

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

Investigation of Qwest Corporation d/b/a CenturyLink QC's Notice of Planned Discontinuance of Residential Voice Services in Springdale, Utah

DOCKET NO. 26-049-02

NOTICE OF INVESTIGATORY DOCKET AND REQUEST TO THE DIVISION OF PUBLIC UTILITIES TO INVESTIGATE AND ADVISE

ISSUED: February 26, 2026

The Public Service Commission (PSC) has learned through the Mayor of Springdale, Utah that Qwest Corporation d/b/a CenturyLink QC ("CenturyLink") has issued a letter to current subscribers to CenturyLink's legacy voice service ("POTS") that "[o]n or after April 20, 2026, or as soon after as authorized by regulatory authorities, [CenturyLink] will discontinue the POTS service that is currently provided in the ... Springdale, Utah wire center." (the "Discontinuance Letter")¹

Oddly, the PSC is not identified as one of the "regulatory authorities" referenced in the Discontinuance Letter. However, the Federal Communications Commission (FCC) is referenced in that letter, but that reference appears to be very general and lacks any meaningful specificity (e.g., there is no FCC docket number, docket name, relevant filing dates, and the like). Instead, that reference simply states, among other things, that "[t]he FCC will normally authorize [CenturyLink's] proposed discontinuance of service ... unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected."

¹ A copy of this letter is attached.

The Discontinuance Letter also provides additional information concerning a new CenturyLink service offering, ostensibly being offered to replace the existing POTS, and also identifies possible alternative mobile wireless carriers and possible VoIP service providers. Critically, however, the Discontinuance Letter expressly advises that its new service offering – and the services offered by the other identified alternative carriers and providers – will not function in the event of an electrical power outage unless the customer has a battery backup, specifically stating that “[w]ithout sufficient power, [customers will not] be able to place or receive any calls, including emergency 911 calls.”

As CenturyLink is aware, certain Utah telecommunications laws were amended in the 2025 Legislative session, including those found in Senate Bill 269. Some of those amendments appear to be directly implicated by the Discontinuance Letter, including, but not limited to, Utah Code Ann. § 54-8b-2.3(11). It also appears the Discontinuance Letter may implicate PSC administrative rules. The PSC is therefore concerned that what CenturyLink is attempting to accomplish through the Discontinuance Letter may be inconsistent with Utah’s telecommunications laws. Thus, the PSC opens this docket to investigate CenturyLink’s compliance with applicable law as regards to what it appears to be attempting to accomplish pursuant to the Discontinuance Letter.

In light of the asserted deadline in the Discontinuance Letter of April 20, 2026, the PSC asks the Division of Public Utilities (DPU) to investigate and submit comments to the PSC by **Monday, March 16, 2026**, addressing whether (1) what CenturyLink appears to seek to accomplish through the Discontinuance Letter is potentially in violation of any applicable provision of statute, administrative rule, or prior administrative order; and (2) advise as to any appropriate action by the PSC to ensure CenturyLink's compliance in the event the apparent intent of the Discontinuance Letter is a potential violation.

CenturyLink may submit a response to the DPU's comments by **Monday, March 23, 2026**.

After reviewing these filings, the PSC will determine what additional process, if any, is necessary and appropriate.

DATED at Salt Lake City, Utah, February 26, 2026.

/s/ John E. Delaney
Presiding Officer

Attest:

/s/ Gary L. Widerburg
PSC Secretary
DW#344028

CERTIFICATE OF SERVICE

I CERTIFY that on February 26, 2026, a true and correct copy of the foregoing was delivered upon the following as indicated below:

By Email:

Josie Addington (josie.addington@lumen.com)
JJ Gallardo (jj.gallardo@lumen.com)
Timothy Kunkleman (timothy.kunkleman@lumen.com)
Jonathan Lambson (jonathan.lambson@lumen.com)
Katie Wagner (katie.wagner@lumen.com)
CenturyLink

Barbara Bruno (bbruno@springdale.utah.gov)
Mayor of Springdale

Patricia Schmid (pschmid@agutah.gov)
Patrick Grecu (pgrecu@agutah.gov)
Robert Moore (rmoore@agutah.gov)
Assistant Utah Attorneys General

Madison Galt (mgalt@utah.gov)
Division of Public Utilities

Alyson Anderson (akanderson@utah.gov)
Cameron Irmis (cirmas@utah.gov)
Asami Kobayashi (akobayashi@utah.gov)
Jennifer Ntiamoah (jntiamoah@utah.gov)
Bela Vastag (bvastag@utah.gov)
Alex Ware (aware@utah.gov)
(ocs@utah.gov)
Office of Consumer Services

/s/ Melissa R. Paschal
Lead Paralegal

DOCKET NO. 26-049-02

- 5 -

ATTACHMENT - DISCONTINUANCE LETTER

RECEIVED

FEB 17 2026

February 10, 2026

TOWN OFFICE
118 LION BLVD
SPRINGDALE UT 84767

Town of Springdale
By RA

**Important Notice Regarding the Qwest Corporation d/b/a CenturyLink QC
Planned Discontinuance of Residential Voice Services in Your Area
*Effective on or after April 20, 2026***

Dear Sir/Madam:

Our records indicate that you currently subscribe to a Qwest Corporation d/b/a CenturyLink QC legacy voice service in an area where we are making some changes. Plain Old Telephone Services, also known as "POTS", provides voice-grade telephonic communications channels that can be used to place or receive one call at a time.

On or after ***April 20, 2026***, or as soon after as authorized by regulatory authorities, Qwest Corporation d/b/a CenturyLink QC will discontinue the POTS service that is currently provided in the Laurens, Iowa wire center; the Renwick, Iowa wire center; and the Springdale, Utah wire center. Maps of the impacted geographic areas are attached.

We are making this change because we now have a new service in your area – CenturyLink® Connected Voice with Air-Line™. Connected Voice with Air-Line is a feature-rich, digital home phone service that provides an upgrade to your traditional landline home phone. Both new and current customers can subscribe. Connected Voice with Air-Line works just like your current service, offering crystal-clear call quality and essential features like unlimited local calling, voicemail, call waiting, caller ID, and more. Plus, you can keep your current phone number if you switch.

To keep your current home phone number and to ensure uninterrupted home phone service, call us at **800-355-6336** Monday through Friday, 8:00 a.m. – 7:00 p.m. CT and let the agent know you'd like to switch to Connected Voice with Air-Line.

If you would prefer to transfer your service to another provider in your area, please contact your provider of choice directly. 4G LTE mobile wireless service, offered by Verizon, AT&T, and/or T-Mobile, is available in your area, and, in many locations, voice over internet protocol (VoIP) digital phone service is available from providers like SC Broadband, Xfinity, or Comm1 Network Inc.

Important notes:

- Existing contracts for this service will not be renewed, and no early termination penalties will be applied when service is disconnected.
- If you subscribe to other services from Qwest Corporation d/b/a CenturyLink QC, other than POTS, those services will not be impacted by this discontinuance.
- When your Qwest Corporation d/b/a CenturyLink QC service is discontinued, we will automatically apply any applicable deposits or credits to your bill. If the amount of the bill is less than any deposits and credits, we will issue a refund for the remaining balance.
- If you choose to disconnect your service in advance of discontinuance, no early termination fees will apply.

We appreciate your business and look forward to continuing to serve you.

Sincerely,

Qwest Corporation d/b/a CenturyLink QC

The following statement is required by FCC rules:

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of Qwest Corporation d/b/a CenturyLink QC. to Discontinue a Telecommunications Service. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

Important Information Regarding Connected Voice with Air-Line, VoIP, and/or Mobile Wireless Voice Services

Lack of Line Power. Services like Connected Voice with Air-Line, VoIP, and mobile wireless voice service do not provide line power needed to keep these services operational during an electrical power outage. This means that the service will not work in the event of a power outage unless you have a battery backup. To maintain phone service during these times, you will have to arrange for an alternative source of electrical power.

Security Responsibilities and Other Steps You May Take to Ensure Safe Use of Connected Voice with Air-Line, VoIP, or Mobile Wireless Service. As noted above, in the event of an electrical power outage, Connected Voice with Air-Line, VoIP, and mobile wireless voice service will not operate without backup power, such as an external battery backup. Without sufficient power, you won't be able to place or receive any calls, including emergency 911 calls.

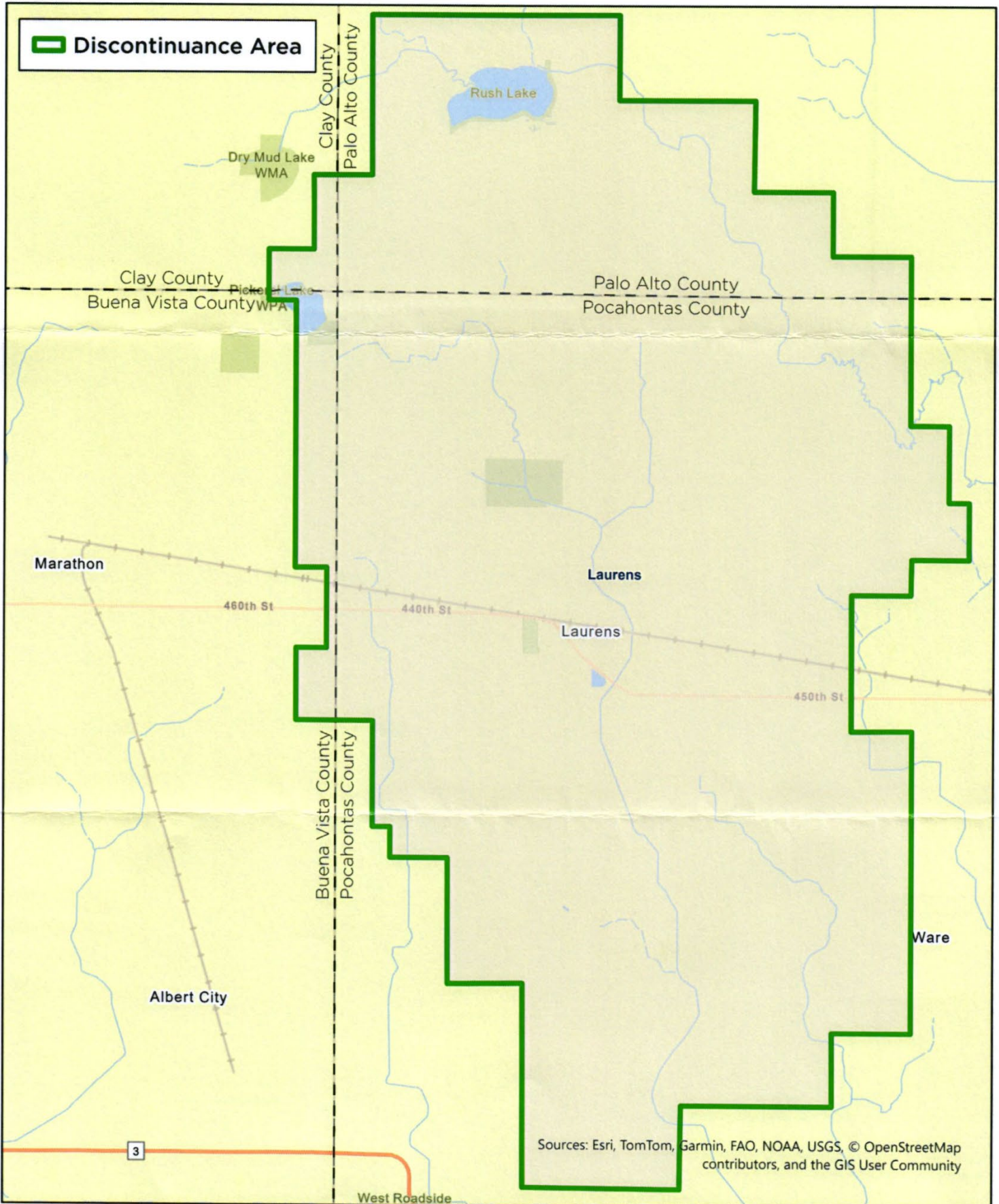
Mobile wireless voice service is not associated with one fixed location or address, meaning that if you make an emergency 911 call with your mobile phone, you should provide the emergency operator the location of your emergency and your wireless phone number, so if the call gets disconnected, the operator can call you back. Additional information related to reaching 911 service using mobile wireless voice service is available on the FCC's website:

<https://www.fcc.gov/consumers/guides/wireless-911-service>.

If you plan to move, and need to change your service address, you will need to contact your service provider to ensure that 911 calls are properly routed. Connected Voice with Air-Line customers should not move the Air-Line adapter installed in your home to another location without first contacting CenturyLink.



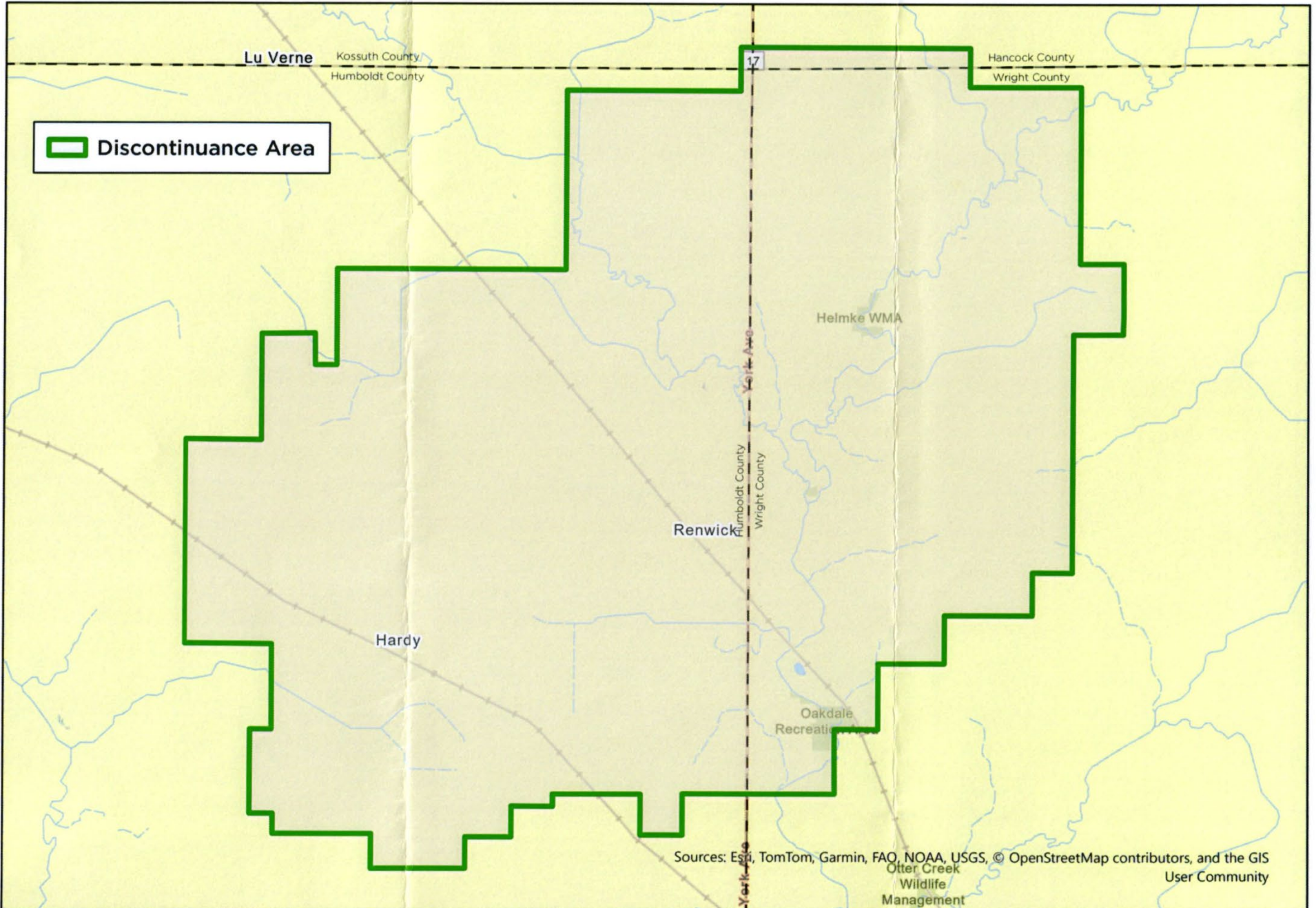
CenturyLink® Laurens, Iowa Discontinuance



Boundaries shown are approximate. For verification of unique addresses or locations, contact your local CenturyLink representative. Portions of this map are ©TomTom and portions are ©2025 Lumen Technologies, Inc.



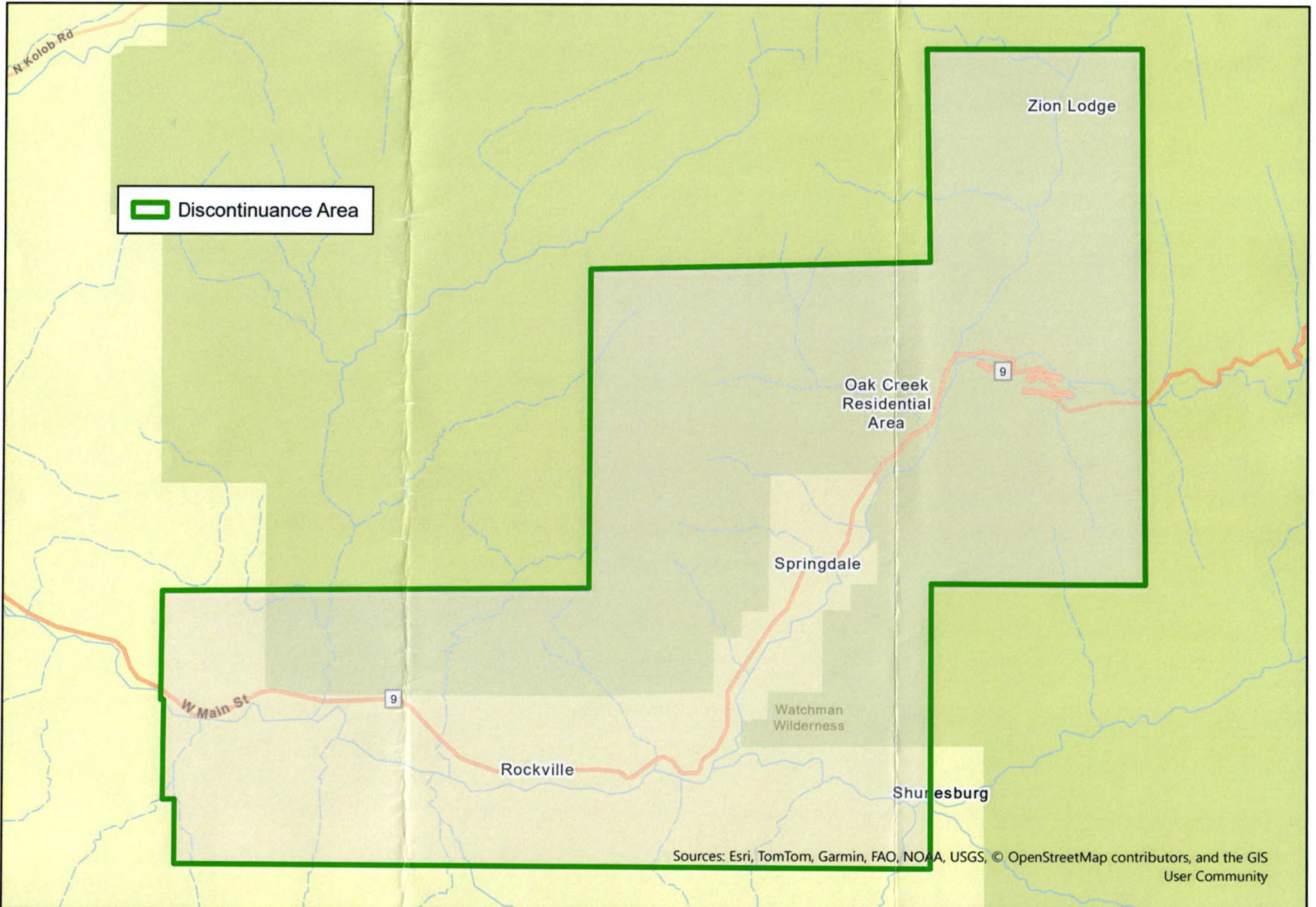
CenturyLink® Renwick, Iowa Discontinuance



Sources: Esri, TomTom, Garmin, FAO, NOAA, USGS, © OpenStreetMap contributors, and the GIS User Community
 Otter Creek Wildlife Management



CenturyLink® Springdale, Utah Discontinuance



Boundaries shown are approximate. For verification of unique addresses or locations, contact your local Lumen representative. ©2025 Lumen Technologies, Inc.

Jacob Barlow
December 11, 2025