



PublicService Commission <psc@utah.gov>

investigatory docket number 26-049-02

1 message

Lisa Zumpft <zumpft@outlook.com>

Wed, Mar 4, 2026 at 6:29 PM

To: "psc@utah.gov" <psc@utah.gov>

Cc: Barbara Bruno <bbruno@springdale.utah.gov>, "Wixom, Rick (rwixom@springdale.utah.gov)" <rwixom@springdale.utah.gov>, "Dansie, Thomas (tdansie@springdale.utah.gov)" <tdansie@springdale.utah.gov>

Public Service Commission of Utah
160 E 300 S, 4th Floor
Salt Lake City, UT 84111

To Whom it may concern:

We received two letters in January from Century Link stating that they were offering a service of Connected Voice with Air-line. The second letter stated that No changes were being made to our existing phone services. And then for several weeks we were bombarded with phone calls asking if we wanted to change to the new service. Each time we asked that they remove us from the phone list and finally after a few weeks, they stopped calling.

On 3/2/26 we received the attached email regarding the discontinuation of POTS services in Springdale, UT from Century Link. The option of using the VoiceOver service they are offering or going with a cell company they recommend seems like it could be an emergency safety risk. We have kept our landline because it was a way that we can connect with the power company when the power goes out since we have a tethered phone. Very often, our cell phones do not work well if we can't do internet calling since we are in a bowl.

I am also concerned about elderly residents who may not have cell service and rely on their landlines.

Please continue your inquiry into this matter as requested by the Mayor of Springdale.

Thank you for your assistance on this.

Tim and Lisa Killen

[104 Canyon Cove](#)

PO Box 413

Springdale, UT 84767

2 attachments

Century Link 3-2-26 email.pdf
131K



Century Link Letter for enhance phone service.pdf
1034K