ADDITIONAL ACTION REQUEST

Date: September 8, 2026

FROM: Public Service Commission Due: September 15, 2026*

SUBJECT: Formal Complaint - Shirley Feulner v. CTL, Docket No. 26-049-06
(Company Name, Case Number, etc.)

9/8/2026
26-049-06
FORMAL COMPLAINT Formal Complaint of Shirley Feulner 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

__X__ Other – Explanation and Statement of Issues to be Addressed (See Below):

On September 8, 2026, the PSC received the formal complaint of Shirley Feulner against CenturyLink ("Current Complaint"). Documentation relating to an older, previous informal complaint involving Ms. Feulner and CenturyLink, was submitted to the PSC with the Current Complaint. However, the previous informal complaint was initiated in January 2026, and -- although unclear from that documentation -- appears to have been resolved in early February 2026, over 7 months ago. Thus, the PSC has no indication that the Current Complaint has been informally addressed by the Division. Pursuant to the requirements of Utah Admin. Code R746-200-8(A), please conduct an informal review of the Current Complaint.

*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- This action request shall be deemed withdrawn.