



UTAH

**Governor
Spencer J. Cox**

**Lieutenant Governor
Deidre M. Henderson**

Division of
Public Utilities

Director,
Chris Parker

Action Request Response

To: Public Service Commission of Utah

From: Utah Division of Public Utilities

Chris Parker, Director

Brenda Salter, Assistant Director

Stefanie Liebert, Manager

Kami Kennington, Office Specialist

Date: September 30, 2026

Re: Docket No. 26-049-06, Formal Complaint of Shirley Feulner against CenturyLink.

Discussion

On January 23, 2026, Shirley Feulner and her son, David Feulner, contacted the Division of Public Utilities (Division) to report an ongoing phone service issue lasting six months. The Division submitted the complaint to CenturyLink for informal review. CenturyLink requested several extensions and eventually determined the issue was caused by a cable failure. Although the underlying cable failure ticket remained open, CenturyLink reported that Ms. Feulner's phone service was restored as of February 3, 2026.

On March 4, 2026, Mr. Feulner contacted the Division again to report that the phone line had only worked for a few days following the repair, therefore he requested formal complaint information and forms.

When the Public Service Commission (Commission) requested the informal complaint file from the Division, some information was missing due to a complaint system transition. The Division has since gathered the complete record for the Feulner complaint and is attaching the documentation to this additional action request response.

On September 8, 2026, two action requests were received from the Commission. This memo addresses both action requests.

Regarding whether there is a current informal complaint on file, the only complaint the Division received from Ms. Feulner was on January 23, 2026, which followed with an email resolution from CenturyLink on February 6, 2026, and the request for formal complaint forms on March 4, 2026.

On September 28, 2026, the Division requested an update from CenturyLink regarding the status of service. We will update the Commission as soon as we receive further information.