Subject: CenturyLink/Lumen Participating in Work Session with the Board of Supervisors on Persistent Service Issues in Albemarle



General County News
Monday, January 10, 2022



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

Representatives from CenturyLink/Lumen will be participating in the [County 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:

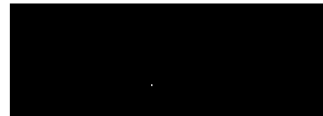
- Actions taken to alleviate persistent service issues
- Steps underway to prevent further service issues
- Background on the planned phone and internet assets transfer to a new company. Rights need

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

Access the Work
Session Information

Did you know that we send a preview of all Board of Supervisors regular business meetings ahead of each session?

Click the button below to add "[Board of Supervisors](#)" to your subscription.



- Email the Board of Supervisors (board@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.

How to Sign Up to Speak

- Speakers must sign-up using the e-comment feature found at <http://albemarlelegislator.com/calendar.aspx> - click eComment in the final column of the table for the meeting date at which you wish to speak.
- Matters from the Public is scheduled at the beginning of the afternoon session (1 pm) and the evening session (6 pm).
- The number of speakers during each session is limited to 10.
- Speakers have 3 minutes to make their remarks.

We have a new podcast! The *Let's Talk Albemarle* podcast seeks to foster community participation through the exploration of important topics in Albemarle County. Listen free on [Apple Podcast](#), [iHeart](#), [Spotify](#), [Amazon Music](#), [Google Podcasts](#), or [our website](#).

Did a friend forward this email to you? [Subscribe to receive these emails directly to your inbox.](#)

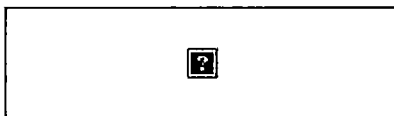
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220220148

From: Brian Gallagher
To: Board of Supervisors members
Subject: FW: Communication from CenturyLink
Date: Wednesday, January 12, 2022 4:17:39 PM

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The below says my outage is fixed.

It is not.

I just went through their lengthy problem report online chat session and was told it will be fixed by Jan. 16, 2022.

At least that is better than the Jan. 22 date I was originally given.

But I have little faith it will be fixed.

There was a service person at the CenturyLink pedestal in front of my house an hour ago and I stopped to say thanks for fixing my phone. She said "Oh, I am not here for your phone, I am working on a neighbor's phone."

Try to call me at 434-978-4405

Brian Gallagher
725 Reas Ford Road
Earlsville, VA 22936

From: centurylinkbuzz@notifications.centurylink.com [mailto:centurylinkbuzz@notifications.centurylink.com]
Sent: None
To: brian.j.gallagher@comcast.net
Subject: Communication from CenturyLink

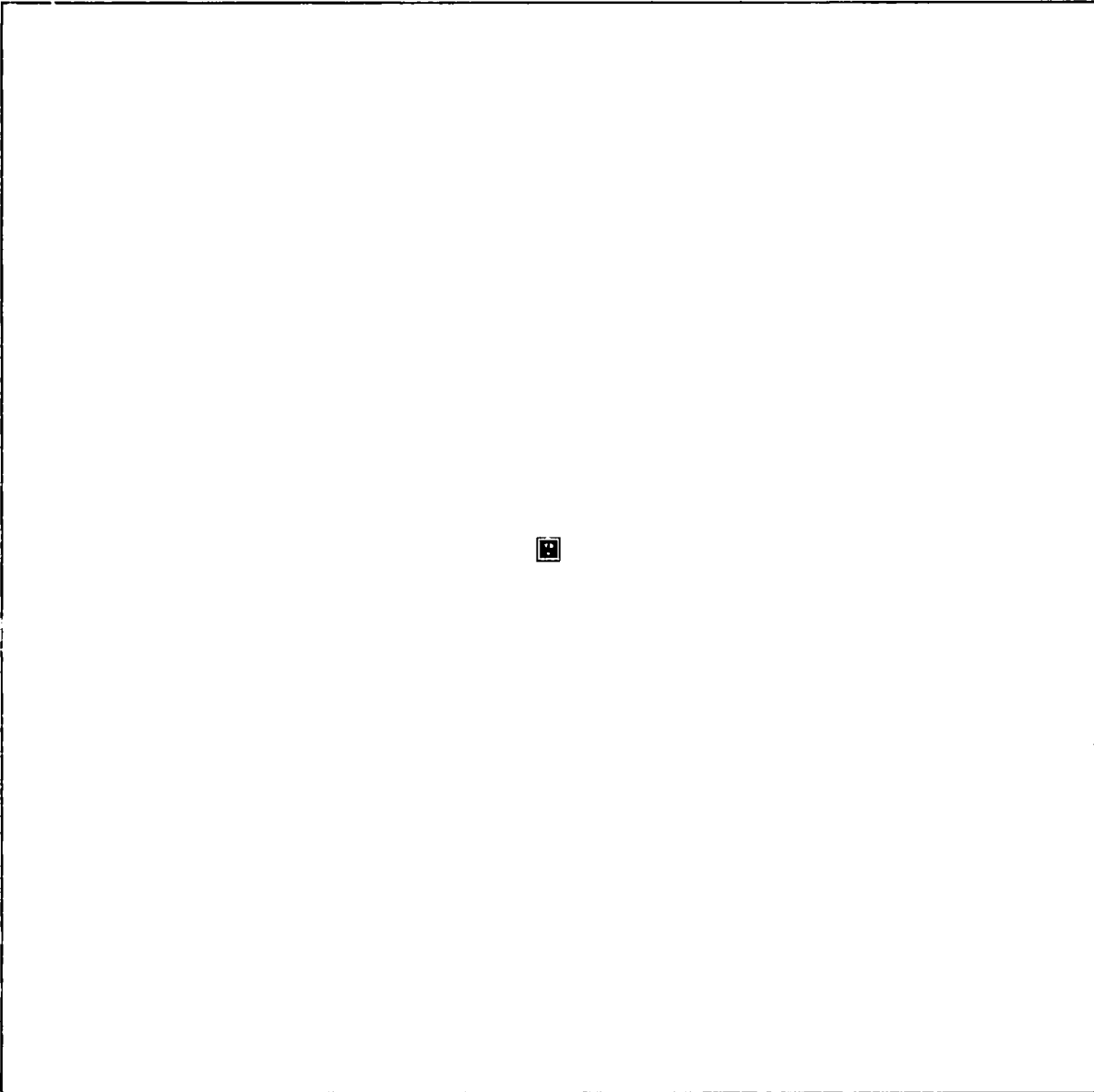


Service Area Outage Resolved

This is an automated message from CenturyLink regarding the problem reported with your service. The outage in your area has been repaired and your service should now be restored. If you are still experiencing trouble with your service, please click this link to chat with [Repair](#).

Please do not respond to this email as replies to this message are routed to an automated system. We apologize for any inconvenience this situation may have caused. Thank you for being a CenturyLink customer - we value your business.

CenturyLink Customer Support



You have received this courtesy email because you are a CenturyLink customer. If you prefer not to receive notifications about your order, you can [chat online with us](#) to unsubscribe.

This message was sent from an automated e-mail server. Any messages sent to this address will not be answered.

CenturyLink values your business and respects your privacy. For more information about how we use information we collect online, read the CenturyLink online [Privacy Policy](#).

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From: [Michael Culp](#)
To: [Jason Inofuentes](#)
Subject: FW: Escalation: Service Outage 2 attempts to correct canceled: Susan Andrews 4970 Dick Woods Road
Date: Monday, January 10, 2022 3:52:23 PM

Susan left me a voicemail asking if she should send this over to the BoS. Haven't responded. We have her in the database? I think this may have been before we started tracking through BAAO.
Mike

Mike Culp

Director of Broadband Accessibility and Affordability Office

Albemarle County

mculp@albemarle.org

office 434-296-5891

401 McIntire Road, Charlottesville, VA 22902

From: Michael Culp
Sent: Monday, August 23, 2021 12:15 PM
To: Stipanovich, Trish A <Patricia.A.Stipanovich@lumen.com>; Peirce, Roger A <Roger.Peirce@CenturyLink.com>
Cc: Kelly, Derek <derek.t.kelly@lumen.com>; SAndrewscoaching@outlook.com
Subject: RE: Escalation: Service Outage 2 attempts to correct canceled: Susan Andrews 4970 Dick Woods Road

Susan Andrews (cc'ed) left me a voicemail today from her landline. The buzz in the line is significant. Susan also pointed out that someone tried her landline and it was not working. Is it possible to send a tech. to check the line.
Susan is back in Albemarle after an extended trip.

Regards,
Mike

Mike Culp

Director of Broadband Accessibility and Affordability Office

Albemarle County

mculp@albemarle.org

office 434-296-5891

401 McIntire Road, Charlottesville, VA 22902

From: Michael Culp
Sent: Tuesday, August 10, 2021 2:18 PM
To: Stipanovich, Trish A <Patricia.A.Stipanovich@lumen.com>; Peirce, Roger A <Roger.Peirce@CenturyLink.com>
Cc: Kelly, Derek <derek.t.kelly@lumen.com>
Subject: Escalation: Service Outage 2 attempts to correct canceled: Susan Andrews 4970 Dick

Woods Road

Hi,

Please escalate service restoration for Susan Andrews on 4970 Dick Woods Road. Land line is 434-296-0709. Service has been out for over a month (no dial tone). I asked for service ticket.

Susan is

And can only be reached by her cell phone (since her home phone is currently OoS)
434-906-3839

Thanks,

Mike

Mike Culp

Director of Broadband Accessibility and Affordability Office

Albemarle County

mculp@albemarle.org

office 434-296-5891

401 McIntire Road

Charlottesville, VA 22902

From: [Michael Culp](#)
To: [Jason Inofuentes](#)
Subject: FW: Internet
Date: Thursday, January 13, 2022 4:27:17 PM

-----Original Message-----

From: Jim Andrews <jandrews2@albemarle.org>
Sent: Thursday, January 13, 2022 3:34 PM
To: Michael Culp <mculp@albemarle.org>
Cc: Trevor Henry <thentry@albemarle.org>
Subject: FW: Internet

Mike, I am sorry to possibly add one more to your list, but Clyde and Susan Gouldman have been persistently frustrated in their attempts to restore their CenturyLink internet since 1/3. They are having continued difficulties reaching Customer Service, so I am hoping the County can forward this on their behalf.

Thanks,
Jim

1435 West Pines Drive, 22901, Centurylink acct #310189004, Clyde and Sue Gouldman.

Sent from my iPad

> -----Original Message-----

> From: C S Gouldman <csgouldman@embarqmail.com>
> Sent: Thursday, January 13, 2022 1:32 PM
> To: Jim Andrews <jandrews2@albemarle.org>
> Subject: Re: Internet

>

> 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 so much for your much appreciated reply. We still have no internet (it went out the morning of 1/3/2022) despite repeated messages that we are in an area where an outage has occurred and the problem will be resolved by - a constantly moving target. Thank you for serving on the board of supervisors. Susan Gouldman

>

> Sent from my iPad

>

>>

>> -----Original Message-----

>> From: C S Gouldman <csgouldman@embarqmail.com>
>> Sent: Monday, January 10, 2022 6:48 PM
>> To: Board of Supervisors members <bos@albemarle.org>
>> Subject: Internet

>>

>> 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 had no wi-fi since the storm last Monday, 1/3/2022.

>>

>> Clyde and Susan Gouldman
>>
>> Sent from my iPad
>

220210148

From: Michael Culp
To: Jason Inofuentes
Subject: FW: More misery with CenturyLink
Date: Thursday, January 13, 2022 4:27:34 PM

From: Jim Andrews <jandrews2@albemarle.org>
Sent: Thursday, January 13, 2022 1:47 PM
To: Michael Culp <mculp@albemarle.org>
Subject: FW: More misery with CenturyLink

Another one that didn't go through the BoS email.

From: Robert McGrath <robert.mcgrath@stonybrook.edu>
Sent: Wednesday, January 12, 2022 11:05 AM
To: Jim Andrews <jandrews2@albemarle.org>
Subject: Fwd: More misery with CenturyLink

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 Jim,

Sorry to keep clogging your inbox, but I know you're meeting with CenturyLink soon. Still no internet and no way to get reliable/meaningful information about when it will be fixed. We end up being truly hostage to them, and they act like they know it.

Good luck with all you're working on.

Best,
Bob

----- Forwarded message -----

From: Jim Andrews <andrewsjames@gmail.com>
Date: Mon, Jan 10, 2022 at 7:34 PM
Subject: Re: More misery with CenturyLink
To: Robert McGrath <robert.mcgrath@stonybrook.edu>
Cc: Jim as supervisor Andrews <jandrews2@albemarle.org>

Thanks, Bob! In preparation for our meeting with CenturyLink, we are receiving quite a litany of accounts of frustration with repair processes at CenturyLink.

Best,
Jim

On Mon, Jan 10, 2022 at 5:50 PM Robert McGrath <robert.mcgrath@stonybrook.edu> wrote:

Hi Jim.

We somehow got our phone and internet service back a few days before the storm hit a week ago. Our power came back late Friday night and at that point we saw that the internet didn't work (phone did work). Since then it's been a long unsuccessful slog with CenturyLink robots, un-understandable low level people, and their "outage" site that says there's a problem but without reliable information about when it might be fixed.

Sorry! I know this is not something you can fix in any direct way. I'm updating you mostly because you said you were meeting with CenturyLink people.

I'm out of town right now but when I get home I'm going to further explore the T-Mobile internet service.

Regards,
Bob

--

2055 Spoon Hill Farm
Charlottesville, VA 22903
330-719-2188
andrews.james@gmail.com

From: [Peter Davies](#)
To: [Board of Supervisors members](#)
Subject: Feedback on century link
Date: Monday, January 10, 2022 11:32:14 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.

Having had CenturyLink service at two different locations (half a mile apart in Albermarle) we cancelled their service and now have Starlink.

Their service at one location was said to be 20mbps at the second location they said it should be 6mbps. At neither location did it ever reach that number and on 'average' when I tested the speed (many times because of poor service) it was never over 6mbps on the 20 mbps line and was under 3mbps on the 6mbps line.

Over the nearly two years we had service we were without service for days at a time. One particular episode we were without internet for five days.

The line quality (not sure of the technical term) was such that most days I had to reboot (up to four times a day) the provider supplied modem/router after loosing the connections while trying to work. Each time all devices had to reconnect and data was lost.

Their customer service was not helpful. Talking with people not local and not being able to talk to the right technical person when there was an issue. Regardless of who called, my wife or myself we were put on hold, forwarded several times and in the end got no response or understanding about the lack of throughput or constant interruptions and dropped connections. We also received conflicting information when we had prolonged outages, and received conflicting estimates when service would be returned. We had to go to the local library to use internet service on most days even if when service was working.

Each time a technician came on property they had a different answer and changed a different piece of equipment saying the last person should have changed the equipment. Eventually, we realized that the infrastructure they have and being at the end of the line, the service was never going to get better.

We were charged the same amount of money for a service that was advertised as 20mbps and 6mbps in reality we never received these level of service.

The attitude of century link, we experienced, was one that they knew we had no choice and therefore did as little as possible to get the service to us that we were paying.

As you know the internet speed of under 3 mbps does not allow for video conferencing and sometimes even streaming.

We moved from a location in VA that had good internet service in a more remote location. The nearly two years we tried to use century link was one of the worst experiences I have had in trying to stay connected, do our jobs and have some entertainment.

The day we installed Starlink was the day our lives became more sane, more enjoyable. The ability to work in todays world with the technology needed made a huge difference to our quality of life. To not have to reboot the modem three or four times a day. One day I had to reboot the modem every hour at the same time reboot all the devices connected. A better quality of life was never going to happen with CenturyLink no mater how hard we tried to work with their people.

My wife had gone to a local meeting on internet availability were she heard priority was being given to families with children for internet. Our hopes of getting usable internet service were dashed by this formation. We have no children. My thought on hearing that was maybe we had chosen the wrong place to live.

As I said installing Starlink on its worst throughput is five time better than any service from centurylink. When there are interruption (obstruction, no satellite etc) the connections are not dropped but paused. This makes a huge difference when trying to do video conferencing.

In summary we worked for nearly two years with CenturyLink to have usable internet service. They showed no interest in achieving the type of service that supports the current day needs of working remotely. Their treatment of customers, that I experienced was dismissive, arrogant and non responsive. Their communication none existent and they would rely on a phone network to tie up customers in the hope that they did not have to deal with the customer as they would give up trying to get better service.

As you know there is no recourse for the customer and no way to hold companies accountable for advertising their throughput at 20 mbps but the customer receiving less than that amount.

As an aside it makes me laugh now that we would have been happy just getting the 20mbps service while currently the service with Starlink reaches over 100 mbps and sometimes over 200mbps.

I wish the county luck in solving this issue. We would have been very supportive of a solution that did not include an existing provider because we were not able to get the service promised.

From: [Ryan Loomis](#)
To: [Board of Supervisors members](#)
Subject: Followup on CenturyLink/Lumen worksession
Date: Wednesday, January 12, 2022 4:07:59 PM

22022148

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 Supervisor Mallek and the rest of the Board,

I am a resident of the White Hall District who spoke at the meeting this afternoon. Thank you for the opportunity to speak and thank you for communicating our concerns with the CenturyLink/Lumen representatives in an appropriately candid and emphatic manner. Particularly Supervisor Mallek for focusing on our emergency phone access, as this is really the #1 safety issue in my opinion (I would love to have faster internet to work from home, but my neighbors' health is more important if we're prioritizing things).

What I find particularly galling about the presentation shown to the Board is that it completely side-stepped this issue by sweeping it all into the category of "storm outages". I understand that if a tree takes out a line, that takes time to repair, but willful negligence by failing to install sufficient backup power sources is not the same thing. I hope that you continue to follow up with them on this point, as it seems to be something that has a clear and concrete solution.

Regarding Supervisor Gallaway's comments about CenturyLink's lack of accountability and who to go to 'above' them, I would respectfully suggest that the BoS pursue action with the SCC and FCC. CenturyLink has previous FCC fines and judgements against them regarding 911 outages, and I unfortunately suspect that they will not make any infrastructure improvements without fiscal motivation.

Finally, as I'm sure you are, I am anxiously awaiting the answers in writing to your questions that CenturyLink has promised. Will these be communicated to constituents in some way, or will they be private communications? I know my neighbors and I would appreciate being able to see any positive progress coming from their comments.

Thank you very much for your time and commitment on this as well as other issues facing the county,
-Ryan Loomis

From: Stacy Erickson
To: Board of Supervisors members
Cc: Michael Culp
Subject: Followup to Centurylink issues
Date: Wednesday, February 2, 2022 9:15:16 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.

After Centurylink cancelling and rescheduling my internet repair issue twice, CL finally came out last Friday (1/28/22) to repair my service. Despite REPEATED accusations by CL that it was MY problem inside my house, it turned out to be a CL problem AT THE MAIN BOX to our neighborhood - as suspected and reported by me to CL in the first place. I was without service almost 3.5 weeks. CL regrets any inconvenience this might have caused me.

Luckily, once the service returned, I was able to transmit my end-of-year business information to the federal and state government by the end of the month deadline.

I, and many others in my neighborhood that also went through this mess, have switched services to another provider.

Interestingly, when I called to cancel my CL service, I was routed directly to a customer service representative without delay. No phone tree entanglements, no waiting 1.5 hours on hold while they help other customers, no talking to South America for assistance.

I SERIOUSLY hope that if the county is considering or using CL to provide fiberoptic and/or broadband services paid for by OUR tax dollars, that the county will have SERVICE RESPONSE timelines and requirements spelled out in the contract. - Stacy Erickson

From: [Ann Mallek](#)
To: [Board of Supervisors members](#); [Broadband Office](#)
Cc: [Deane Begiebing](#); [Elizabeth Fanning](#)
Subject: Fwd: Century Link Non-Performance
Date: Wednesday, January 12, 2022 8:56:11 AM
Attachments: [Honorable Senators and Congressman.docx](#)

Sharing a communication for the residence of Clark Rd for the centurylink work session

Sent from my iPhone

Begin forwarded message:

From: Elizabeth Fanning <esfanning@gmail.com>
Date: January 11, 2022 at 12:54:27 PM EST
To: Ann Mallek <amallek@albemarle.org>
Subject: Century Link Non-Performance

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!
What follows and attached is a letter sent 01.11.22 to Senators Warner and Kaine, and Congressman Goode.
Sincerely,
Elizabeth Fanning
Bourne Farm Road
White Hall, VA

Honorable Senators and Congressman,
We are writing to formally file a complaint about the service provided by CenturyLink, the provider of our phone and internet services.
We live on or just off of Clark Road in White Hall, Virginia. Among us are older women who live alone in the woods, telecommuters who rely on the internet for their livelihood, parents trying to support their children in school, and others who need the internet and connectivity for a range of necessary personal, practical, educational, telehealth, and business activities. Connectivity is particularly important to us while we are under sustained sequestration.
Our internet carrier options are limited in our area and by default, we are left having to use CenturyLink: when it rains, we may not have service, and we rarely know when and how it will be restored. Most of us end up at the library for connectivity that is far cheaper and more robust and reliable.
Most of us have given up on the poor quality phone service CenturyLink provides, but internet is a necessity. We have routinely requested service repairs, filed complaints, even spoken with our local representative Ann Mallek, our representative on the Albemarle County

Board of Supervisors, about the issue, only to get lip service from CenturyLink representatives. Apparently, the powers that be at CenturyLink are aware that we have no option but to be their customers, and we are limited to whatever level of service they choose to provide, regardless of what we signed up for.

During this past winter storm, as you know, we all struggled with power and phone outages. Here, each of us took measures to report our internet outages and each were given different responses - if we were able to get in touch with anyone at all. One of us was told by a CenturyLink truck driver on our road last Tuesday that service had been restored, despite evidence to the contrary. Similarly, one of us was told by phone that service had been restored (no), another that it would be restored by last Wednesday at 3:15 (no), and through social media, we were told that service couldn't be restored because of the widespread power outages. We were either given no ETA or an unreliable one - while mysteriously, our neighbors just up the road have service.

For some of us, internet service is a lifeline, for others, it's our livelihoods. This recent lack of customer support, a wide range of discrepancies in answers to outage reports, and a lack of meaningful or non-existent communication with CenturyLink simply underscores an ongoing problem and further demonstrates CenturyLink's ongoing cavalier attitude regarding customer service. Furthermore, this betrayal of consumer confidence leaves us vulnerable and powerless. We respectfully request your intervention, and possibly an inquiry with the FCC into how to ensure that CenturyLink abides with service compliance.

Sincerely,
 Elizabeth Fanning
 Deanne and Mark Begiebing
 Karen Clark
 Leah Clark
 Bruce Gordon
 Jane and Gregory Govan
 Natasha Jahrsdoerfer
 Sally James
 Martha McKenna
 Amy and Scott Nunally
 Taryn Steege

What follows is a screen shot of what Century Link online customer support looked like, which I accessed from the heating center set up at the Greenwood Community Center 01.10.22, an hour before restoration.

[screen shot of CenturyLink Troubleshooting Page. "Sorry! We are having technical difficulty submitting your request!"]

From: Michael Culp
To: Broadband Office
Subject: Fwd: Century Link
Date: Wednesday, January 12, 2022 6:26:04 PM

From: Gregg Winston <gwinston78@gmail.com>
Sent: Wednesday, January 12, 2022 6:25:12 PM
To: Diantha McKeel <dmckeel@albemarle.org>
Cc: Michael Culp <mculp@albemarle.org>
Subject: Re: Century Link

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.

Thanks

Gregg Winston
gwinston78@gmail.com
214-663-2667

On Jan 12, 2022, at 6:00 PM, Diantha McKeel <dmckeel@albemarle.org> wrote:

Good evening Gregg! We are trying.....
And thanks for reaching out. I am sharing your email with Michael Culp, Director of our Broadband Accessibility office. He is keeping track of resident complaints.

Diantha

From: Gregg Winston [<mailto:gwinston78@gmail.com>]
Sent: Tuesday, January 11, 2022 12:43 PM
To: Diantha McKeel
Subject: Century Link

Diantha,

Thanks for providing a forum for community member to express their concerns regarding the broadband service provided by CenturyLink.
As the only board band provider in my area CenturyLink has monopolistic position. The services it provides does not meet minimum standards, upload (24) download (2). My service went down on Sunday January 2nd and did not return until Monday January 10th. During that outage it was very difficult to contact

CenturyLink to find out cause of outage and anticipated service restoration date.
There were many notices that service had been restored only to find out it was not.

Your assistance in ensuring state of the art broadband service for all resident of Albemarle County is greatly appreciated.

Gregg Winston
gwinston78@gmail.com
214-663-2667

220220149

From: DAVID SMITH
To: Board of Supervisors members
Subject: Fwd: CenturyLink phone service
Date: Monday, January 10, 2022 11:07:22 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.

Hello. The email thread below is somewhat dated, but I suspect similar issues still persist in the County. In summary, the largest problem is not being able to call 911 in an emergency, which is exacerbated by; 1) slow service response to problems [days] 2) elimination of (or not maintained) battery backup at the switch which renders the landline down when power is lost 3) no alternative cell phone service.

Maybe at your meeting you could also discuss reviewing their monthly metrics (I presume they have some), such as number of complaints, response times, and are those numbers trending up or down . . . and are those numbers reasonable/acceptable to the Board of Supervisors.

Thanks.

Dave & Sharon Smith
 Boonesville, VA

-----Original Message-----

From: Ann Mallek <amallek@albemarle.org>
 To: DAVID SMITH <davecvis@aol.com>; Michael Culp <mculp@albemarle.org>
 Sent: Tue, Jul 23, 2019 6:24 pm
 Subject: Re: CenturyLink phone service

Mike

Here is another Boonesville resident having problems. Thank you for your help.
 Ann

Sent from my iPhone

On Jul 23, 2019, at 5:35 PM, DAVID SMITH <davecvis@aol.com> wrote:

Phones went out again right after I sent the email below <sigh> but I'd promised not to bother you every time they go down. The phones just started working again today. You might find it amusing, the first of several received calls were robo calls. We get about 10/day on average.

What I wanted to convey is that we were able to get Google Voice to work through our satellite internet. We can make and receive calls through the Android app on our smart phone using HughesNet . . . and it's free! The only number we cannot call using this service is 911. Although, we can call the police and/or friends & family in an emergency when CenturyLink lines are down. We feel more secure because of this capability. Thought you might like to know about this service if you don't already.

- Dave & Sharon Smith

-----Original Message-----

From: DAVID SMITH <davecvis@aol.com>
 To: amallek <amallek@albemarle.org>

Sent: Sun, Jul 21, 2019 2:28 pm
Subject: Re: CenturyLink phone service

FYI: Our phones started working today ~ 1PM. Grateful for 'whatever' it took to resolve. Maybe Venus and Mars are aligned correctly today. ;(-) No communication from CL, but there rarely ever is.

- Dave

-----Original Message-----

From: Ann Mallek <amallek@albemarle.org>
To: DAVID SMITH <davecvlis@aol.com>
Sent: Sat, Jul 20, 2019 1:28 pm
Subject: Re: CenturyLink phone service

David
Please continue to reach out.

Mike
In your position at the county can you get any better response from Centurylink? Since it took six days for the recent Advance Mills repair, it is unlikely Dwayne will listen to me either.

Duane the repairman said he repaired new breaks in the old wires he has repaired in different places before.

We really need new wire to be strung.

Thank you all.
Ann
434-996-6159
Sent from my iPhone

On Jul 20, 2019, at 1:04 PM, DAVID SMITH <davecvlis@aol.com> wrote:

Hi Ann. First, I promise I will not email you again when our phones go out.

That being said, here we go again. CenturyLink phone lines are dead. What is most disturbing is the earliest a technician can get here is next Friday. That's 6+ days we will not be able to call 911 in an emergency here in the Boonesville area because we have no other option to communicate other than satellite, provided we don't lose power. Note though, the Emergency Communications Center and the Police do NOT have an online way to report an emergency so our best option would be to find someone online to call 911 for us. In the event of acute trauma or crime in process where time is critical, that's not very reasonable.

Thanks again for your support. Hopefully we can get this resolved soon. Just a thought . . . setting up a 911 online chat service would seem relatively easy to do and perhaps mitigate the issue somewhat in the interim. - Dave Smith

<Capture.JPG>

P.S. Note my cell number above for callback. It doesn't work here at the

220220148

house but they made me check the box to create a Ticket.
P.P.S. The self test says that there are known problems in our area. 1) They always say that 2) my neighbor's phones are also out.

-----Original Message-----

From: Ann Mallek <amallek@albemarle.org>
To: DAVID SMITH <davecvis@aol.com>; Michael Culp <mculp@albemarle.org>
Sent: Sun, Jul 7, 2019 6:50 pm
Subject: RE: CenturyLink phone service

Mr. Smith,
I am sorry this email was buried in the email flood and this is a late response.

“Ann, do not our regulators hold the local phone company to a minimal service standard?” NO

“Are we auditing their performance?” NO

One of the first things I learned when I joined the board in 2008 was that local government in Virginia has no recourse in any of these issues. I have not succeeded to change that yet, as most legislators in Richmond think everything is fine as long as big business is happy. I was told I should go home and save my breath, since “if big business does not want it, it will not happen.”

Your description below is similar to that of many others including our family. Several times a year the land line is broken, usually due to old and unreplaced wires which have been weakened by trees. The repair staff is insufficient to deal with the amount of damage and waits of 6-9 days are standard. This puts all residents at risk.

I am in contact with regional centurylink staff on a regular basis, bringing attention to the risks to citizens to improve service. When they come, the local service staff is helpful and careful in their work. They apologize for the delay, but they are the messengers, not the deciders.

The County IT staff leader, Mike Culp, keeps track of these events and develops focus areas for potential partnerships.

Investments of tax dollars which expand on the work of private business and most successfully the electric coops, are expanding coverage, but it feels very slow for our citizens.

The county wide assessment two years ago before the establishment of the Albemarle broadband authority estimated \$30 million if the County were to take this on. Thus we are continuing to work with providers.

Among the Coops, CVEC has been most receptive and has applied with the County for state funds to speed upgrades. Centurylink has already accomplished the miles of fiber they were required to accomplish to receive federal funds.

A “rural electrification” type effort at the federal level would be successful. Anything less will just provide a fortune for big business with little accountability.

As you can tell, my frustration is high but I am continuing to push, at local and state

level, for improvements.

Please continue to report on your circumstances. That will help build the case.

Mike,
Please add Mr. Smith to your database.

Thank you.
Ann

BTW, Chris, in your story amendment, CenturyLink was quoted as saying, "*All CenturyLink services at the Free Union, Va., address are currently up and running. Our technicians restored services yesterday for an outage that was caused by storms on June 2.*" These are false statements; The phones went out in this area shortly after 5:30 PM 31-MAY and were not restored until early afternoon 03-JUN. Moreover, there were no storms in the area around 5 to 6 PM on 31-MAY in Free Union. You can ask Eric to confirm. Back to auditing, 'someone' outside of CenturyLink needs to review their metrics and see what is really happening to customers dependent on land lines here in Albemarle County.

From: DAVID SMITH <davecvis@aol.com>
Sent: Wednesday, June 5, 2019 1:28 PM
To: cmarkham@nbc29.com; Ann Mallek <amallek@albemarle.org>
Subject: CenturyLink phone service

Chris, thanks for your story about frequent phone outages in the Boonesville area. I live in Boonesville on Shifflett's Mill Road. I'm not counting, but the folks in your story were counting and it seems about right. Five outages just this year. They frequently take days to get resolved. There is no cell phone service in this area. There is no way to call 911 in an emergency. Walking to a neighbor's house to use their phone is not only impractical in an emergency but typically when the phones go dead, as mentioned in your story, the neighbors phones are dead too.

I've been on this land line since 1984 and have never experienced such poor service from the local phone company as within the past year. CenturyLink's service has degraded significantly, recently. I suspected that many customers have 'cut the cord' with the advent of cellular service and as such, they have been losing lots of business (\$\$\$) . . . and that equates to layoffs and no reason to invest further in infrastructure . . . and they have antiquated systems in place presently (per your story) that are prone to frequent failures. I get that.

But regardless, this is a significant safety issue in the Boonesville area and a problem that needs a fixing, fast, before a tragedy occurs, not afterwards.

Ann, do not our regulators hold the local phone company to a minimal service standard? Are we auditing their performance? BTW, Chris, in your story amendment, CenturyLink was quoted as saying, "*All CenturyLink services at the Free Union, Va., address are currently up and running.*"

Our technicians restored services yesterday for an outage that was caused by storms on June 2." These are false statements; The phones went out in this area shortly after 5:30 PM 31-MAY and were not restored until early afternoon 03-JUN. Moreover, there were no storms in the area around 5 to 6 PM on 31-MAY in Free Union. You can ask Eric to confirm. Back to auditing, 'someone' outside of CenturyLink needs to review their metrics and see what is really happening to customers dependent on land lines here in Albemarle County.

Ann, I would encourage you to view Chris' story at WVIR. Anything you can do to help move things forward, thanks. I would presume there are only two options; 1) CenturyLink needs to step up somehow, someday 2) and/or, we need a cell tower in the area near Blackwell's Hollow.

Thanks for reading. Okay to forward this email if you wish.

Dave Smith
Boonesville, VA
davecv1s@aol.com

<Capture.JPG>

From: Carl and Tina Moje
To: Board of Supervisors members
Subject: Fwd: Complaint Against Century Link
Date: Friday, January 21, 2022 3:48:56 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.

Get [Outlook for iOS](#)

From: Althea Tina Scheman-Moje <tinamoje@msn.com>
Sent: Tuesday, January 18, 2022 11:02 AM
To: amallek@albemarle.org
Subject: Complaint Against Century Link

Centurylink Issues - I pay for Centurylink phone and internet. — Nextdoor - Nextdoor
[https://nextdoor.com/p/823TSkY2n44G?
utm_source=share&extras=NjYyMDY3OTE%3D&init_source=other_share](https://nextdoor.com/p/823TSkY2n44G?utm_source=share&extras=NjYyMDY3OTE%3D&init_source=other_share)

Tina

From: Althea Tina Scheman-Moje
To: Board of Supervisors members
Subject: Fwd: Complaint Against Century Link
Date: Friday, January 21, 2022 3:50:40 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.

From: Althea Tina Scheman-Moje <tinamoje@msn.com>
Sent: Tuesday, January 18, 2022 11:02 AM
To: amallek@albemarle.org
Subject: Complaint Against Century Link

Centurylink Issues - I pay for Centurylink phone and internet. — Nextdoor - Nextdoor
[https://nextdoor.com/p/823TSkY2n44G?
utm_source=share&extras=NjYyMDY3OTE%3D&init_source=other_share](https://nextdoor.com/p/823TSkY2n44G?utm_source=share&extras=NjYyMDY3OTE%3D&init_source=other_share)

Tina

From: [Karen Leikkanen](#)
To: [Board of Supervisors members](#)
Cc: [Karen Leikkanen](#); [Leah Clark](#); [Natalie Jahrsdoerfer](#)
Subject: Home phone and Internet still not restored since storm last week
Date: Monday, January 10, 2022 11:23:09 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.

We would like for you to be aware that folks on Clark Road, near Whitehall, still don't have CenturyLink home phone or Internet from last week's storm. CenturyLink sends out notifications that service has been restored but no one on this road has home phone or internet restored. I think that everyone is aware of how difficult it is to conduct normal daily required business without phone or Internet. CenturyLink has been non-responsive as to the rationale for lack of service.

Thank you for arranging this meeting, and hopefully letting CenturyLink know that non-responsiveness and non-restoration of service is not acceptable. Thank you.

Karen Clark
4193 Clark Road
Crozet, VA 22932
434.823.1489
434.996.6843

229220148

From: [Jack F. Maxwell](#)
To: [Board of Supervisors members](#)
Cc: [Michael Culp](#); [Broadband Office](#)
Subject: I Just wanted to give you guys a heads up about this.
Date: Tuesday, January 25, 2022 5:11:22 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.

Good Morning Albemarle County Board of Supervisors !

I hope everyone is staying safe during these last few crazy weather weeks! You may or may not know me lol I am the person who does the Scottsville Task Force in Supervisor Price Scottsville District.

I wanted to bring this to your attention. Over the weekend I had residents in the southern Albemarle county reach out to me to see what I can do to help. From what I understand is that there is a CenturyLink outage that is effacing the residents of Esmont from calling 911 from any landline or who is doesn't have cell service . This is very concerning to me and the residents. This is a BIG time safety issue that has been going on since Jan. 3rd 2022 Snow storm. I have heard from close to 20 people and more who I have there names and contact info who are with out the capturabilities of calling 911. I have reach out to Mike Culp and Board Ban Team. To let them know what I am sending to you this morning. This issue could lead to a law suit if someone dies not being able to call 911. Because I run the Scottsville Task force 17 Damage Response Team I had to turn my personnel Cell phone into a hotline number to report these issues. I don't get why I have to document these outages for CenturyLink When they are more capable of doing this them selves. And of course I am doing this for free with out pay. WHY Cant they be able to get someone here to fix the issues that need, provide the service that the community needs. Why not just start our own Phone and Internet company and instead of having to for me deal with this for the past four or so weeks.

I really shouldn't have to do the document the outages for a utilities that have the software that I don't even have to be able to do this.

We need to take legal action if this continues after the next storm that they are forecasting for this coming weekend. I truly don't have time to deal with anymore of this CenturyLink when I am not being paid for my time and my resources etc.

Did you know that Scottsville Task Force 17 Damage Response Team is the ONLY Volunteer group in Albemarle county and I think the united states. I am bless to be able to do what I do being having many disabilities and more.

Thank you for your time and for my ranting this morning. If anyone has any questions or needs any weather assistance please email or contact me or have Donna Price contact me.

Jack Maxwell

Chief 17 | Scottsville Task Force 17
247 Glendower Road | Scottsville, VA 24590
P 4434.996.8073 | jack@svilletf17.com

*This email message, including attachments, may contain confidential and/or privileged material. Any unauthorized use, disclosure or distribution is prohibited. If you have received this in error, please delete it. Tribute To First Responders, Inc. and Scottsville Task Force 17. prohibit all forms of discrimination . Tribute To First Responders, Inc. does not, and shall not, discriminate on the basis of race, ethnicity, or gender.
Tribute To First Responders Inc. – a nonprofit 501(c)(3) registered in the US under EIN: 84-4382591 .
Scottsville Task Force 17 is a program under Tribute To First Responders.*

From: David Ashcom
To: Board of Supervisors members
Subject: Inadiquite-spotty-unreliable Internet service
Date: Monday, January 10, 2022 10:12:59 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 whom it may concern,

I live at 4775 Break Heart Rd, Crozet, VA 22932 and I pay for 20 MPS internet service with CenturyLink. My internet works great at non peak usage times but on Friday or Saturday nights and other times it completely drops out. Because of the spottiness of the problem when I call they always say they reset something and all of a sudden I have service again. I have called many times about this but the problem never gets fully resolved. By the time they actually come out they run a speed test and everything is working perfectly. I believe they have some larger capacity problem and just cover it up by randomly throttling people's service.

Thank you,

David Ashcom
434-825-7020

220220143

From: [Heather Rowland](#)
To: [Board of Supervisors members](#)
Subject: Internet Service
Date: Monday, January 10, 2022 10:45:18 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.

This is in response to today's email about the upcoming board work session on Centurylink's internet service. Note that we have had no phone problems with our landline, except during the recent storm.

We are in Rosemont and our standard internet service via DSL from Centurylink is 5-6 mbps upload and under 0.5 mbps upload.

We have frequent (i.e. every few days) of periods where the internet link is unstable. It cuts out for maybe 10 seconds at a time – too short to call Centurylink about. It will do this for, maybe, an hour and then be fine. There is often an accompanying message about a change of server. Usually, the speed between the periods of dropped service is only 1-2 mbps. Much of the time, there is no visible impact on the router (a Centurylink one), but occasionally that reboots itself.

This can be highly problematic when one is trying to have a Zoom appointment during one of these periods.

Heather Rowland

220220148

From: [Leora Vincenti](#)
To: [Board of Supervisors members](#)
Subject: Internet- Phone in North West part of County
Date: Tuesday, January 11, 2022 3:07:33 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 County Supervisors,

Thank you for taking input about Centurylink.
We have 12 building accounts for Internet connections with Centurylink that have been down since the storm on 1/03/22 that represent our 10 vacation cottages, Main Office and Event Lodge.
as well as our home which is a mile down the road.

My Aunt who is 88 years old, lives alone a mile down the road and has lifephone for her pacemaker has also been out of service and Innisfree Village lacks phone service as well as countless other neighbors.

I reported the outage last Monday and received multiple texts saying they would be out but no one came.

I spoke with Mike Culp this am who put an escalation into Centurylink /Lumin today,
And we finally saw Centurylink trucks roll into the immediate area this afternoon.

We understand this has been a challenging time for all but this is an excessive and wait.

Besides Internet our Main business phone # and voice mail is not working. Through google data we see that we are missing 4 - 14 phone messages per day. Voice mail is working on our 2nd line but the main number voice mail is not working. This is wedding booking season as well as valuable vacation bookings that we are missing.

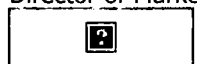
We have had vacation customer's cancel and/ or request refunds because we were not able to provide internet for their stays this week.

We spend a large amount of money for our internet and phone accounts. We "upgraded" our speed this summer and the speed did not increase.

We appreciate the County meeting and holding the Centurylink company accountable for providing service.

Sincerely, Leora Sheridan Vincenti

--
Leora Sheridan Vincenti
Director of Marketing and Development, Co-Manager



Crozet, Virginia
leora@montfairresortfarm.com

www.montfairresortfarm.com
Office: 434-823-5202

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And The Knot Best of Weddings 2018
TripAdvisor Certificate of Excellence 2015 & 2016 & 2017 & 2018
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220220148

From: C S Gouldman
To: Board of Supervisors members
Subject: Internet
Date: Monday, January 10, 2022 6:48:42 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.

We have had no wi-fi since the storm last Monday, 1/3/2022.

Clyde and Susan Gouldman

Sent from my iPad

20220110

From: [Kathy Ralston](#)
To: [Board of Supervisors members](#)
Subject: Jan 12 meeting comment
Date: Tuesday, January 11, 2022 5:02:55 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 see that you will hear from a Centel representative at your meeting in the 12th. Perhaps you have heard from residents who lost internet access during the latest winter storm. I am one who continues to be without internet or landline service as of this hour/day negatively impacting everyday activities. Calling Centel only results in frustration and hours of effort, slapping your hand against your forehead, as you try to report the simple problem of being without any service. In the past, once service is restored, my time is then spent to correct service quality. More time on the phone.

Efforts by the county to obtain better service with alternative providers is commended. I look forward to dumping Centel internet services. Unfortunately as long as my blind 98 year mom is alive I will have to retain my landline to ensure access to her. But at least it will be one less service from this company.

If you can do anything to improve services from this company I will applaud your efforts and sing your praises. Good luck, but my expectations are pretty low. Surprise me. That would be way cool.

Kathy Ralston
255 Chestnut Oak Lane
C'ville
434-296-7021

Sent from my iPhone

220220143

From: [Deborah A Rutter I Assoc. Broker](#)
To: [Board of Supervisors members; Broadband Office](#)
Subject: Landline phone service out for 4 weeks
Date: Wednesday, January 12, 2022 3:21:43 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 Day:

My phone service relies on a landline. There is no cell service in my area of Schuyler. My cell provider is Verizon.

My landline went out Jan 01. The next-available appointment for a technician to come out is Jan 27th. Nearly a month without phone service. I chatted online, emailed, texted AND had a live call with customer service, desperate to get service sooner.

I am one of the clients who loses phone service when the power goes out, in heavy rains and other random times. The landline is touted as the backup to cell service, for emergencies and a number of other issues identified in the hold-messaging, but it's definitely not a backup.

We would love another option. We are glad to finally have DSL internet service, but again, heavy rains, power outages--no service. Even though we have a whole house generator, we still lose service, most recently this past week...6 days without power, cell service, email, internet, texting.

Any assistance or the ability to bring this to Century Link's attention would be terrific

Deborah Rutter
H: 434-831-1515 (*but not now...*)
C: 434-996-2142
E: deborahrutter@gmail.com

220220148

From: Tracy Kaminer
To: Board of Supervisors members
Date: Monday, January 10, 2022 10:37:02 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.

Hello,

I am a Century Link customer and live in Schuyler. We have had repeated problems with phone and internet service in the five years we've lived here.

About four years ago, a tree fell, taking down the telephone line. Rather than replacing the pole and fixing the problem correctly, Century Link opted for a temporary solution, which was to just run the line on the ground. That has resulted in many losses of internet and telephone service. We have probably had 15 service calls or more in the last few years. The techs often take photos and report the problem up the chain. They think it's ridiculous that Century Link has not fixed the problem correctly.

The techs tell us that it would only take a crew a day to correctly fix the problem.

I work from home and rely on internet. My husband has cancer and we really need reliable telephone service. Our cell phone does not work out here.

Anything you can do to fix our problem is greatly appreciated.

Thank you.

Tracy Kaminer
7530 Damon Road
Schuyler, VA. 22969
434-831-1043

From: [Sarah Lanzman](#)
To: [Board of Supervisors members](#)
Date: Monday, January 10, 2022 10:46:21 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.

Centurylink has been one of the worst companies I have ever had to deal with. It is extremely difficult to reach a representative to solve any issue. It has literally taken me over 7 hours (3 days) of waiting on hold and being disconnected to finally be able to schedule an appointment for repair. They never showed up! We are still waiting, months later. Please allow other companies to compete in our market.

Thank you,
Sarah Lanzman

From: J HANNAY
To: Board of Supervisors members
Subject: Meeting with Century Link
Date: Monday, January 10, 2022 1:08:05 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 Board of Supervisors

I am thrilled that you're meeting with Century Link! Below is a forwarded email exchange between myself, Albemarle and Century Link. In the end, we never got an answer from Century Link or the county! I wonder if you are aware that Century Link made a change some years ago so that now, at least for some of us, when the power is out so are the phone lines? We were just out of power for 5 days and out of the phone line for 6. There is no cell phone service where we live in North Garden, the phone line is our internet so when it is out, we have NO WAY to contact 911! We literally have to run up Gay Mountain in order to get enough signal to call. This is a major safety issues that has gone unresolved for years!

Thank you,
Julie Hannay

From: J HANNAY <JULIEHANNAY@msn.com>
Sent: Monday, November 18, 2019 1:31 PM
To: Schollmann, Rich A <Richard.A.Schollmann@centurylink.com>
Cc: pbanks@albemarle.org <pbanks@albemarle.org>; brichardson@albemarle.org <brichardson@albemarle.org>
Subject: Re: Citizen in VA with 9-1-1 at Albemarle County

Hi Rich,
Thanks for getting back to me. Our address is 3130 Old Lynchburg Rd North Garden, VA 22959. Our landlines were 434-977-0332 and 434-977-0412. We did eventually cancel them after several attempts to figure this out and were finally told by a technician that because our land lines are now hooked up to a smaller box (there's a new one on our driveway) that there is no longer a generator and therefor we will loose service every time there is a power outage. If the landlines don't work in a power outage, then there's no reason to have them. If this could be repaired, which I've been told it can't, then I'd definitely have a landline for emergencies. I know from asking in a local Facebook group that we are not the only house in the county with this problem.

Thanks
Julie Hannay

> On Nov 7, 2019, at 2:27 PM, Schollmann, Rich A <Richard.A.Schollmann@centurylink.com> wrote:
>
> Ms. Hannay,
> I'm with CenturyLink here in Virginia and handle the government relations for the company here in Virginia and a bunch of other states. I usually get most of the emails that come from state and local officials and unfortunately it took a few steps for your email to get to me. If you can email me back with your address and CenturyLink landline number, I'd be glad to have our local folks look at

your situation immediately.

>

> Thanks,

> Rich

>

> Richard Schollmann

> Director of Government Affairs

> CenturyLink

> 8145 Staples Mill Rd, Richmond VA 23228

> tel: 804.616.4460

> richard.a.schollmann@centurylink.com

>

>

>

>

> -----Original Message-----

> From: J HANNAY [mailto:juliehannay@msn.com]

> Sent: Friday, November 01, 2019 15:53

> To: Todd Richardson <brichardson@albemarle.org>

> Subject: Question from Web Page

>

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>

> I don't know if you're the right agency to direct my questions to. If not, please point me in the right direction.

>

> I have concerns about our inability to reach emergency services when either the power or the phone lines are out. I'm wondering if a) my situation is normal b) if you or whoever should be, is already aware and c) if anything will ever be done about it.

>

> A) We live in North Garden. There is only one option for any type of communication service and that's Century Link. There is no cell phone service and no other internet provider. You can use a cell phone through Century Link WiFi but only if both the power and phone lines are running. When we first moved here, if the power was out, the phone lines still worked, which is how it's worked every where else I've lived in 40 years. But in Century Link's upgrade to the internet here (hurray!) this has resulted in phone lines being run through a box that doesn't have a back up generator so when the power is out, so are the phone lines. At least this is the explanation a Century Link tech gave me. So now, when either the power or phone lines are out; no landline, no cellular service, and no internet. There is literally no way to call 911 at these times, which occur several times a year sometimes for a few hours and sometimes for days. My only option is to run up the mountain where I can catch some cellular signal closer to the top. Is this normal?

>

> B) Are you aware of this change, to the phone lines?

>

> C) Is anything being done or planned to be done to address this?

>

> And lastly, someone else in my household witnessed an event at The Crossroads with the North Garden Fire Dept which leads me to believe that in these events they also have no service and even if we could call 911, they can't respond. This was probably a year ago, during an outage when a firefighter walked across the street and asked everyone at the gas station if anyone had enough cell phone signal to call the main office and tell them to bring them radios because they had no service!

>

> I'd be interested in whatever light you can shed on this situation!

>

> Thanks

> Julie

> This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

From: [Carmen Fischer](#)
To: [Board of Supervisors members](#)
Subject: Months of slow internet and static phone lines. Currently without internet.
Date: Tuesday, January 11, 2022 4:04:17 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'm an Albemarle County resident and have had Century link phone and internet service for several years. Our internet service is constantly a problem, slow speed and sometimes just not working at all. Recently after the storm our phone line was restored but we are still without internet and the earliest a technician can arrive is Jan 24th. Over two weeks after my call and yet they make zero adjustments to my monthly bill. Prior to the snow storm we were constantly having issues with slow internet and during the summer our internet was out for almost two full weeks with out compensation on our bill. Where I work, in the Whitehall/Crozet area we are still without phone lines and internet after the snow storm. Cell phone coverage does not work and this causes safety concerns for the residents and their employees living on the farm. Century Link has absolutely ZERO customer service and you can't even talk to anyone about the issues you are having or receive any answers as far as when service will be up and running again. I hope the supervisor will get their attention and get these issues resolved.

Thank you,
Carmen Fischer
Sent from my iPhone

223220148

From: [ledawn](#)
To: [Board of Supervisors members](#)
Subject: Phone service
Date: Monday, January 10, 2022 6:43:26 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.

Our phone service got so bad we had our landline stopped. We were paying every month for something that might work one week out of the month. We would call on our cell phones to inform them it was out again, it would take 3-5 days for them to respond. It would work for a few days off again. I asked the repairman what was going on he said all the underground wiring was shot from RT 250 all over the Keswick area.

David T

Sent from my Verizon, Samsung Galaxy smartphone

From: [Jessica Shipe](#)
To: [Board of Supervisors members; Donna Price; jeff.storey@centurylink.com](#)
Subject: Phone/Internet Issues in Esmont, VA
Date: Sunday, January 23, 2022 12:08:36 AM
Attachments: [Esmont PhoneInternet Issues.pdf](#)

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 find a letter attached concerning continued issues with communication in the Esmont, VA area. Thank you for your time and assistance with this matter.

Jessica Shipe

From: [Michael Culp](#)
To: [Tom Field](#)
Cc: [Jason Inofuentes](#)
Subject: RE: CenturyLink Service Issues and Frustrations
Date: Thursday, January 13, 2022 2:07:55 PM

Thanks Tom for this note and thanks for our work. Your note is very helpful. We had several notes from Montfair and Slam Gate; so we'll ask that CenturyLink check out the serving switch and report back.

Regards,
Mike

Mike Culp
Director of Broadband Accessibility and Affordability Office
Albemarle County
mculp@albemarle.org
office 434-296-5891
401 McIntire Road
Charlottesville, VA 22902

From: Tom Field <tfield@erols.com>
Sent: Thursday, January 13, 2022 1:10 PM
To: Broadband Office <baao@albemarle.org>
Subject: CenturyLink Service Issues and Frustrations

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, 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: Donna Price
To: rcarter112@aol.com
Cc: Broadband Office
Subject: RE: CenturyLink/Lumen Participating in Work Session with the Board of Supervisors on Persistent Service Issues in Albemarle
Date: Monday, January 10, 2022 4:16:52 PM

Carol:

Thank you for your kind words; and, for sending in this email. With so many "customers" on your farm, this is a big ticket item and I am forwarding this to the Broadband Office to try and assist in getting you the attention that your situation deserves.

Best wishes,

Donna Price (She/Her/Hers)
 Supervisor
 Scottsville Magisterial District
 434-529-0191
 dprice@albemarle.org

From: Carol CARTER <rcarter112@aol.com>
Sent: Monday, January 10, 2022 2:43 PM
To: Donna Price <dprice@albemarle.org>
Subject: Fwd: CenturyLink/Lumen Participating in Work Session with the Board of Supervisors on Persistent Service Issues in Albemarle

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.

HI Donna!
 Happy New Year even with all the issues of no power/water/phone etc!
 What a way to start the year...and Omicron lingering to boot!

I want to congratulate you on chairing the BOS!
 Phew, great things are asked of great leaders.

Glad to see that this is on the agenda. I will try to attend.
 I don't have anything special to add. Just constantly rebooting our modem trying to get better service. We call frequently, but it is so frustrating that we don't call as often as we used to (and should).

They always tell us we are too far from "the box". We are paying for one level of service that they can't provide, but they don't have a program for reducing cost for lower service.
 It would be nice to know what is involved in getting another box. We have 7 homes on the property and the biggest reason cited for folks moving off the farm is lousy internet.

When tis weather breaks, lets try to get together. A walk? With chainsaws to clear?? :)
 Best,
 Carol

Begin forwarded message:

From: County of Albemarle <newsletter@albemarle.org>
Subject: CenturyLink/Lumen Participating in Work Session with the Board of Supervisors on Persistent Service Issues in Albemarle
Date: January 10, 2022 at 10:00:37 AM EST
To: carterc702@gmail.com
Reply-To: newsletter@albemarle.org

General County News
Monday, January 10, 2022



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

Representatives from CenturyLink/Lumen will be participating in the January 12 Board of Supervisors Work Session to discuss service issues that have been experienced by Alameda 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 intended 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 (board@acscn.org)
- Sign up to speak under "Matters from the Public" - see below

All comments will be shared with CenturyLink/Lumen and Board of Accessibility & Accountability following the meeting.

Access the Work Session Information

Did you know that we send a preview of all Board of Supervisors regular business meetings ahead of each session?

Click the button below to add "Board of Supervisors" to your subscription.

Sign Up for "Board of Supervisors" News

How to Sign Up to Speak

- Speakers must sign up using the e-comment feature found at [http://albemarle.gov/lets-talk/](#). Click on the "Comments" link in the final column of the table for the meeting date at which you wish to speak.
- Matters from the Public is scheduled at the beginning of the afternoon session (1 pm) and the evening session (6 pm).
- The number of speakers during each session is limited to 10.
- Speakers have 3 minutes to make their remarks.



We have a new podcast! The *Let's Talk Albemarle* podcast seeks to foster community participation through the exploration of important topics in Albemarle County. Listen free on [Apple Podcast](#), [iHeart](#), [Spotify](#), [Amazon Music](#), [Google Podcasts](#), or [our website](#).



Did a friend forward this email to you? [Subscribe to receive these emails directly to your inbox.](#)



[View as Webpage](#)

County of Albemarle | 401 McIntire Road, Charlottesville, VA 22902 | www.albemarle.org

Unsubscribe.carterc702@gmail.com

[Update Profile](#) | [About Constant Contact](#)

Sent by newsletter@albemarle.org in collaboration with

Try email marketing for free today!

From: [Claudette Borgersen](#) on behalf of [clerk](#)
To: [dennis oleary](#); [Board of Supervisors members](#)
Cc: [clerk](#)
Subject: RE: Centurylink/Lumen issues
Date: Tuesday, January 11, 2022 11:35:41 AM

Mr. O'Leary,

Please reference the [Participation Guide for Public Meetings](#) for full instructions on how to participate in the meeting, including how to participate by phone. Please let me know if you have any questions.

Claudette K. Borgersen
Clerk, Albemarle County Board of Supervisors
[Albemarle County](#)

cborgersen@albemarle.org
434-296-5843 x3405
401 McIntire Road, Room 229, Charlottesville, Virginia 22902

From: dennis oleary <dennis.oleary@yahoo.com>
Sent: Tuesday, January 11, 2022 11:14 AM
To: Board of Supervisors members <bos@albemarle.org>
Subject: Centurylink/Lumen issues

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 no phone or internet from centurylink . Have not since late December. They missed an appointment in 1/3. I had to reschedule for 1/10. They did not show up. I got a text message saying they could fix it remotely. Then a text that it was fixed. It is not fixed. Next appointment is Jan 27. Offshore support says there is an outage in my area that will fix e everything. There was no outage for my neighbors.

Can I access the Zoom call?

Dennis oleary
434-882-1919

[Sent from Yahoo Mail on Android](#)

From: [Washington, Dwayne](#)
To: [Diane Silverman](#); [AlanDaphne@outlook.com](#); [news@dailyprogress.com](#); [Board of Supervisors members](#)
Cc: [kennethj452](#); [Diane Strait](#); [Mike Ferguson](#); [Bradby, Curtis T](#)
Subject: RE: Mission Home Road, Free Union - Exposed Century Link wires
Date: Tuesday, January 11, 2022 11:33:28 AM
Attachments: [Re Mission Home Road Free Union - Exposed Century Link wires.msg](#)

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.

Here is the thread where we fixed the exposed wires when brought to our attention

Last week 90% of the county was out of service do to the power outages. As you all my know our equipment relies on power as well..

If there anything else I can assist with I would need to know. I would also need to know the repair ticket associated with the issue of concern.

I have also added the CO supervisor(Curtis Bradby) who is responsible for all of the equipment in the network

Thanks

From: Diane Silverman <db.silverman@comcast.net>
Sent: Tuesday, January 11, 2022 11:17 AM
To: [AlanDaphne@outlook.com](#); [news@dailyprogress.com](#); [bos@albemarle.org](#)
Cc: [kennethj452](#) <[kennethj452@gmail.com](#)>; [Diane Strait](#) <[DLStrait3@gmail.com](#)>; [Mike Ferguson](#) <[Mike@townsendlandscape.com](#)>; [Washington, Dwayne](#) <[Dwayne.Washington@lumen.com](#)>
Subject: RE: Mission Home Road, Free Union - Exposed Century Link wires

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

To the Albemarle County Board of Supervisors,

Please consider this information in tomorrow's Board of Supervisor's virtual meeting to discuss CenturyLink/Lumen problems.

In response to your request for information about community experiences with CenturyLink/Lumen, please see this forwarded email thread that details specific problems our community has been having. (Please note that *these are only the most recent in a long history of problems* our community has had with CenturyLink.)

As you can see in the thread, living in an area that has no cell phone coverage and no high speed internet, these persistent phone problems are not only inconvenient, but dangerous to members of our community with compromised health.

I'm happy to answer any questions.

Thanks you for addressing these issues.

Diane Silverman
7499 Mission Home Road
Free Union VA 22940

On 11/01/2021 4:38 PM AlanDaphne@outlook.com <alandaphne@outlook.com> wrote:

Dear Daily Progress,

As you can see by this e-mail thread, we have a significant problem with our only source of phone service (CenturyLink) in our Mission Home Road area. Cell phones do not work in our area, so our land-lines are our life-lines.

I'm sure that Diane would be pleased to be a contact person for our community. You'll have to reach her by e-mail since our phones don't work.

Thanks,

Alan and Daphne Ferguson

7685 Mission Home Rd
Free Union, VA 22940-1512
434-974-9883

AlanDaphne@Outlook.com

Live life joyfully!

From: Diane Silverman [<mailto:db.silverman@comcast.net>]

Sent: Monday, November 1, 2021 3:33 PM

To: kennethj452 <kennethj452@gmail.com>

Cc: alandaphne@outlook.com; Diane Strait <DLStrait3@gmail.com>; Mike Ferguson <Mike@townsendlandscape.com>; dwayne.washington@centurylink.com

Subject: Re: Mission Home Road, Free Union - Exposed Century Link wires

Importance: High

Thanks, Kenneth.

Dwayne - As you can see from this email thread, there's a significant Century Link problem in our community. I'm hoping that by dealing with the exposed wires at the base of my driveway, there will be an easy, efficient fix for Century Link and better customer service for our neighborhood. Is there anything we can do to help you on our end?

Thank you,

Diane Silverman

On 11/01/2021 3:23 PM kennethj452 <kennethj452@gmail.com> wrote:

Thanks for information. My brother Steve is out as of Saturday. Mom was calling today. She was 15 days waiting for service.

Sent from my Sprint Samsung Galaxy S7 edge.

----- Original message -----

From: Diane Silverman <db.silverman@comcast.net>

Date: 11/1/21 2:00 PM (GMT-05:00)

To: AlanDaphne@outlook.com, dwayne.washington@centurylink.com

Cc: Diane Strait <DLStrait3@gmail.com>, Mike Ferguson

<mike@townsendlandscape.com>, Carole Johnson

<kennethj452@gmail.com>

Subject: Re: Mission Home Road, Free Union - Exposed Century Link wires

Alan - Thanks for the additional information.

Dwayne - As a reminder, our most recent phone outage lasted one week. The day before our phone was repaired, there was a Century Link employee working on the wires at the base of our driveway. He repaired one of our neighbor's phones, but wouldn't/couldn't fix our phone at that time. The following day, a different employee came to fix our phone. When he made our repair, he accidentally disconnected another neighbor's line...a total of three repairs in our neighborhood linked to the same exposed wires. I understand that you're short-staffed, but I'm hoping that by fixing the exposed wires at the foot of our driveway, it will prevent multiple additional outages that drain your already compromised work staff.

Thanks so much.

Diane Silverman

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Diane

Thanks for addressing this issue. Mikes phone has also been out and I have some real fears about my 98 year old Mom not being able to reach anyone while I am at the hospital with Daphne.

Dwayne

You may no longer be the go- to guy for outages but perhaps you could pass along our concerns

Thanks

Alan Ferguson

7685 Mission Home Rd

Cell 434-760-1448 (doesn't work at the house)

Home 434974-9883 (all to often also doesn't work at the house)

Get [Outlook for iOS](#)

From: Diane Silverman <db.silverman@comcast.net>

Sent: Monday, November 1, 2021 10:58:40 AM

To: dwayne.washington@centurylink.com

<dwayne.washington@centurylink.com>

Cc: Diane Strait <DLStrait3@gmail.com>;

alandaphne@outlook.com <alandaphne@outlook.com>

Subject: Mission Home Road, Free Union - Exposed Century Link wires

Good morning, Dwayne,

I just wanted to reach out to let you know that there's a significant number of exposed Century Link wires at the base of our driveway. (The upside down bucket that has been left covering the wires for the past month has been blown off and is no longer providing any protection.) Since those wires have been the source of multiple, lengthy phone outages in our neighborhood recently, I wanted to let you know in hopes that it can be repaired before more outages occur.

Can you please keep us posted on your plans to fix this

problem?

Your voice mailbox is full, so I was unable to leave a voicemail.

Many thanks,

Diane Silverman
7499 Mission Home Road
Free Union VA 22940
434-973-0340

This communication is the property of Lumen Technologies and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

From: [Diane Silverman](#)
To: [AlanDaphne@outlook.com](#); [news@dailyprogress.com](#); Board of Supervisors members
Cc: [kennethi452](#); [Diane Strait](#); [Mike Ferguson](#); [dwayne.washington@centurylink.com](#)
Subject: RE: Mission Home Road, Free Union - Exposed Century Link wires
Date: Tuesday, January 11, 2022 11:18:07 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.

To the Albemarle County Board of Supervisors,
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7685 Mission Home Rd

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AlanDaphne@Outlook.com

Live life joyfully!

From: Diane Silverman [mailto:db.silverman@comcast.net]

Sent: Monday, November 1, 2021 3:33 PM

To: kennethj452 <kennethj452@gmail.com>

Cc: alandaphne@outlook.com; Diane Strait <DLStrait3@gmail.com>; Mike Ferguson <Mike@townsendlandscape.com>; dwayne.washington@centurylink.com

Subject: Re: Mission Home Road, Free Union - Exposed Century Link wires

Importance: High

Thanks, Kenneth.

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Sent from my Sprint Samsung Galaxy S7 edge.

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To: AlanDaphne@outlook.com,
dwayne.washington@centurylink.com

Cc: Diane Strait <DLStrait3@gmail.com>, Mike Ferguson
<mike@townsendlandscape.com>, Carole Johnson
<kennethj452@gmail.com>

Subject: Re: Mission Home Road, Free Union - Exposed Century
Link wires

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fix our phone. When he made our repair, he accidentally disconnected another neighbor's line...a total of three repairs in our neighborhood linked to the same exposed wires. I understand that you're short-staffed, but I'm hoping that by fixing the exposed wires at the foot of our driveway, it will prevent multiple additional outages that drain your already compromised work staff.

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Diane Silverman

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Thanks

Alan Ferguson

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Cell 434-760-1448 (doesn't work at the house)

Home 434974-9883 (all to often also doesn't work at the house)

Get [Outlook for iOS](#)

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Sent: Monday, November 1, 2021 10:58:40 AM
To: dwayne.washington@centurylink.com
<dwayne.washington@centurylink.com>
Cc: Diane Strait <DLStrait3@gmail.com>;
alandaphne@outlook.com <alandaphne@outlook.com>
Subject: Mission Home Road, Free Union - Exposed Century Link wires

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Can you please keep us posted on your plans to fix this problem?

Your voice mailbox is full, so I was unable to leave a voicemail.

Many thanks,

Diane Silverman

7499 Mission Home Road

Free Union VA 22940

434-973-0340

From: scott.medvetz.com
To: [Board of Supervisors members](#)
Cc: [Jim Andrews](#)
Subject: Re: CenturyLink
Date: Monday, January 10, 2022 1:49:32 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.

Apologies, I neglected to provide my contact info:

Scott Medvetz
4396 Sycamore Creek Dr
North Garden, VA 22959
410-977-7316 cell
434-984-4128 home (when working)

> On Jan 10, 2022, at 11:19 AM, scott.medvetz.com <scott@medvetz.com> wrote:

>

> 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.

From: [Catherine Murphy](#)
To: [Board of Supervisors members](#)
Subject: Re: Centurylink Concerns
Date: Wednesday, January 12, 2022 1:55:07 PM

220220148

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.

Can I be signed up to speak at the 6pm evening meeting?
Thank you,
Catherine Murphy

On Wed, Jan 12, 2022 at 1:44 PM Catherine Murphy <candsmurphy@gmail.com> wrote:

I was signed up to speak. My apologies for not making it.

I have a list of complaints that could go on about Centurylink for an hour but I will try and be brief. It took 10 visits to my house to get fiber internet installed and working. That doesn't count the 3 days they said they would come and didn't show up. 13 days I missed from work because they can't be held accountable to any vague amount of time, "sometime between 8am & 5pm." That doesn't include the hours I spent on the phone scheduling these appointments and explaining why they needed to come back out, "internets working but you cut my phone line." (Said phone line is still laying above ground across my driveway 3 months later.) I live in the country, I have no working cellphone service at my house, if I need to call 911 it must be on a landline. "The guy that fixes that problem works on inside jobs, the outsides fine. The insides fine, your problems outside and that's a different guy." 13 days and probably 36 hours on hold or in a call with Centurylink. They tour up my driveway, up ended trees and it's still not right. No one in their right mind would contract with Centurylink if they didn't have a monopoly on the market. I've never been treated so poorly in my life.

Catherine Murphy
5591 Green Creek Rd
Schuyler, Va
434-242-3903

From: [Carol Saunders](#)
To: [Board of Supervisors members](#); [Greg Kane](#)
Subject: Re: Chronic service problems with CenturyLink
Date: Friday, January 14, 2022 1:13:40 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.

Thank you.

Thank you.

On Friday, January 14, 2022, 11:58:43 AM EST, Greg Kane <gregkane@advancemills.com> wrote:

Dear Albemarle County Board:

I've been representing Advance Mills Village's (Whitehall) broadband concerns for the last few years. We have had terrible broadband service from CenturyLink for years. CenturyLink's near non-existent customer service is a clear reminder why we should never allow monopolies in critical public services.

I have been working with Albemarle Broadband Authority for some time with very little to show for it. At times it seems Albemarle Broadband Authority's "partnership" with CenturyLink is more about protecting corporate interests than the public interest. I listened to the recent AC Board meeting and the ABBA/CenturyLink self promotional presentation was not a surprise. The critical board member responses to CenturyLink was a very welcome change from what we have been used to. I am sure everyone from Advance Mills Village applauds the board's advocacy on behalf of the public interest!

The board raised pointed questions for CenturyLink and requested responses. We, here at Advance Mills Village, would very much like to be informed about those responses when they are available. We were promised the public funds invested in fixed wireless in our area would provide new broadband service for Advance Mills Village. It failed to provide any new service for most of Advance Mills Village. Now that FTTH is scheduled for late May, we asked to see the design placement of fiber terminals in our area so we can see the fiber drop distances to our homes. Albemarle Broadband Authority claimed this government funded project allows CenturyLink to claim this as "proprietary information". This is

ridiculous. Once the terminals are installed they will be clear for everyone to see only it will be too late to change the design if needed. Albemarle County participated in writing the contract, why aren't we protected? Why is Albemarle County (via Albemarle Broadband Authority) not identifying these kind of "lessons learned" for future contracts?

CenturyLink, with the support of Albemarle Broadband Authority, is withholding important outage details, not only for its crumbling old infrastructure but also from its new, publicly funded, fiber infrastructure. CenturyLink has shown itself to be untrustworthy. Its lack of transparency is not in the public interest. We are heartened by the board's response to CenturyLink's report on recent and long term chronic broadband and phone service outages.

I would like to see a change at Albemarle Broadband Authority. Much of its business is conducted like everything is going well and no detailed discussions about what has gone wrong and what detailed changes are being made to correct past mistakes. We could use less self promotion and more public service and more backbone in confronting CenturyLink's failures. We should not be agreeing with withholding information from the public.

Thank you and, again, we would very much like to see a followup on CenturyLink's failure.

Best regards,
Greg Kane

From: [Richard Daly](#)
To: [Board of Supervisors members](#)
Subject: Service gets more terrible every year since 1996
Date: Monday, January 10, 2022 1:38:16 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 Honorable Albemarle Supervisors,

We started with sprint which was spun off by AT&T, then to embarq, then to Century link, this when our service really picked up speed in ever worsening service and longer and longer repair service. I am talking about phone service with a land line we do have cell phone service here in our rural location and every where I work. Further more our internet goes out frequently and we refuse to pay four to five thousand to get fiber to our house. We are not eligible for financial assistance. Just down the road someone did did pay it and they do not have phone or internet service. Now Century link does have a monopoly before they get held accountable for poor and service getting worse they sell off the assets. That's called kick it down the road and let the next company to deal with bad service.

Here are some facts Century Link has had forty technicians to service our area they are down to 19. They could not keep up with the work during regular weather then things get worse. All the fiber optic lines that are above ground where damaged by tree's and they where never had any preventative tree clearing long on here on a regular Schedule. Century link has the worse rating for quality service then any other state they provide services.

The technicians have told me repeatedly they know there hardware and software is terrible but they bought it and they are not changing it. Penny wise and dollar foolish, if they had better equipment and more technicians they would not have to keep coming back to the same customers and fixing things that continuously had gone bad. We average the loss of internet and land one service at least several times a year and now it takes two weeks to get an appointment for a repair. In fact it took five days to speak to a human being at century link to get appointment, then they told me on Sunday to call to see if they can move me up. Well Sunday came around and I went grocery shopping and church so I forgot, my date is for the 21st. I can not chat or on line when we have no internet service I can not use free WiFi unless I drive twenty minutes and I do not want to use my password on a non protected WiFi. I ashamed what has happened to our country we are getting a lot worse services over greedy companies and government lacks the will power to stop it.

Hopefully some one will use some common sense and hold these companies accountable.

Respectfully,
Richard J Daly III

Sent from my iPad

From: [Sally Sanford or Garth Groff](#)
To: [Board of Supervisors members](#)
Subject: Very Slow Internet Speed in City of Charlottesville from Century Link - Want Availability of Increased Internet Speed Options for City and County
Date: Monday, January 10, 2022 2:24:06 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 am writing this as I have not gotten any resolution or encouragement from Century Link to increase Internet speed in the City of Charlottesville. I live on Essex Road, and my available Internet speed is a very slow speed of 1.5 Mbps. I have reached out to Century Link several times over the years and have always gotten what amounts to a shoulder shrug and "That's the way it is" attitude.

I would like this issue brought up as Internet connectivity is only part of what is needed for this area, for both City and County. The Internet speed is also important to allow for accessibility to Internet features and services.

I hope that this issue will be brought up and that Century Link will do something about not just Internet connectivity, but Internet speed as well for us all.

Thank you,

Sally Sanford
1713 Essex Rd.
Charlottesville, VA 22901

220220148

From: [andrea.larson](#)
To: [Board of Supervisors members](#)
Subject: White Hall Century Link Power outages
Date: Friday, January 14, 2022 11:26:32 AM

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Sorry I missed the January 12 meeting. Lack of consistent internet and phone service (and therefore TV, but that is less important from a work and safety standpoint) has plagued my location just off Sugar Hollow Road, near the church and just down from Piedmont Store. What is the problem? I can find places to work in town but also need to work out in White Hall. At this point I am discouraged, frustrated, and also feel as though Century Link is non responsive based on my past efforts to resolve issue. I no longer try. Please, please do something about internet service out here - for school children and all the rest of us who would like to think we live in a developed country capable of delivering communications services to all its citizens. What are the alternatives to Century Link and should we, each resident, be seriously exploring them? Based on my experiences over the last 2 years, I will be doing that research.

Andrea Larson
230 Olivet Ridge (Sugar Hollow Road)
White Hall
434.249.1821
andyllarson@gmail.com

220220148

From: [Melinda Whitehurst](#)
To: [Board of Supervisors members](#)
Subject: century link customer
Date: Wednesday, January 12, 2022 12:44:29 PM

220220148

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 writing as a dissatisfied Century Link customer. It is our only internet option where we live at this point. (Although I guess satellite is not something we have researched.) We have been a customer since we built our home in 1995 and we have had DSL internet for at least 16 years.

Our most recent issue began on 11/23/2021 when we lost internet service. Although we called that day and requested that someone just come out and check because we were fairly certain that the issue was the wiring and not something with our equipment, they insisted that they showed no issue. We were willing to pay for a service call if it ended up not to be warranted. Unfortunately it took 7 more telephone calls to finally get someone to set up a repair ticket. Generally we were told that we had used up our typical service and it would reset at the end of our cycle, on the 1st of the month or every hour.... Once we were even told it must be our modem/router so we ordered another. Incidentally it turned out not to be this. We finally were able to get a repair person on 12/16/2021.

During this entire time we had no functional internet. Occasionally you could get a page to load but not in any way to make it feasible to use the internet. During this time we were able to use hot spots and cell service to access the internet. We had relied on this in the past also because it was fairly typical to have slow internet times with Century Link but during these times in the past at least it was functional. My point is that we have just gotten used to using our cell phones as hot spots if we want to watch a sports game on TV or during other periods when the DSL speed is too frustrating.

The repair man did find (after 23 days of no internet) that the problem was outside of our home, somewhere on one of the lines between our house and the box. This has consistently been the problem in the past. Although I do not completely understand this, my perception is that the box is old and that several of the connections there do not work. In the past couple of years Dominion Power buried our electric lines. I think at the time Century Link was offered to do this too but they were not interested. This drastically decreased the number of power outages we experience (and we are the only people I know that did not lose power very long in the snow storm last week!). Our phone/ internet did go out in the storm for 5 days and then again overnight in the last 8 or so days.

It is extremely stressful to try to contact Century Link so often we avoid it. I certainly should have not had to call 7 times before I could get a repair person, who I was totally fine with paying for in the first place if the fault was found to be our own. In addition, once I was hung up on and the call was not returned even though they insist on getting a call back number. An other time the representative told me to call back in 60 no 30 minutes if the problem had not resolved. When I called back in 30 minutes the office was closed.

I apologize for the length of this. It is just extremely annoying to have to deal with this company. I wish we had a choice! I hope that you can help assist them to improve their services.

Sincerely,
Melinda Whitehurst
1409 Overlook Dr
Charlottesville, VA 22903

220220148

From: [Barbara Fleming](#)
To: [Board of Supervisors members](#)
Subject: century link service
Date: Thursday, January 20, 2022 12:21:38 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 own A&W Collectables Antique Mall in Keswick. I experienced phone problems on December 21. I called for a service appointment and finally after 45 minutes got the soonest appointment for 12/24 between 8-5. I was very upset because we were open extended hours the week before Christmas. It was very important being that we are retail store to have the phone working for over the phone sales and questions on holiday hours. I called on 12/24 at 4:30 pm to inquire about the no show repair appointment. Well, they had no record of it but yet I had an e-mail wanting me to do a survey right after the call on 12/21! The next available appointment was 12/29! Once again we had no service to advise customers of our holiday hours. On 12/29 I got a text from the tech saying they were on the way at 7:50. I went to meet them since it was before the shop opened and they were at the business next door. I drove over there and ask the tech if they were waiting for me and she said no it was for a different address. Then after checking her records, finally agreed that it was indeed for my business. Thanks goodness it was repaired within 2 hours.

I am also writing on behalf of a friend in Keswick on Milton Rd. She lost her power and Century Link service last week on 1/3. She has no internet or phone service. Her repair appointment is on January 26!

Sincerely,
Barbara Fleming
business owner

From: [Paul Olko](#)
To: [Board of Supervisors members](#)
Subject: centurylink
Date: Monday, January 10, 2022 2:01:41 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 still do not have landline phone service since Monday January 10.

Sincerely,
Paul Olko
4372 Chris Greene Lake Rd
Charlottesville, Va 22911
434-973-6511

paulolko52@gmail.com

220220148

From: [Karin Kupke](#)
To: [Board of Supervisors members](#)
Subject: comments on CenturyLink problems
Date: Wednesday, January 12, 2022 11:06:01 AM

220220148

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, Board of Supervisors,

I have been living in the Sherwood Farms neighborhood, just off Rt. 29 south of I-64, for 15 years. In that time, the internet service has been poor and unreliable. Specifically, since CenturyLink took over, the internet [the internet comes over the phone line] freezes and has slowdown periods throughout many days and evenings. Mid-internet search, mid-email, mid-internet tv show - we have been accustomed to this daily. If a serious problem occurs, it typically takes CenturyLink weeks to resolve or partially resolve the issue.

Most recently, after the snowstorm of over a week ago, line phone and internet have been completely down for us and many neighbors, or just barely available for some neighbors. Numerous trees fell during that snowstorm; at least 5 of them fell across the phone line. CenturyLink has not been by to inspect or repair the line. I called them several times over the weekend and after pressing numerous numbers on my cell phone, got a recording saying there was a 2-hour wait. I tried by chat [at my work desk in town] and finally reached someone who scheduled us for a repair visit on 01/25! That would be a total of 3 weeks of no services. I asked if we could be coordinated with repair appointments for other neighbors, since the problem was clearly for the whole neighborhood. The answer was no.

Several years ago, Dominion Power put our electric lines underground. CenturyLink was asked if they would consider adding their phone lines to the project. The answer was no.

We have had other incidents in the past in which it took weeks of repeated calls and service tech visits, to resolve problems such as: a mouse nest jammed a junction box [no one checked it until one tech finally discovered it.]

So my complaint is this: CenturyLink's infrastructure is poor, the company does not seem interested in improving it, their customer service is abysmal, and their service fees are as high as the market will bear.

The company has a monopoly in the neighborhood, and seems intent of milking customers of as much money as they can, but not bothering to do anything else to maintain, much less improve their service. I would love to be rid of this company, but no one else provides line phone or internet service in our neighborhood.

Thank you for listening to my comments.

If there is anything you, Board of Supervisors, can do about this problem, I and many of us would be grateful.

Sincerely,

Karin Kupke
115 Mountain View Drive,
Charlottesville, VA 22903

kkupke@aol.com

From: Pam Roland
To: Board of Supervisors members
Subject: problems with Century Link
Date: Monday, January 10, 2022 1:37:43 PM
Attachments: [After 9 days of no Century Link.docx](#)

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.

From every AM....a robo call/ no one there/ every morning around 8 - 8:20 am
Phone often rings, there's no one there. I trace the call (dialing *69/ but it's untraceable/ can't use it to call back to trace)
All day long, phone rings/ no one there.
No dial tone every now and then.
Several years ago, I went about 9 days with no service and living alone, I was scared and wrote a protest letter to FCC several times/ no response/ no consistent service. (see attachment)
VERY frustrating especially since I live in Schuyler where there is also very limited to no cell service either!

Thanks for listening!
Pam Roland Lengel
9223 Howardsville Turnpike
Schuyler, VA 22969

--

Pam Roland
www.pamroland.com
H 434-831-1864
C 434-981-0666

220220148

From: [Marlene A Condon](#)
To: [Board of Supervisors members](#)
Subject: short comment on CenturyLink problems
Date: Wednesday, January 12, 2022 2:17:32 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.

Hi,

I just wanted to let you know I've been without phone service since January 3! Thank God I have still had Internet service, but if we had an emergency situation here, there is NO WAY to get help. Since CenturyLink got the contract to supply Internet to all of Albemarle, customer service has degraded to having to wait **2 weeks** to get things fixed. *Please let them know this is totally unacceptable because it creates an unsafe situation.*

Thanks ever so much.

Sincerely,
Marlene

Marlene A Condon, Author and Photographer, *The Nature-friendly Garden: Creating a Backyard Haven for Plants, Wildlife, and People* (Stackpole Books, 2006)
Newspaper Nature Columnist
5554 Sugar Ridge Road
Crozet, VA 22932-2204

Phone: 434-823-8150
E-mail: marlenecondon@aol.com
Book website: www.marlenecondon.com
Article website: www.InDefenseofNature.com
Blog website: <https://indefenseofnature.blogspot.com/>

220220148

Last Name	First Name	Date	Time	Address	Current Service Issue	Escalated?	Resolved?	Current customer?	911 Concern?	Credit owed?	Column1
Beaglebig	Deane	1/12/2022	1:00:00 PM		N	N/A		Y	Y	Y	Public Comm
Roy	Virginia	1/10/2022	11:19:00 AM	1196 Rose Arbor Ct, Charlottesville, VA	N/A	N/A		N		Y	
Grant	Gary	1/10/2022	1:06:00 PM		N	N/A		Y		Y	
Smith	David	1/10/2022	11:07:00 AM		N	N/A		Y	Y	Y	
Maybury	Kat	1/11/2022	2:13:00 PM	4877 Browns Gap Turnpike, Crozet, VA	N	N/A		Y	Y		
Elvgen	Erik	1/11/2022	9:14:00 PM	3205 Gilbert Station Road, Barboursville	N	N/A		Y	Y		
Balheim	Jim	1/10/2022	12:01:00 PM		N	N/A		Y			
Davies	Peter	1/10/2022	11:32:00 AM		N	N/A		N			
Weiglein	Vail	1/10/2022	1:00:00 PM	3676 Twin Creeks Rd, Charlottesville, VA	N	N/A		Y			
Daly	Richard	1/10/2022	1:38:00 PM		N	N/A		Y			
Day	Brian	1/10/2022	12:49:00 PM	2090 Avalon Way, Crozet, VA 22932	N	N/A		N			
Thomas	Sally	1/10/2022	2:17:00 PM	500 Crestwood Drive Unit 1408, Charlc	N	N/A		Y			
Dozier	John	1/10/2022	2:26:00 PM		N	N/A		Y			
Darrow	Ethan	1/10/2022	2:43:00 PM		N	N/A		Y			
Campbell	Robert	1/10/2022	3:10:00 PM		N	N/A		Y			
Rullman	Carol	1/10/2022	3:31:00 PM	405 Mallard Lake Dr, Earlysville, VA	N	N/A		Y			
Graham	Burke	1/10/2022	4:19:00 PM		N	N/A		Y			
T	David	1/10/2022	6:43:00 PM		N	N/A		N			
Little	Deborah	1/11/2022	9:34:00 AM		N	N/A		Y			
Brent	Avis	1/11/2022	10:30:00 AM		N	N/A		Y			
Martin	Sue	1/11/2022	1:08:00 PM		N	N/A		Y			
van Roijen	David	1/11/2022	1:15:00 PM	2014 Monacan Trail Road, Charlottesville	N	N/A		Y			
Maxwell	Jack	1/11/2022	4:31:00 PM	247 Glendower Road, Scottsville, VA 22	N	N/A		N/A			*
Dombrower	Bob	1/11/2022	10:51:00 AM		N	N/A		N/A			
Whitehurst	Stewart	1/11/2022	8:26:00 PM		N	N/A		Y			
Hughes	Kirk and Eve	1/11/2022	10:09:00 PM	3700 Cumbria Lane, Keswick, VA 22951	N	N/A		Y			
Jarvis	Patricia	1/11/2022	11:16:00 PM		N	N/A		Y			
Polaro	Angela	1/11/2022	11:22:00 PM		N	N/A		Y			
Stevens	Amy	1/12/2022	7:51:00 AM	3374 Middle Mountain Road	N	N/A		Y			*
Gorlinsky	Mark	1/12/2022	8:03:00 AM	576 Frays Ridge Rd	N	N/A		Y			*
Thompson	Mary Ann	12/17/2021	4:43:00 PM		N	N/A		Y			*
Luck	Geoff	1/12/2022	9:02:00 AM	3680 Stockton Road	N	N/A		Y			
Faucher	Liz	1/12/2022	10:35:00 AM	4919 Miller Road	N	N/A		Y			
Smith	Ron	1/12/2022	1:00:00 PM		N	N/A		Y			Public Comm
Clark	Karen	1/10/2022	11:23:00 AM	4193 Clark Road, Crozet, VA 22932	Y	Y	N	Y			
Syantek	Martina	1/10/2022	12:22:00 PM		Y	Y	N	Y			
Dennis	John	1/10/2022	1:27:00 PM	425 Mallard Lake Dr, Earlysville, VA 22	Y	Y	N	Y			
Medvetz	Scott	1/10/2022	1:49:00 PM	4396 Sycamore Creek Dr, North Garden	Y	Y	N	Y			
Detmer	Don	1/10/2022	4:51:00 PM	5245 Brown's Gap Turnpike	Y	Y	N	Y			
Busch	Calli	1/10/2022	4:59:00 PM	1488 Overlook Drive, Charlottesville, VA	Y	Y	N	Y			
Engelhard	Carolyn	1/11/2022	7:08:00 PM		Y	Y	Y	Y			
Harris	Mark	1/11/2022	9:23:00 AM		Y	Y	N	Y			*
Vincenti	Leora	1/11/2022	3:07:00 PM		Y	Y	Y	Y			
Gallagher	Brian	1/11/2022	4:05:00 PM	725 Reas Ford Road, Earlysville, VA 22	Y	Y	N	Y			
Collburn	Jason	1/11/2022	8:30:00 PM		Y	Y	Y	Y			
Barkan	June	1/12/2022	1:06:00 PM	Kesmont Farm	Y	Y	N	Y			
Bowers	Justin	1/12/2022	6:57:00 PM		Y	Y	N	Y			
Rutter	Deborah	1/12/2022	3:21:00 PM		Y	Y	N	Y			
Maybee	Nelly and David	1/10/2022	5:51:00 PM	1488 Stillhouse Ridge Ln, Charlottesville	Y	Y	Y	Y			
Gouldman	Clyde and Susa	1/10/2022	6:48:00 PM		Y	Y	Y	Y			
McGrath	Robert	1/12/2022	11:05:00 AM		Y	Y	N	Y			
McIlvain	Claire	1/11/2022	9:31:00 PM	593 Clarks Tract, Keswick, VA 22947	Y	Y	Y	Y		Y	

Dwyer	Deloris	1/12/2022	9:43:00 AM	Y	Y	Y	Y	Y	Y	Y
Kaminer	Tracy	1/10/2022	10:37:00 AM	7530 Damon Road, Schuyler, VA 22965	Y	Y	Y	Y	Y	Y
Call	Mary	1/10/2022	12:19:00 PM	4495 Old Fields Rd, Free Union, VA 22932	Y	Y	Y	Y	Y	Y
Hannay	Julie	1/10/2022	1:08:00 PM	3130 Old Lynchburg Rd, North Garden, VA 22968	Y	Y	Y	Y	Y	Y
Roland	Pam	1/10/2022	1:37:00 PM	9223 Howardsville Turnpike, Schuyler, VA 22968	Y	Y	Y	Y	Y	Y
Silverman	Diane	1/11/2022	11:17:00 AM	7499 Mission Home Road, Free Union, VA 22968	Y	Y	Y	Y	Y	Y
Walsh	Dee	1/11/2022	6:15:00 PM		Y	Y	Y	Y	Y	Y
Stoler	Mark	1/12/2022	7:55:00 AM		Y	Y	Y	Y	Y	Y
Campaign	Tom	1/12/2022	8:11:00 AM		Y	Y	Y	Y	Y	Y
Fanning	Elizabeth	1/11/2022	12:54:00 PM		Y	Y	Y	Y	Y	Y
Murphy	Catherine	1/12/2022	1:55:00 PM	5591 Green Creek Road, Schuyler, VA 22968	Y	Y	Y	Y	Y	Y
Condon	Martene	1/12/2022	2:17:00 PM	5554 Sugar Ridge Road, Crozet, VA 22932	Y	Y	Y	Y	Y	Y
Loomis	Ryan	1/12/2022	1:00:00 PM		Y	Y	Y	Y	Y	Y
King	Melissa	1/10/2022	11:19:00 AM	5310 Millhouse Drive, Advance Mills, VA 22932	Y	Y	Y	Y	Y	Y
Robertson	Kristina	1/10/2022	10:53:00 AM		Y	Y	Y	Y	Y	Y
Lanzman	Sarah	1/10/2022	10:46:00 AM		Y	Y	Y	Y	Y	Y
Rowland	Heather	1/10/2022	10:45:00 AM		Y	Y	Y	Y	Y	Y
Morris	Eric	1/10/2022	10:38:00 AM	4172 Blufton Road, Crozet, VA 22932	Y	Y	Y	Y	Y	Y
Fenton	Joan	1/10/2022	10:35:00 AM		Y	Y	Y	Y	Y	Y
Woody	Anne	1/10/2022	10:32:00 AM		Y	Y	Y	Y	Y	Y
Haskins	Mark and Leslie	1/10/2022	10:30:00 AM	2075 Field Creek Lane 22903	Y	Y	Y	Y	Y	Y
Adelman	Graham	1/10/2022	12:32:00 PM		Y	Y	Y	Y	Y	Y
Edenfield	Gary	1/10/2022	1:50:00 PM		Y	Y	Y	Y	Y	Y
Oiko	Paul	1/10/2022	2:01:00 PM	4372 Chris Greene Lake Rd, Charlottesville, VA 22903	Y	Y	Y	Y	Y	Y
Sanford	Sally	1/10/2022	2:24:00 PM	1713 Essex Road, Charlottesville, VA 22903	Y	Y	Y	Y	Y	Y
Plunkett	David	1/10/2022	2:57:00 PM	201 East Market Street, Charlottesville, VA 22902	Y	Y	Y	Y	Y	Y
Gibson	Mary	1/10/2022	2:50:00 PM	420 Quartz Hill Lane, North Garden, VA 22968	Y	Y	Y	Y	Y	Y
Andrews	Susan	1/10/2022	3:52:00 PM	4970 Dick Woods Road, VA 22968	Y	Y	Y	Y	Y	Y
Williams	Sandy	1/10/2022	4:07:00 PM	5945 Weston Lane, Crozet, VA 22932	Y	Y	Y	Y	Y	Y
Carter	Carol	1/10/2022	4:32:00 PM		Y	Y	Y	Y	Y	Y
Stolz	Otto	1/10/2022	4:55:00 PM	5555 Wingspread Lane, North Garden, VA 22968	Y	Y	Y	Y	Y	Y
Woods	Janet	1/10/2022	9:09:00 PM	7823 Blenheim Road, Scottsville, VA 22982	Y	Y	Y	Y	Y	Y
Meslar-Little	Debbi	1/10/2022	6:46:00 PM	6286 Hillsboro Ln, Crozet, VA 22932	Y	Y	Y	Y	Y	Y
Brochu-Blake	Judy	1/11/2022	8:04:00 AM		Y	Y	Y	Y	Y	Y
Shifflett	Larry	1/11/2022	10:42:00 AM		Y	Y	Y	Y	Y	Y
Groot	Pat	1/11/2022	11:18:00 AM	1965 Ashmere Drive, Charlottesville, VA 22903	Y	Y	Y	Y	Y	Y
Oleary	Dennis	1/11/2022	11:14:00 AM		Y	Y	Y	Y	Y	Y
Trader	Charles	1/11/2022	1:11:00 PM		Y	Y	Y	Y	Y	Y
Gatling-Austin	Helen and Bruce	1/11/2022	12:19:00 PM		Y	Y	Y	Y	Y	Y
Bennett	Meredith	1/11/2022	3:30:00 PM	3178 Fox Mountain Road, Crozet, VA 22932	Y	Y	Y	Y	Y	Y
Fischer	Carmen	1/11/2022	4:04:00 PM		Y	Y	Y	Y	Y	Y
Sullivan	Marianne	1/11/2022	4:31:00 PM		Y	Y	Y	Y	Y	Y
Nair	Dev	1/11/2022	4:33:00 PM	9738 Hatton Ferry Road	Y	Y	Y	Y	Y	Y
Patterson	Steve	1/11/2022	7:14:00 PM		Y	Y	Y	Y	Y	Y
Smith	Emily	1/11/2022	4:56:00 PM	Stony Point Pass, Keswick, VA 22982	Y	Y	Y	Y	Y	Y
Ralston	Kathy	1/11/2022	5:03:00 PM	255 Chestnut Oak Lane, Charlottesville, VA 22903	Y	Y	Y	Y	Y	Y
Bennett	Donna	1/11/2022	5:59:00 PM	6430 Sugar Hollow Road, Crozet, VA 22932	Y	Y	Y	Y	Y	Y
Kendall	Gary	1/11/2022	7:40:00 PM		Y	Y	Y	Y	Y	Y
Mansfield	Jessiah	1/11/2022	10:10:00 PM		Y	Y	Y	Y	Y	Y
Moran	Robin	1/12/2022	3:23:00 AM		Y	Y	Y	Y	Y	Y
Maxey	Marjorie	1/12/2022	6:02:00 AM		Y	Y	Y	Y	Y	Y
Regosta	Seth	1/12/2022	7:59:00 AM	330 Ivy Vista Drive	Y	Y	Y	Y	Y	Y
Klein	Robert	1/12/2022	8:48:00 AM	Bundoran Farm, North Garden, VA 22968	Y	Y	Y	Y	Y	Y

Public Comm

https://www

Erickson	Stacy	1/12/2022	9:50:00 AM	Y	Y
de Barros	Arlette	1/12/2022	10:51:00 AM	3392 Edgemont Farm, North Garden, VA	Y
Kupke	Karin	1/12/2022	11:06:00 AM	115 Mountain View Drive, Charlottesville, VA	Y
Whitehurst	Melinda	1/12/2022	12:44:00 PM	1409 Overlook Dr, Charlottesville, VA	Y
Pitsiokos	Peter	1/12/2022	1:41:00 PM	Y	Y
Via	Mary-Elizabeth	1/12/2022	5:31:00 PM	1102 Broad Axe Road, Charlottesville, VA	Y
Johnson	Cecil	1/12/2022	6:07:00 PM	Y	Y
Winston	Greg	1/11/2022	12:43:00 PM	Y	Y
Field	Tom	1/13/2022	1:10:00 PM	4285 Siam Gate Road, Crozet, VA	Y



220220148

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

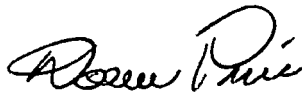
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4. Commit to not retire these assets, so long as residents desire copper telephony as a means to access 911
5. Provide credit to residents charged for services during any unreasonably prolonged outage

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,



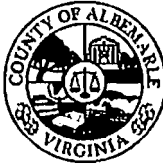
Donna Price
Chair, Albemarle County Board of Supervisors

DP/ckb

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

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

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