



# UTAH

**Governor  
Spencer J. Cox**

**Lieutenant Governor  
Deidre M. Henderson**

Division of  
Public Utilities

Director,  
Chris Parker

## Comments

**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:** October 14, 2026

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

## Recommendation (No Recommendation)

This memo serves as a follow-up to the action request response submitted to the Public Service Commission on September 30, 2026, regarding the status of Shirley Feulner's telephone service.

On September 28, 2026, the Division of Public Utilities (Division) requested an update from CenturyLink regarding the status of Shirley Feulner's telephone service.

CenturyLink responded on October 5, 2026, indicating a repair ticket was scheduled and that the case manager would follow up with both the Division and the customer.

On October 9, 2026, CenturyLink reported that after resolving an additional repair ticket for the customer on September 14, 2026, a new ticket was issued for repeat trouble on October 7, 2026. The repair involved a cable issue that required moving the customer to a new line. CenturyLink confirmed it contacted Ms. Feulner on October 9, 2026, who verified that her service is fully restored.