

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF SOUTH DAKOTA**

IN THE MATTER OF THE COMPLAINT FILED )	ORDER DISMISSING
BY GARY AND MICHELE HANSON, BURKE, )	COMPLAINT AND CLOSING
SOUTH DAKOTA, AGAINST QWEST )	DOCKET
COMMUNICATIONS, INC. REGARDING )	
UNAUTHORIZED BILLING FOR SERVICES )	CT99-017

On July 26, 1999, the Public Utilities Commission (Commission) received a complaint by Gary and Michele Hanson, Burke, South Dakota (Complainants), against Qwest Communications, Inc. (Qwest) regarding unauthorized billing for services. The Complainants allege that they were contacted by a Qwest representative to switch long distance service. The local telephone company informed the Complainants that such service was not available to them. The Complainants contacted Qwest to stop the order for service. The Complainants have received billings for the unauthorized services. The Complainants find the charges to be excessive and think Qwest should be fined.

Pursuant to ARSD 20:10:01:08.01 and 20:10:01:09, if a complaint cannot be settled without formal action, the Commission shall determine if the complaint shows probable cause of an unlawful or unreasonable act, rate, practice or omission to go forward with the complaint.

On August 17, 1999, at a duly noticed meeting, Commission Staff informed the Commission that the parties had reached a settlement and the Complainants wished to have the complaint dismissed and the docket closed.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL 49-13-1, 49-13-4, 49-13-13, 49-13-14.1, 49-31-3, 49-31-7, 49-31-7.1, 49-31-11, 49-31-60, 49-31-61, and ARSD 20:10:01:08.01 and 20:10:01:09. The Commission voted unanimously to dismiss the complaint and close the docket. It is therefore

ORDERED, that this complaint be dismissed and the docket be closed.

Dated at Pierre, South Dakota, this 26<sup>th</sup> day of August, 1999.

<p><b>CERTIFICATE OF SERVICE</b></p> <p>The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.</p> <p>By: <u><i>Aldine Keels</i></u></p> <p>Date: <u>8/30/99</u></p> <p align="center">(OFFICIAL SEAL)</p>
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BY ORDER OF THE COMMISSION:

*James A. Burg*  
 JAMES A. BURG, Chairman

*Pam Nelson*  
 PAM NELSON, Commissioner

*Laska Schoenfelder*  
 LASKA SCHOENFELDER, Commissioner