

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

IN THE MATTER OF THE COMPLAINT FILED)	ORDER FINDING
BY MRS. CLIFFORD (JOANN) KLEIN,)	PROBABLE CAUSE AND
VALENTINE, NEBRASKA, AGAINST U S WEST)	NOTICE REQUIRING
COMMUNICATIONS, INC. REGARDING POOR)	ANSWER
SERVICE AND A REQUEST TO HAVE LINES)	
UPDATED)	TC98-184

On October 8, 1998, the Public Utilities Commission (Commission) received a complaint filed by Mrs. Clifford (JoAnn) Klein, Valentine, Nebraska (Complainant), against U S WEST Communications, Inc. (U S WEST) regarding poor service. Complainant outlines a series of service outages, repair difficulties, outdated service, phantom calls, and staffing issues. Complainant also requested adjustment to her U S WEST bill for services not used and long distances calls not made by her.

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 November 3, 1998, at a duly noticed meeting, Complainant explained her complaint to the Commission. A representative of U S WEST explained its position stating that the complaint should be dismissed as repairs had been made and billing adjustments entered. Commission Staff recommended a finding of probable cause due to unresolved factual issues.

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 through 49-31-68, inclusive, and ARSD 20:10:01:08.01 and 20:10:01:09. The Commission voted unanimously to find probable cause. It is therefore

ORDERED, that pursuant to ARSD 20:10:01:09, the Commission finds that there is probable cause of an unlawful or unreasonable act, rate, practice, or omission and that the complaint shall be forwarded to U S WEST and U S WEST shall file with the Commission its answer in writing within twenty (20) days of service of this order.

Dated at Pierre, South Dakota, this 9th day of November, 1998.

CERTIFICATE OF SERVICE
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.
By: <u>Alaine Kelso</u>
Date: <u>11/10/98</u>
(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

James A. Burg
JAMES A. BURG, Chairman

Pam Nelson
PAM NELSON, Commissioner

Laska Schoenfelder
LASKA SCHOENFELDER, Commissioner