

February 3, 2026

Via Email:
psc@utah.gov


Gary Widerburg
Commission Administrator
Utah Public Service Commission
Heber M. Wells Building, 4th Floor
160 East 300 South
Salt Lake City, UT 84111

**RE: Docket No. 26-049-01
CenturyLink's Answer to Complaint**

Dear Mr. Widerburg:

Attached for filing is CenturyLink's Answer and Affirmative Defenses to Formal
Complaint (of Shanna MacKay).

Sincerely,



Katie Wagner
Senior Corporate Counsel

Attachments
cc: Service List

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

FORMAL COMPLAINT OF SHANNA MAC KAY)
AGAINST CENTURYLINK) DOCKET No. 26-049-01
_____))
_____)

**CENTURYLINK’S ANSWER AND
AFFIRMATIVE DEFENSES TO FORMAL COMPLAINT**

COMES NOW, Respondent Qwest Corporation dba CenturyLink (“CenturyLink”), by and through its undersigned counsel and submits its Answer and Affirmative Defenses to the above-captioned Formal Complaint (“Complaint”) of Shanna MacKay (“Complainant”) as follows:

1. On January 8, 2026, the Utah Public Service Commission entered a Notice of Filing and Comment Period requiring that CenturyLink respond by February 4, 2026, to the following inquiries:

a. Complainant alleges service outage beginning December 3, 2025, and that they nevertheless received a bill while service was unavailable.

2. CenturyLink denies each and every allegation in the Complaint except for those which constitute admissions against the interest of the Complainant.

3. Notwithstanding this, CenturyLink desires to satisfy the Complaint. In so doing, CenturyLink nonetheless denies liability and does not admit the veracity of any claim.

4. With respect to Complainant’s allegation, upon information and belief Complainant’s alleged service interruption has been addressed and resolved. On January 6, 2026, CenturyLink was able to confirm that Complainant’s service was fully functional.

5. With respect to Complainant's billing allegation, an account credit in the amount of \$65.85 was issued to Complainant to cover the full period of alleged service interruption from December 3, 2025 through January 6, 2026.

6. Based on the foregoing, all issues raised by Complainant have been addressed and resolved. Consequently, there appears to be no remaining issues warranting further action or intervention by the Commission.

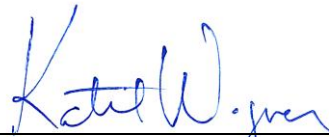
AFFIRMATIVE DEFENSES TO COMPLAINT

7. CenturyLink reserves the right to assert any additional affirmative defenses that may later become relevant.

WHEREFORE, having fully answered, CenturyLink prays that the Complaint of Shanna MacKay be wholly dismissed with prejudice and for such further relief as the Commission deems just and equitable.

Dated this 3rd day of February 2026

Respectfully submitted,



Katie N. Wagner, OK Bar #33296
Senior Corporate Counsel
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Attorneys for Qwest Corporation dba
CenturyLink

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing, ***CENTURYLINK'S ANSWER and AFFIRMATIVE DEFENSES TO FORMAL COMPLAINT***, was sent via Email to the following parties on the date indicated below:

Complainant

Shanna MacKay Shanna.mackay21@gmail.com

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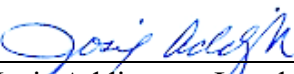
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Cameron Irmias cirmas@utah.gov

DATED this 3rd day of February 2026.

CENTURYLINK

By: 

Josie Addington, Legal Assistant