BEFORE THE PUBLIC UTILITIES COMMISSION OF NEVADA

Application of CenturyLink of Nevada, LLC d/b/a CenturyLink for relief from designation as a provider of last resort in Clark County, Nevada pursuant to NRS 704.68886.	)	Docket No. 25-11010

At a general session of the Public Utilities Commission of Nevada, held at its offices on March 31, 2026.

PRESENT: Chair Hayley Williamson
Commissioner Tammy Cordova
Commissioner Randy J. Brown
Assistant Commission Secretary Trisha Osborne

ORDER

The Public Utilities Commission of Nevada ("Commission") makes the following findings of fact and conclusions of law:

I. INTRODUCTION

On November 12, 2025, CenturyLink of Nevada, LLC d/b/a CenturyLink ("CenturyLink") filed with the Commission an application, designated as Docket No. 25-11010, for relief from designation as a provider of last resort ("POLR") in Clark County, Nevada, pursuant to NRS 704.68886.

On March 4, 2026, CenturyLink and the Regulatory Operations Staff of the Commission ("Staff" and together with CenturyLink, the "Settling Parties"), filed a stipulation, attached hereto as Attachment A, resolving all issues in the docket.

II. SUMMARY

The Commission accepts the stipulation and grants the application as modified by the stipulation.

III. PROCEDURAL HISTORY

• On November 12, 2025, CenturyLink filed the application pursuant to the Nevada Revised Statutes ("NRS") and the Nevada Administrative Code ("NAC"), Chapters 703 and 704, including, but not limited to NRS 704.68886.

• On November 21, 2025, the Commission issued a Notice of Application and Notice of

Prehearing Conference.

• Staff participates as a matter of right pursuant to NRS 703.301.

• On December 17, 2025, Lovell Canyon Residential Limited Liability Company ("LCR") filed a petition for leave to intervene ("PLTI").

• On December 23, 2025, the presiding officer held a prehearing conference, attended by CenturyLink, Staff, and LCR, wherein LCR's PLTI and a procedural schedule were discussed.

• On December 24, 2025, the Commission issued Procedural Order No. 1, and a Notice of Consumer Session and Notice of Hearing.

• On January 21, 2026, the Commission issued an order granting LCR's PLTI.

• On February 11, 2026, the presiding officer held a continued prehearing conference, attended by CenturyLink, Staff, and LCR, wherein LCR's PLTI was discussed, and CenturyLink made an oral motion to rescind LCR's PLTI.

• On February 19, 2026, LCR filed a letter indicating it would not oppose CenturyLink's motion to rescind LCR's PLTI, but would be prepared to address certain factual statements made by CenturyLink at the next continued prehearing conference.

• On February 23, 2026, the presiding officer held a continued prehearing conference, attended by CenturyLink, Staff, and LCR, wherein LCR's PLTI was discussed, the presiding officer requested written statements prior to the next continued prehearing conference, and the procedural schedule was modified in part.

• On March 2, 2026, the presiding officer held a continued prehearing conference, attended by CenturyLink, Staff, and LCR, wherein LCR's PLTI was discussed, the Settling Parties presented the stipulation, and LCR did not oppose the stipulation or request a hearing in lieu of, or in addition to, the stipulation. On that same day, LCR filed a response to the presiding officer's February 23, 2026, request.

• On March 3, 2026, CenturyLink filed a response to the presiding officer's February 23, 2026, request.

• On March 4, 2026, the Settling Parties filed the stipulation.

• On March 11, 2026, the Las Vegas Metropolitan Police Department ("LVMPD") filed a comment in the docket.

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IV. ISSUES

a. Stipulation

i. Settling Parties' Position

1. The Settling Parties state that the area for which CenturyLink should be relieved from its obligations and status as a POLR include only those areas identified on the maps attached as Exhibit 1 of the application and shown in greater detail in Exhibit 2 of the application ("Area for Relief"). (Attachment A at 4.)

2. The Settling Parties state that CenturyLink has met all the necessary requirements set forth in NRS 704.68886, and that specifically, CenturyLink has demonstrated:

a. HughesNet, Starlink, and Viasat are three satellite providers capable of provisioning/supporting alternative voice service per NRS 704.68886(15)(a) for CenturyLink's remaining POLR area. All three of these providers are satellite carriers currently registered with the Federal Communications Commission ("FCC") and can provide alternative voice service to the Area for Relief;

b. Each map in Exhibit 2 of CenturyLink's application overlays the FCC Fixed Map data and the respective provider's coverage maps, using 180-acre hexagonal grids, to show satellite availability within the POLR area, demonstrating that the POLR area is served by three satellite providers, which complies with NRS 704.68886(1), and that voice services supported by the satellite providers offer access to emergency 911 and the public switched telephone network across their entire coverage areas;

c. The maps provided by CenturyLink in Exhibits 1 and 2 of the application provide sufficient detail to identify the exact boundaries for the Area for Relief, pursuant to NRS 704.68886(2);

d. CenturyLink has timely distributed the required notifications to its affected customers within 30 days after filing its application pursuant to NRS 704.68886(4);

e. CenturyLink has conducted all required meetings as set forth in NRS 704.68886(6); and

f. The Commission completed the duly noticed Consumer Session as required by NRS 704 68886(7). (*Id.* at 4-5.)

3. The Settling Parties state that CenturyLink agrees for a period of six months from the date of the order accepting the stipulation to extend CenturyLink's plant to provide basic network service (which may include alternative voice service as provided by NRS 704.68881) upon a customer's request for service within the POLR Area for Relief, but the customer must accept and will be responsible for all costs after the first one-thousand (1,000) feet associated with the extension of CenturyLink's plant. (*Id.* at 5-6.)

4. The Settling Parties state that the Commission's order should include a compliance item directing CenturyLink to revise CPCN 687 Sub 15 to reflect the changes to CenturyLink's POLR area as set forth in the application with an effective date seven days from the date of the order accepting this stipulation. (*Id.*)

5. The Settling Parties state that the Commission's order granting CenturyLink's application pursuant to the stipulation will provide POLR relief across all remaining exchange areas in which CenturyLink currently has POLR obligations within the state of Nevada.

ii. LCR's Position

6. LCR, while not signing the stipulation, does not object to the stipulation, and does not request a hearing on the application. (Transcript of March 2, 2026, Continued Prehearing Conference at 7-8, 15.)

b. LVMPD's Comments

7. LVMPD states that on February 18, 2026, a meeting between CenturyLink and LVMPD took place regarding the pending application for POLR relief, and that LVMPD is the primary public safety answering point ("PSAP") and has primary law enforcement jurisdiction in the areas which would be impacted if relief is granted. (LVMPD Comments at 1.)

8. LVMPD states that it recognizes that technology is changing, but argues that for many citizens living in the rural areas of Clark County covered by CenturyLink's POLR obligations hardlines are still the lifeline they need to access 911 and emergency services, and that while widespread publicly available satellite communications are emerging technology, the capabilities do not exist yet to guarantee connections to the PSAP commensurate with hardline connection. (*Id.*)

9. LVMPD states that satellite signal strength and data speeds may be lower in mountainous rural regions, which are included in the area CenturyLink seeks POLR relief, and that weather also plays a role in connectivity, such as in Mount Charleston Lee Canyon Area which is one of the areas listed in Footnote 2 of CenturyLink Application. (*Id.*)

10. LVMPD also expresses concerns regarding interference with satellite communications by hostile geopolitical forces. (*Id.* at 2.)

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c. Centurylink's motion to rescind

11. CenturyLink claimed that LCR did not have a direct and substantial interest in the proceeding as LCR's property falls outside CenturyLink's service territory. (Transcript of February 11, 2026, Continued Prehearing Conference at 14-15.)

12. CenturyLink further argued that even if LCR did have a complaint against CenturyLink for a service provided within service territory, it is not at all clear that that particular type of claim would even be germane here, as this proceeding concerns CenturyLink's POLR relief application, and as stated in the application, CenturyLink is not planning to make any changes in the underlying services. (*Id.* at 15.)

i. LCR's Response

13. LCR contends that it at one point received service from CenturyLink, but asked for briefing to respond to CenturyLink's argument. (*Id.* at 16.)

14. LCR filed a letter indicating it would not be opposing CenturyLink's motion. (LCR February 19, 2026, letter.)

V. Commission Discussion and Findings

a. Stipulation

15. The Commission accepts the stipulation and grants the application as outlined in the stipulation.

16. The Commission finds that the stipulation complies with the requirements of NAC 703.845, in that it settles only issues relating to the instant proceedings and does not seek relief the Commission is not otherwise empowered to grant. The stipulation is a consensus resolution of the issues pursuant to the Parties' negotiations and is a reasonable recommendation and resolution of the issues in these proceedings.

17. All arguments of the parties raised in these proceedings not expressly addressed herein have been considered and either rejected or found to be non-essential for further discussion in this order. Any agreements and recommendations contained in the stipulation but not expressly addressed herein are either agreements by the parties regarding matters non-essential to the disposition of this docket or are recommendations for specific findings that do not require delineation given the Commission's acceptance of the stipulation and corresponding approval of the joint application as outlined in the stipulation.

b. LCR's PLTI

18. Based on the Settling Parties filing of the stipulation, and LCR's lack of objection to the stipulation or request for hearing on the application, CenturyLink's motion to rescind the grant of LCR's PLTI is moot, and will not be considered further by the Commission.

c. LVMPD's Comments

19. The Commission appreciates LVMPD's concerns, and agrees that LVMPD is the PSAP for the area in which CenturyLink is applying for POLR relief. While LVMPD's concerns regarding satellite technology are not unfounded, satellite technology is improving in reliability at a rapid pace. Further, the Nevada Legislature, in Assembly Bill 174 (2025) explicitly allowed POLR relief for companies where two or more satellite telecommunications companies provided coverage. The Commission will not second-guess the Nevada Legislature's determination that satellite telephone service is sufficiently reliable.

20. Additionally, the Federal Communications Commission will consider, on its March 26, 2026, agenda meeting, a Report and Order that adopts measures to reduce regulatory barriers and costs that hinder the transition from outdated legacy networks and services to next-

generation, IP-based infrastructure. As such, it can be seen that the trend, on a federal level, is away from traditional wireline service to modernized service.

21. Finally, while CenturyLink is applying for POLR relief, it has stated that a grant of the application, "[W]ill not involve the discontinuance of any service nor have any other impact for any customer CenturyLink serves today in the POLR Area or in the rest of its service area." (Application at 1.) Just as the relief from POLR requirement that CenturyLink received for the greater Las Vegas area in 2014 (Docket No. 13-12004, Order dated April 14, 2014) did not lead to a denigration of CenturyLink's service in that area, the Commission does not expect a grant of POLR relief in the more rural areas of Clark County to lead to a denigration of CenturyLink's service in those areas.

THEREFORE, it is ORDERED:

1. The stipulation filed by CenturyLink of Nevada, LLC d/b/a CenturyLink and the Regulatory Operations Staff of the Public Utilities Commission of Nevada, attached hereto as Attachment A, is accepted.

2. The application of CenturyLink of Nevada, LLC d/b/a CenturyLink for relief from designation as a provider of last resort in Clark County, Nevada pursuant to NRS 704.68886 is granted as modified by the stipulation and this order.

3. The Public Utilities Commission of Nevada's acceptance of the stipulation does not constitute precedent regarding any legal or factual issue.

4. CenturyLink of Nevada, LLC d/b/a CenturyLink's motion to rescind Lovell Canyon Residential Limited Liability Company's intervention is denied as moot.

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Compliance

5. Within seven days of the issuance of this Order, CenturyLink of Nevada, LLC d/b/a CenturyLink shall file with the Commission a revision to Attachment A to Certificate of Public Convenience and Necessity 687 Sub 15 to reflect the changes to CenturyLink of Nevada, LLC d/b/a CenturyLink's Provider of Last Resort area as set forth in the Application.

By the Commission,

HAYLEY WILLIAMSON, Chair

TAMMY CORDOVA, Commissioner

RANDY J. BROWN, Commissioner

Attest:
TRISHA OSBORNE,
Assistant Commission Secretary

Dated: Carson City, Nevada

4/1/26

(SEAL)

ATTACHMENT A

BEFORE THE PUBLIC UTILITIES COMMISSION OF NEVADA

Application of CenturyLink of Nevada, LLC d/b/a CenturyLink For relief from designation as a Provider of Last Resort in Clark County, Nevada pursuant to NRS 704.68886.	))))))	Docket No. 25-11010

STIPULATION REGARDING RELIEF FROM CENTURYLINK'S PROVIDER OF LAST RESORT OBLIGATIONS

CenturyLink of Nevada, LLC d/b/a CenturyLink ("CenturyLink" or "the Company"), the Regulatory Operations Staff ("Staff") of the Public Utilities Commission of Nevada ("Commission"), and Lovell Canyon Residential Limited Liability Company ("LCR") (collectively referred to as the "Parties"), hereby submit this Stipulation in full settlement of the matters at issue in Docket No. 25-11010.

RECITALS

WHEREAS, on November 12, 2025, CenturyLink filed an Application with the Commission requesting full relief from its remaining obligations and status as a Provider of Last Resort ("POLR") in all portions of its service territory in Nevada, all of which are located in Clark County, Nevada, pursuant to the Nevada Revised Statutes ("NRS") and the Nevada Administrative Code ("NAC"), Chapters 703 and 704, including but not limited to NRS 704.68886. The Application was designated by the Commission as Docket No. 25-11010;

WHEREAS, on November 21, 2025, the Commission issued a Notice of Application and Notice of Prehearing Conference;

WHEREAS, Staff participates as a matter of right, pursuant to NRS 703.301;

WHEREAS, the Attorney General's Bureau of Consumer Protection ("BCP") did not intervene in this docket;

WHEREAS, on December 17, 2026, LCR filed a Petition for Leave to Intervene ("PLTI") in this matter;

WHEREAS, on December 23, 2025 a duly noticed prehearing conference was held in this matter, which was continued until February 11, 2026, on the record;

WHEREAS, on December 24, 2025, the Presiding Officer issued both Procedural Order No. 1, setting forth the procedural schedule and discovery process for this matter, and a Notice of Consumer Session and Notice of Hearing;

WHEREAS, on January 21, 2026, the Presiding Officer issued an Order granting LCR's PLTI;

WHEREAS, on February 5, 2026, the Commission conducted a duly noticed consumer session at the Commission's offices in Carson City, Nevada, with videoconference to Las Vegas, Nevada, and via Microsoft Teams. No consumer raised concerns regarding to the relief sought in the Application;

WHEREAS, on February 11, 2026, the Presiding Officer held a continued prehearing conference ("CPHC"), which again was continued until February 23, 2026, on the record. At this CPHC, CenturyLink made an oral Motion to Dismiss LCR from this docket;

WHEREAS, on February 19, 2026, LCR filed a letter with the Commission stating that it does not oppose CenturyLink's oral Motion to Dismiss it from this docket;

WHEREAS, on February 23, 2026, the Presiding Officer held an additional CPHC, which was further continued until March 2, 2026, on the record. At this CPHC, a factual dispute arose on whether or not LCR is in CenturyLink's service territory, for purposes of determining if

LCR should be an intervening party in this docket, and the Presiding Officer requested supporting documentation to be filed by CenturyLink and LCR;

WHEREAS, CenturyLink and LCR both have provided supporting documentation to the factual question.

WHEREAS, also on March 2, 2026, the Presiding Officer held a third CPHC. At this CPHC, the Parties presented this Stipulation.

WHEREAS, in accordance with NRS 704.68886(6)(a), CenturyLink met with Staff on November 4, 2025;

WHEREAS, in accordance with NRS 704.68886(6)(b), CenturyLink met with the BCP on November 7,2025;

WHEREAS, there are no applicable public safety answering points ("PSAPs") in CenturyLink's remaining POLR area. Therefore, no meeting was required to comply with NRS 704.68886(6)(c);

WHEREAS, in accordance with NRS 704.68886(6)(d), on February 18, 2026, CenturyLink met with the Las Vegas Metropolitan Police Department;

WHEREAS, CenturyLink and Staff have reached agreement resolving all issues in Docket No. 25-11010;

WHEREAS, the Commission granted CenturyLink partial POLR relief on April 14, 2014, in Docket No. 13-12004;

WHEREAS, the granting of the present Application will address all of CenturyLink's POLR obligations in Nevada that have remained following the Commission's initial grant of partial POLR relief in Docket No. 13-12004;

WHEREAS, the POLR area identified on CenturyLink's Certificate of Public Convenience and Necessity ("CPCN"), 687 Sub 15, and shown on the maps appended to CenturyLink's

Application in this proceeding as Exhibit 1 and Exhibit 2 is the POLR area addressed in this Application; and

WHEREAS, the Parties ask the Commission to direct CenturyLink to file a compliance item revising Attachment A to CPCN 687 Sub 15 consistent with the changes to CenturyLink's POLR area as a result of this docket, within thirty days of the Commission's Order accepting this Stipulation.

AGREEMENT

NOW THEREFORE, CenturyLink and Staff have entered into this Stipulation, which sets forth their agreement to the terms for resolution of the issues in this docket and request the Commission's approval of this agreement. Based on the mutual agreements reflected in this Stipulation, the Parties agree as follows and CenturyLink and Staff request the Commission accept the agreement as set forth below:

1. CenturyLink and Staff agree that the area for which CenturyLink should be relieved from its obligations and status as a POLR include only those areas identified on the maps attached as Exhibit 1 of the Application and shown in greater detail in Exhibit 2 of the Application ("Area for Relief").
2. CenturyLink and Staff agree that CenturyLink has met all the necessary requirements set forth in NRS 704.68886. Specifically, CenturyLink has demonstrated:
    a) HughesNet, Starlink, and Viasat are three satellite providers capable of provisioning/supporting alternative voice service per NRS 704.68886(15)(a) for CenturyLink's remaining POLR area. All three of these providers are satellite carriers currently registered with the Federal

Communications Commission ("FCC") and can provide alternative voice service to the Area for Relief.

b) Each map in Exhibit 2 of CenturyLink's Application overlays the FCC Fixed Map data and the respective provider's coverage maps, using 180-acre hexagonal grids, to show satellite availability within the POLR area. The resulting coverage maps demonstrate that the POLR area is served by three satellite providers, which complies with NRS 704.68886(1). In addition, voice services supported by the satellite providers offer access to emergency 911 and the public switched telephone network across their entire coverage areas.

c) The maps provided by CenturyLink in Exhibits 1 and 2 of the Application provide sufficient detail to identify the exact boundaries for the Area for Relief, pursuant to NRS 704.68886(2).

d) CenturyLink has timely distributed the required notifications to its affected customers within 30 days after filing its Application pursuant to NRS 704.68886(4). No distribution of notifications to PSAPs was required because there are no PSAPs located in the Area for Relief.

e) CenturyLink has conducted all required meetings as set forth in NRS 704.68886(6).

f) The Commission completed the duly noticed Consumer Session as required by NRS 704 68886(7).

3. CenturyLink agrees for a period of six months from the date of the order accepting this Stipulation to extend CenturyLink's plant to provide basic network service (which may include alternative voice service as provided by NRS

704.68881) upon a customer's request for service within the POLR Area for Relief, but the customer must accept and will be responsible for all costs after the first one-thousand (1,000) feet associated with the extension of CenturyLink's plant.

4. Based upon the resolution of this matter, the Parties request that the hearing scheduled for March 24 and remaining deadlines for filing testimony in this docket be vacated.

5. CenturyLink and Staff agree that there is good cause to approve this Stipulation, and the approval of such is in the public interest and consistent with the governing law.

6. The Commission's Order should include a compliance item directing CenturyLink to revise CPCN 687 Sub 15 to reflect the changes to CenturyLink's POLR area as set forth in the Application with an effective date seven days from the date of the order accepting this Stipulation.

7. The Parties agree that the Commission's order granting CenturyLink's Application pursuant to this Stipulation will provide POLR relief across all remaining exchange areas in which CenturyLink currently has POLR obligations within the state of Nevada.

8. This Stipulation is made upon the express understanding that it constitutes a negotiated settlement. The Stipulation is not severable. In the event that this Stipulation is not accepted in its entirety by the Commission, it shall be deemed to be withdrawn, without prejudice to any claims or contentions that may have been made or are made in these proceedings and shall not be admissible in evidence or in any way described or discussed in any proceedings hereinafter. If this

Stipulation is not accepted, the Parties request that the Commission set a procedural schedule so as to allow the Parties the ability to file testimony since the time spent on those efforts was replaced with settlement negotiations.

9. This Stipulation represents a compromise of CenturyLink and Staff. Except as set forth herein, the provisions of this Stipulation shall not be construed as or deemed to be a precedent by any party or the Commission with respect to any issue, principle, or interpretation or application of law and regulation, for any purpose or in connection with any proceeding before a court of law, or any state or federal government regulatory body.

10. This Stipulation may be signed in one or more counterparts, all of which together shall constitute the original document. This Stipulation may be executed by signatures provided by electronic transmission, which signatures shall be as binding and effective as original signatures.

11. Although LCR will not be a signatory to this Stipulation, LCR does not object to the Commission approving it.

12. The Parties signing below represent that they have authority to enter into this Stipulation.

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13. This Stipulation constitutes the CenturyLink's and Staff's entire agreement with respect to CenturyLink's request for POLR relief in this docket and shall not be modified or amended except by written agreement of the Parties.

CENTURYLINK OF NEVADA, LLC d/b/a CenturyLink

Respectfully submitted,

Dated: March 2, 2026

By: */s/ Ann C. Pongracz*
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and

Dated: March 2, 2026

By: */s/ Joshua S. Trauner*
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REGULATORY OPERATIONS STAFF OF THE PUBLIC UTILITIES COMMISSION OF NEVADA

Dated: 3/2/2026

By: */s/ Lindsay Rostron*
Lindsay Rostron, Assistant Staff Counsel