

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

<b>IN THE MATTER OF THE COMPLAINT FILED</b>	)	<b>ORDER PERMITTING</b>
<b>BY DON JIRACEK ON BEHALF OF G.S.A.</b>	)	<b>AMENDMENT OF</b>
<b>INC., RAPID CITY, SOUTH DAKOTA, AGAINST</b>	)	<b>COMPLAINT</b>
<b>MCLEODUSA TELECOMMUNICATIONS</b>	)	
<b>SERVICES, INC. REGARDING INADEQUATE</b>	)	<b>TC98-196</b>
<b>SERVICE</b>	)	

On November 2, 1998, the Public Utilities Commission (Commission) received a complaint filed by Don Jiracek on behalf of G.S.A. Inc., Rapid City, South Dakota (Complainant), against McLeodUSA Telecommunications Services, Inc. (McLeod). Complainant alleges a variety of customer service issues against McLeod, including problems procuring reliable service. The Complainant is requesting that it be reimbursed for its business losses.

On December 9, 1998, pursuant to ARSD 20:10:01:09, the Commission entered an order finding probable cause of an unlawful or unreasonable act, rate, practice, or omission and ordered that the complaint shall be forwarded to McLeod for filing an answer in writing within twenty (20) days of service of that order.

On December 11, 1998, the Commission received an Amended Complaint in this matter. On December 14, 1998, at a regularly scheduled meeting, the Commission, pursuant to ARSD 20:10:01:16 considered the proposed amendment. Attorney Samuel D. Kerr appeared via teleconference and spoke on behalf of the Complainant; attorney David Conn appeared via teleconference on behalf of McLeod. Staff recommended permitting the Amended Complaint. The Commission voted unanimously to permit the Amended Complaint; it is therefore

**ORDERED**, that pursuant to ARSD 20:10:01:16, the Complainant's Amended Complaint shall be permitted and that McLeod shall file its answer to the Amended Complaint in writing within twenty (20) days of service of this order.

Dated at Pierre, South Dakota, this 18th day of December, 1998.

<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: _____</p> <p>Date: _____</p> <p align="center">(OFFICIAL SEAL)</p>
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**BY ORDER OF THE COMMISSION:**

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JAMES A. BURG, Chairman

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PAM NELSON, Commissioner

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LASKA SCHOENFELDER, Commissioner