

ACTION REQUEST

Date: August 18, 2026

FROM: Public Service Commission

Due: September 17, 2026*

SUBJECT: Formal Complaint - Allan & Elaine O'Connell v. CTL, Docket No. 26-049-05
(Company Name, Case Number, etc.)

8/18/2026

26-049-05

FORMAL COMPLAINT Formal Complaint of Allan and Elaine O'Connell against CenturyLink

This is a request for the Division of Public Utilities (DPU) to provide analysis, evaluation results, and the basis for conclusions and recommendations regarding the following:

- ☐ Review for Compliance and Make Recommendations
- ☐ Review Application and Make Recommendations
- ☒ Review the Complaint and Indicate Whether the DPU Has a Recommendation
- ☐ Review Notice and Make Recommendations
- ☐ Review Request for Agency Action and Make Recommendations
- ☐ Respond in Accordance with the Notice of Filing and Request for Comments
- ☐ Investigate and Provide any Appropriate Recommendation
- ☐ Other – Explanation and Statement of Issues to be Addressed (See Below):

*In the event the PSC issues an order or notice establishing any future proceeding or providing dates for comments and/or testimony in this docket:

- The DPU shall respond consistent with the order or notice;
- The order or notice, including any established scheduling conference or deadlines, shall supersede and replace this action request; and
- This action request shall be deemed withdrawn.