

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

STABILITY NETWORKS, INC.,	)	CASE NO. QCC-T-26-01
	)	
Complainant,	)	
	)	ORDER NO. 37094
VS.	)	
	)	
CENTURYLINK COMMUNICATIONS, LLC	)	
dba LUMEN TECHNOLOGIES GROUP,	)	
	)	
Respondent.	)	
	)	

On May 11, 2026, Stability Networks, Inc. (“Stability”) filed a formal complaint (“Complaint”) with the Idaho Public Utilities Commission (“Commission”) against CenturyLink Communications, d/b/a Lumen Technologies Group. (“Lumen”) pursuant to *Idaho Code* § 61-612 and IDAPA 31.01.01.054. Stability alleges that Lumen continued to bill and collect charges for telecommunications services at Stability’s former Boise business location after Stability had vacated the premises, requested that the services be disconnected, and discontinued use of those services. Complaint at 1.

On June 8, 2026, the Commission issued a Summons, notifying Lumen of the Complaint and directing Lumen to file a written answer in defense of the Complaint within 21 days of the service date of the Summons. The Summons was served to Lumen on June 15, 2026.

On July 2, 2026, Lumen filed a Request for Extension of Time (“Request”), seeking an extension until July 17, 2026, to respond to Stability’s Complaint and allow for possible informal resolution of the dispute. Request at 3.

On July 7, 2026, Stability filed a Non-Opposition to Respondent’s Request for Extension of Time.

COMMISSION FINDINGS AND DECISION

The Commission has authority to adjudicate complaints alleging acts or omissions by public utilities that violate the law or Commission order or rule. *Idaho Code* §§ 61-612, -618. The Commission addresses informal and formal complaints through the process outlined in the Commission’s Rules of Procedures and does not provide preferential treatment to any party participating in the process. IDAPA 31.01.01.054 and .057.02.

Based on our review of the record, including Lumen's Request and Stability's non-opposition, the Commission issues this Interlocutory Order, in accordance with IDAPA 31.01.01.256, granting Lumen's request and extending the deadline for Lumen to file a written answer to the Complaint to July 17, 2026.

ORDER

IT IS HEREBY ORDERED that the deadline for Lumen to file a written answer in defense of the Complaint filed on May 11, 2026, shall be extended to July 17, 2026.

THIS IS AN INTERLOCUTORY ORDER rather than a final and appealable Order of the Commission. While the Commission may review, stay, or clarify an interlocutory order, the period of reconsideration will not begin until the Final Order is issued.

DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 10th day of July, 2026.



EDWARD LODGE, PRESIDENT

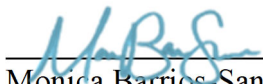


JOHN R. HAMMOND JR., COMMISSIONER



DAYN HARDIE, COMMISSIONER

ATTEST:



Monica Barrios-Sanchez
Commission Secretary

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