
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
ORDER TO PROVIDE INFORMATION

ISSUED: April 27, 2026

BACKGROUND

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

Based on that letter, on February 26, 2026, the PSC issued a Notice of Investigatory Docket and Request to the Division of Public Utilities to Investigate and Advise ("Investigative Notice"). This notice requested the Division of Public Utilities (DPU) to investigate CenturyLink's compliance with applicable law in light of the Discontinuance Letter. The Investigative Notice also highlighted, among other things, that the Discontinuance Letter expressly advised that CenturyLink's new replacement service offering ("CenturyLink Replacement Service") will not function in the event of an electrical power outage unless the customer has a battery backup and, quoting the Discontinuance Letter, "[w]ithout sufficient power, [customers will not] be able to

place or receive any calls, including emergency 911 calls.” (the “Emergency 911 Issue”).

On March 12, 2026, CenturyLink filed with the PSC a copy of a discontinuance of service application it filed with the Federal Communications Commission (“FCC Application”), which was apparently filed with the FCC on or about March 3, 2026. The FCC Application, in essence, seeks federal approval of what is outlined in the Discontinuance Letter and makes various representations, including as to emergency 911 calls. Specifically, CenturyLink represents to the FCC that because “none of the circuits in the Affected Service Area [which includes the Springdale, Utah wire center referenced in the Discontinuance Letter] are used for public safety, consumers will not lose access to critical emergency services such as 911,”¹ and that “[n]o circuits involving public safety, emergency services, or 911 service will be impacted by this discontinuance[]”² as it relates to discontinuance of service in the Springdale, Utah wire center.

On March 16, 2026, the DPU responded to the Investigative Notice (“DPU Response”). In its analysis, DPU found that legislative “changes made in 2025 to Utah Code Ann. §§ 54-8b-2.3(11) and 54-8b-3(8) make” CenturyLink’s discontinuance of service in the Springdale, Utah wire center “legally permissible without any

¹ FCC Application at unpaginated 3.

² *Id.* at unpaginated 9.

coordination or prior approval from the PSC.”³ DPU concludes that it “does not find that CenturyLink is in violation of any applicable Utah statute or rule.”⁴ However, the DPU Response is silent on the Emergency 911 Issue.

On March 23, 2026, CenturyLink submitted its Response Comments to the PSC (“CenturyLink Response”). CenturyLink asserts “that its planned discontinuance of legacy voice (POTS) service in the Springdale, Utah wire center complies with all applicable federal and state law[,]” and agrees with the conclusions of the DPU Response.⁵ The CenturyLink Response also provides additional information, but is silent on the Emergency 911 Issue.

On April 20, 2026, CenturyLink submitted a Notice of Status Update and Request for Guidance (“CenturyLink Guidance Request”). CenturyLink represents its FCC Application was deemed granted on April 9, 2026, and asserts it has now “satisfied all applicable federal requirements for discontinuance of the subject services.”⁶

CenturyLink’s Guidance Request also provides additional information relating to its planned discontinuance of service in the Springdale, Utah wire center. For example, CenturyLink states it “has undertaken additional efforts to facilitate a smooth transition for affected customers[,]” including “conducting outreach to local

³ DPU Response at 3.

⁴ *Id.*

⁵ CenturyLink Response at 1.

⁶ CenturyLink Guidance Request at 2.

officials; providing information regarding alternative service options; and engaging directly with affected customers regarding available services.”⁷ CenturyLink affirmatively “represents that viable service alternatives are available to customers, either through CenturyLink or other providers.”⁸ Notably, however, CenturyLink is still silent on the Emergency 911 Issue raised in the Investigatory Notice.

CenturyLink also discusses its Utah statutory or regulatory requirements relating to its desired discontinuance. Here, CenturyLink asserts that the “governing [Utah] statute provides that the [PSC] shall recognize and adopt FCC determinations[,]” but notes that the statute “does not prescribe additional procedural steps such as separate applications, evidentiary proceedings, or hearings.”⁹ CenturyLink thus “requests confirmation as to whether any additional state-level process is required.”¹⁰

CenturyLink concludes that “[i]n the absence of further guidance from the [PSC] by [April 27, 2026], CenturyLink intends to proceed with implementation of the discontinuance consistent with its FCC authorization, including proceeding with associated tariff or price list updates and operational steps necessary to effectuate the discontinuance shortly thereafter.”¹¹

⁷ *Id.*

⁸ *Id.*

⁹ *Id.*

¹⁰ *Id.*

¹¹ *Id.* at 3.

DISCUSSION, FINDINGS, AND CONCLUSIONS

CenturyLink's Guidance Request seeks direction from the PSC regarding its planned discontinuance of service in the Springdale, Utah wire center. Based on the foregoing discussion, and as further discussed below, we find that CenturyLink must provide additional information to the PSC prior to discontinuing service in the Springdale, Utah wire center.

First, we find that CenturyLink has failed to address the Emergency 911 Issue in any of its affirmative filings with the PSC. While that issue is addressed in CenturyLink's FCC Application, the assertions and representations made by CenturyLink in that application are, at best, inconsistent with the assertions and representations CenturyLink made in the Discontinuance Letter. That is, CenturyLink directly advised the FCC (but not the PSC) that its planned discontinuance will not impact emergency 911 services,¹² yet the Discontinuance Letter states that "[w]ithout sufficient power, [customers will not] be able to place or receive any calls, including emergency 911 calls." Moreover, this inconsistency has not been addressed in either the CenturyLink Response or the CenturyLink Guidance Request. We thus conclude that CenturyLink must address the Emergency 911 Issue directly with the PSC as ordered below.

¹² See *supra*, ns. 1 & 2.

Second, we find that CenturyLink's discontinuance request as to the Springdale, Utah wire center is not self-executing. That is, while Utah law has been recently changed regarding the PSC's role in this (and other potential) discontinuance requests, we conclude that Utah law still requires action on CenturyLink's part to discontinue service in this docket pursuant to the recently changed law. As applied here, Utah Code Ann. § 54-8b-2.3(11) requires CenturyLink to continue to provide basic residential telephone service to customers served by the Springdale, Utah wire center "until the [PSC] recognizes and adopts discontinuance findings under Subsection 54-8b-3(8)." In turn, Subsection 54-8b-3(8) provides that the PSC "shall recognize and adopt the [FCC's] discontinuance findings." However, and as noted by CenturyLink's Guidance Request, that statute is silent on exactly how the PSC is provided an opportunity to so "recognize and adopt." In this regard, CenturyLink's Guidance Request provides useful information but is incomplete. We find that, at a bare minimum, CenturyLink must present to the PSC all evidence purporting to satisfy the requirements of Utah law regarding discontinuance of service and request that, based on the evidence presented, the PSC recognize and adopt the FCC's discontinuance findings. We thus conclude that CenturyLink must provide the PSC with additional information as ordered below.

ORDER

Accordingly, and in response to CenturyLink's Guidance Request, the PSC directs CenturyLink to respond in writing by **Thursday, May 7, 2026**, to the following:

1. Explain the apparent inconsistency between the positions taken by CenturyLink in the Discontinuance Letter and the FCC Application as it relates to the CenturyLink Replacement Service;
2. State whether CenturyLink intends to offer the CenturyLink Replacement Service, or any other service to Springdale, Utah wire center customers, under tariff or as a price-listed service;
3. Provide more details concerning, as represented in the CenturyLink Guidance Request, the specific outreach and engagement efforts CenturyLink has undertaken with the existing Springdale, Utah wire center customers, including the results of those efforts in terms of people signing up for the CenturyLink Replacement Service or any other CenturyLink service;
4. Explain in detail the competitive options (including pricing) available to existing Springdale, Utah wire center customers, using location-specific information; and
5. State all specific facts CenturyLink relies on in claiming it satisfies its statutory obligations under Utah law for discontinuance of service in the

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Springdale, Utah wire center, and make a formal request for the PSC to act in accordance with that law.

DATED at Salt Lake City, Utah, April 27, 2026.

/s/ Jerry D. Fenn, Chair

/s/ David R. Clark, Commissioner

/s/ John S. Harvey, Ph.D., Commissioner

Attest:

/s/ Gary L. Widerburg
PSC Secretary
DW#345009

CERTIFICATE OF SERVICE

I CERTIFY that on April 27, 2026, a true and correct copy of the foregoing was delivered upon the following as indicated below:

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