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## State of Utah

### Department of Commerce Division of Public Utilities

CHRIS PARKER  
*Interim Executive Director*

CHRIS PARKER  
*Director, Division of Public Utilities*

## Memorandum

**To:** Public Service Commission of Utah

**From:** Utah Division of Public Utilities

Chris Parker, Director

Artie Powell, Manager

Brenda Salter, Utility Technical Consultant Supervisor

Ron Slusher, Utility Technical Consultant

**Date:** March 11, 2020

**Re:** **Docket No. 20-049-01**, In the Matter of the Notification of Operational Support System Transition by Qwest Communications International Inc. and CenturyTel, Inc. d/b/a CenturyLink

### Recommendation (Acknowledge)

The Division of Public Utilities (“Division”) has reviewed the notice by Qwest Communications International Inc. and CenturyTel, Inc. d/b/a CenturyLink (“CenturyLink”) and recommends that the Public Service Commission (“Commission”) acknowledge the receipt of this notice.

### Explanation

On or about March 03, 2020, CenturyLink notified the Commission that it will start integration of its new Operational Support System. During 2020, CenturyLink seeks to transition all Local Service Request order processing to its Electronic Administration & Service Order Exchange system. The attached plan outlines CenturyLink’s planned methodical migration of order processing off the Interconnect Mediated Access system and onto the EASE system across all markets and geographies by October 16, 2020.

Cc: Jennifer Somers, Director of Government Affairs – Utah, Qwest Communications  
International Inc. and CenturyTel, Inc. d/b/a CenturyLink  
Justin Jetter, Assistant Attorney General, State of Utah  
Office of Consumer Services, State of Utah