

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

Formal Complaint of Arroyo de Plata, LLC
dba Domino's Pizza against CenturyLink

DOCKET NO. 18-049-12

ORDER STAYING DOCKET AND ACTION
REQUEST TO THE DIVISION OF PUBLIC
UTILITIES

ISSUED: January 2, 2019

Complainant Arroyo de Plata, LLC dba Domino's Pizza ("Domino's") initiated this docket by filing its Formal Complaint against CenturyLink, alleging that its telephone service had been transferred without authorization from CenturyLink to Comcast. CenturyLink subsequently moved to dismiss the Formal Complaint, asserting it had received a request from Comcast to transfer the service and citing federal regulations providing it is the "submitting carrier's" (*i.e.*, Comcast's) responsibility to verify the customer's authorization for the transfer. CenturyLink further cited governing federal regulations that preclude the "executing carrier" (*i.e.*, CenturyLink) from attempting to independently verify the accuracy of the request with its customer. CenturyLink asserts Domino's has already filed an informal complaint with the Division of Public Utilities ("DPU") against Comcast for the unauthorized transfer. In reply comments, Domino's confirms it has initiated a complaint against Comcast.

While the PSC concurs that federal regulations place responsibility for obtaining a customer's authorization for a change in carrier on the submitting carrier, issues of fact exist as to whether CenturyLink received a proper request from Comcast for the change. The PSC concludes it is appropriate to stay this docket to allow the facts to be developed with respect to Domino's complaint against Comcast. The PSC requests the DPU file a memorandum, in this docket, to apprise the PSC of the status of the informal complaint Domino's filed against

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Comcast with the DPU no later than **Friday, February 1, 2019**. This docket is stayed pending further order of the PSC.

DATED at Salt Lake City, Utah, January 2, 2019.

/s/ Michael J. Hammer
Presiding Officer

Attest:

/s/ Gary L. Widerburg
PSC Secretary
DW#306110

CERTIFICATE OF SERVICE

I CERTIFY that on January 2, 2019, a true and correct copy of the foregoing was served upon the following as indicated below:

By USPS:

Arroyo de Plata, LLC dba Domino's Pizza
PO Box 6484168
Park City, UT 84068

By Electronic-Mail:

Israel Avelar (iavelar00@yahoo.com)
Arroyo de Plata, LLC dba Domino's Pizza

James Farr (james.farr@centurylink.com)
Julie Layne (julie.layne@centurylink.com)
Tressa Norris (tressa.norris@centurylink.com)
CenturyLink

Patricia Schmid (pschmid@agutah.gov)
Justin Jetter (jjetter@agutah.gov)
Robert Moore (rmoore@agutah.gov)
Steven Snarr (stevensnarr@agutah.gov)
Assistant Utah Attorneys General

Erika Tedder (etedder@utah.gov)
Division of Public Utilities

By Hand-Delivery:

Office of Consumer Services
160 East 300 South, 2nd Floor
Salt Lake City, UT 84111

Administrative Assistant