

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

Formal Complaint of Allan and Elaine
O'Connell against CenturyLink

DOCKET NO. 26-049-05
ORDER DISMISSING COMPLAINT

ISSUED: October 14, 2026

BACKGROUND

On August 18, 2026, Allan and Elaine O'Connell ("Complainants") filed a formal complaint and attachments ("Complaint"), with the Public Service Commission (PSC) against Qwest Corporation d/b/a CenturyLink ("CenturyLink"). The Complaint alleges that CenturyLink is "[u]nable to provide clear, uninterrupted phone services per the monthly contract billed for."¹ Complainants seek an order directing CenturyLink to "[r]epair [the] phone line back to performing and refund charges for when [the] phone service wasn't functionally (sic) correctly."²

On August 19, 2026, the PSC issued a Notice of Filing and Comment Period, allowing CenturyLink until September 18, 2026, to submit a written response to the Complaint, and provided Complainants until October 5, 2026, to submit a written reply. On September 10, 2026, CenturyLink filed an Answer and Affirmative Defenses to Formal Complaint ("Answer"). On October 2, 2026, Complainants filed a reply to the Answer ("Reply").

¹ Complaint at 1.

² *Id.*

DISCUSSION

The Complaint provides detailed information supporting the allegations of Complainants' problems with their telephone service and Complainants' extensive efforts to remedy these problems directly with CenturyLink. This information reflects these problems date back to April 25, 2026.

The Answer makes various general denials, asserts it "takes customer service concerns seriously[,]"³ but acknowledges its "records reflect that the [Complainants] reported multiple service troubles during approximately the six months preceding the filing of the" Complaint.⁴ However, and importantly, the Answer represents that CenturyLink has resolved the service issues, confirmed with Complainants that no further service issues exist, and issued \$502.57 in customer credits to Complainants.⁵ CenturyLink thus asserts the issues raised in the Complaint have been resolved and requests that the Complaint be dismissed with prejudice.

The Reply acknowledges that, at least as of the date it was filed, CenturyLink's efforts have mitigated the service issues reflected in the Complaint. The Reply also acknowledges receipt of the \$502.57 credit. However, the Reply expresses concern about whether CenturyLink's repair efforts regarding the service issues reflected in the Complaint are permanent.⁶ Moreover, the Reply asserts that Complainants believe

³ Answer at 2, ¶4.

⁴ *Id.*, ¶5.

⁵ See *id.* at 2-3, ¶¶8-11.

⁶ See Reply at 1, ¶3.

“that were it not for the filing of [the Complaint with the PSC], the issues described [in the Complaint] may not have been corrected.”⁷ The Complainants do not dispute that the Complaint should be dismissed but dispute that it should be dismissed with prejudice.

CONCLUSION

We are pleased that the circumstances giving rise to the Complaint have been resolved. We greatly appreciate Complainants' apparent patience and diligence in addressing the issues outlined in the Complaint. Based on the foregoing discussion, we find it is undisputed that the underlying issues specifically raised in the Complaint have been resolved. We therefore conclude that the Complaint shall be dismissed with prejudice. However, and to be clear, our dismissal with prejudice does not foreclose Complainants from initiating future complaint proceedings against CenturyLink relating to future facts and issues not specifically raised, addressed, or resolved in this docket.

ORDER

The Complaint is dismissed with prejudice.

DATED at Salt Lake City, Utah, October 14, 2026.

/s/ John E. Delaney
Presiding Officer

⁷ *Id.*, ¶16.

Approved and confirmed October 14, 2026 as the Order of the Public Service
Commission of Utah.

/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#347517

Notice of Opportunity for Agency Review or Rehearing

Pursuant to Utah Code Ann. §§ 63G-4-301 and 54-7-15, a party may seek agency review or rehearing of this written order by filing a request for review or rehearing with the PSC within 30 days after the issuance of the order. Responses to a request for agency review or rehearing must be filed within 15 days of the filing of the request for review or rehearing. If the PSC fails to grant a request for review or rehearing within 30 days after the filing of a request for review or rehearing, it is deemed denied. Judicial review of the PSC's final agency action may be obtained by filing a Petition for Review with the Utah Supreme Court within 30 days after final agency action. Any Petition for Review must comply with the requirements of Utah Code Ann. §§ 63G-4-401, 63G-4-403, and the Utah Rules of Appellate Procedure.

CERTIFICATE OF SERVICE

I CERTIFY that on October 14, 2026, a true and correct copy of the foregoing was delivered upon the following as indicated below:

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