

**From:** [Eileen Mahn](#)  
**To:** [Eye, Alison M.](#)  
**Subject:** Complaints about fiber optic damage  
**Date:** Tuesday, June 3, 2025 6:54:23 PM

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On April 24 our land phone line with Century Link went down. We have not had a land line working since April 24. I want to know what is being done to repair the phone lines that were damaged due to digging by Gigapower. I was told by a city official that Gigapower admitted to cutting the phone cable along Central Ave which has affected several hundred Century Link subscribers. It has now been 42 days that we have not had phone line service. This has caused us to purchase another cell phone since my husband relied solely on the land line. Please let me know when Century Link will be able to provide service again. We live at 1708 Conestoga Dr. SE. I was told that Century Link was working on the repair but I have not seen anything being down along Central Ave.

Any help would be greatly appreciated.

Eileen Mahn  
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