In the Matter of

IN THE MATTER OF THE COMPLAINT
FILED BY MARIAN C. BROOKS, MINA,
SOUTH DAKOTA, AGAINST U S WEST
COMMUNICATIONS, INC. REGARDING
UPDATING LINES

Public Utilities Commission of the State of South Dakota

<table>
<thead>
<tr>
<th>DATE</th>
<th>MEMORANDA</th>
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<tbody>
<tr>
<td>7/15/98</td>
<td>Filed and Docketed</td>
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<tr>
<td>7/16/98</td>
<td>Notice Filing</td>
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<td>8/5/98</td>
<td>Order Hearing Probable Cause</td>
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<tr>
<td>11/9/98</td>
<td>Order Closing Docket</td>
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<td>11/9/98</td>
<td>Docket Closed</td>
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### Complaint

<table>
<thead>
<tr>
<th>Complainant(s): (Persons filing the complaint)</th>
<th>Respondent(s): (Persons or Company complained against)</th>
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<tbody>
<tr>
<td>Name</td>
<td>Contact Person</td>
</tr>
<tr>
<td>Address</td>
<td>Company</td>
</tr>
<tr>
<td>City, State, Zip</td>
<td>Address</td>
</tr>
<tr>
<td>Home Phone</td>
<td>City, State, Zip</td>
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<td>Cellular Phone</td>
<td>Cellular Phone</td>
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<td>Fax #</td>
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If the Complainant is represented by an attorney, please list the attorney’s name, address, telephone number and fax number below. (If Complainant is not represented by an attorney, please leave blank.)

These are the facts giving rise to my complaint:

I ask that the Public Utilities Commission grant the following relief. (What do you think the Commission should do to solve this problem?)

NOTE: Please attach any additional pages, if necessary.

### Resolution Request

**REQUEST**

I request the Public Utilities Commission to hear this complaint and render a decision.

NOTE: Please attach any additional pages, if necessary.

### Verification

Complainant’s signature must be witnessed by a notary public.

<table>
<thead>
<tr>
<th>Complainant’s Signature</th>
<th>Date</th>
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</table>

State of South Dakota

County of

On this _14_ day of July, 1998,

before me personally came and appeared _Marie E. Breck_,

known to me to be the individual described herein and who executed the foregoing instrument, and who duly acknowledged to me that he/she executed same for the purpose therein contained.

IN WITNESS WHEREOF, I hereto set my hand and official seal.

Signature of Notary Public:

My commission expires: 8-25-99
Dear [Name],

I’m so glad I saw you all the other day. It’s great to talk and catch up. If you need me, call anytime.

Just a reminder, the plan is to meet this weekend to discuss the... I’ll bring the food and drinks.

Can’t wait to see you all again.

Best,

[Signature]
 SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
WEEKLY FILINGS  
For the Period of July 10, 1998 through July 16, 1998

TC98-129  Complaint by Dale and Linda Brooks vs USWC  Lack of and poor telephone service in the Mina, South Dakota area. The complainants request the following relief: "The P U C. should get on US WEST and not allow any rate increases until we have the same services that are available to residents of Aberdeen."  
Staff Analyst: Leni Healy  Staff Attorney: Ethan Meaney  
Date Filed: July 10, 1998  
Intervention Deadline: NA

TC98-130  Complaint by Denise Broveak vs USWC  "I am writing this as President of the Elk Ridge Home Owners Association. Our subdivision consists of 56 lots and in 1993 the U S WEST engineer for our area noted that there were only 20+ pairs (cable) available to our development. The engineer was told that the lots were selling quickly and something needed to be done to correct the shortage. The tragedy is as follows: James Van't Land and his family have moved to Elk Ridge - June 22nd. Early April of this year, they were issued 3 phone numbers for 3 lines to be installed upon arrival 6/22/98. As of today, they have no service (July 8) and were issued 1 cell phone on July 3rd to carry them over. James' business line is not active and he is struggling with his job as a result. They receive no help from U S WEST."  
We request the following relief: "U.S. WEST has known for several years of this problem and have done nothing to prepare. Now, the Van't Lands are suffering from their lack of telephone access. Another family will soon be moving here (also needing a business line) and they are out of luck also. We need a multiplexer or more cable! Van't Lands deserve compensation or credit for inconvenience!"  
Staff Analyst: Leni Healy  Staff Attorney: Ethan Meaney  
Date Filed: July 8, 1998  
Intervention Deadline: NA

TC98-131  Application by Main Street Telephone Company for a Certificate of Authority to operate as a telecommunications company within the state of South Dakota. "Applicant seeks authority to offer a full range of "1+" interexchange telecommunications services on a resale basis. Specifically, Applicant seeks authority to provide MTS, out-WATS, in-WATS, and Calling Card services. Applicant does not intend to provide operator services, 900 or 700 services."

Staff Analyst: David Jacobson  Staff Attorney: Karen Cremer  
Date Filed: July 14, 1998  
Intervention Deadline: July 31, 1998

TC98-132  Complaint by Wilson Enterprises, Inc vs US WEST  "We are being served by old, antiquated telephone equipment. US WEST has us on an "anaconda" phone system due to a lack of physical pairs of wires. With this system, we are unable to use or
BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE COMPLAINT FILED ) ORDER FINDING
BY MARIAN C. BROOKS, MINA, SOUTH ) PROBABLE CAUSE
DAKOTA, AGAINST U S WEST ) TC98-133
COMMUNICATIONS, INC. REGARDING ) UPDATING LINES

On July 15, 1998, the Public Utilities Commission (Commission) received a complaint filed by Marian C. Brooks, Mina, South Dakota, against U S WEST Communications, Inc. (U S WEST). The complainant stated that "we have had phone problems for years" in the Mina, South Dakota area. The complainant requests the following relief: "You know the answer to that better than I do."

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 July 23, 1998, at a duly noticed meeting, U S WEST stated that the problem area that Mrs. Brooks complained of was scheduled to be updated by October 31, 1998.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL Chapters 1-26, 49-13, including 49-13-1 through 49-13-14, inclusive, and SDCL Chapter 49-31, including 49-31-3, 49-31-7, 49-31-7.1, 49-31-7.2, 49-31-10, 49-31-11, 49-31-14, 49-31-18.1, 49-31-18.2, 49-31-38.3, 49-31-60 through 49-31-68, inclusive, and ARSD 20:10:01:07.01 through 20:10:01:15.01, inclusive. The Commission voted unanimously to find probable cause. However, since U S WEST has stated that the facilities that serve Mrs. Brooks will be updated this year, the Commission will defer any action on the complaint until October 31, 1998. 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. The Commission does not require U S WEST to file its answer in this matter at this time.

Dated at Pierre, South Dakota, this 5th day of August, 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.

Date 8/6/98

BY ORDER OF THE COMMISSION:

JAMES A. BURG, Chairman

PAM NELSON, Commissioner

LASKA SCHOENFELDER, Commissioner
September 9, 1998

William Bullard, Jr., Executive Director
South Dakota Public Utilities Commission
500 East Capitol
Pierre, SD 57501

VIA FACSIMILE - 605-773-3809

Re: Hofer Complaint (TC97-178)

Dear Mr. Bullard:

The purpose of this letter is to advise the Commission as to the anticipated completion date of the above construction projects and to request that the Commission extend the completion date of the Hofer project accordingly.

US WEST is currently concentrating on a backlog of repair and installation jobs which occurred as a result of the work stoppage involving US WEST occupational employees. US WEST nevertheless anticipates completing the Hofer project by the end of this month and requests that the Commission enter an order establishing a September 30th completion date.

Due to the work stoppage and recovery therefrom, US WEST does not know whether it be able to complete the Mina Lake project by October 31st. We are working as expeditiously as possible on the Mina Lake project and will keep the Commission advised as to the completion of major project milestones.

Sincerely yours,

U S WEST Communications, Inc.

[Signature]
October 15, 1998

Mr. William Bullard, Executive Director
Public Utilities Commission
State Capitol Building
Pierre, South Dakota 57501

Dear Mr. Bullard:

This letter is to inform the Commission that the Mina Lake project has been completed as of this date. All customers have been cut over to the new system.

If you have any questions, please call me at 605-339-5411.

Sincerely,

Larry W. Toll
Vice President - South Dakota
Public Policy

CC: Pam Nelson
    Laska Schoenfelder
    Jim Burg
BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE COMPLAINT FILED
BY MARIAN C. BROOKS, MINA, SOUTH
DAKOTA, AGAINST U S WEST
COMMUNICATIONS, INC. REGARDING
UPDATING LINES

ORDER CLOSING DOCKET

TC98-133

On July 15, 1998, the Public Utilities Commission (Commission) received a complaint filed by Marian C. Brooks, Mina, South Dakota, against U S WEST Communications, Inc. (U S WEST). The complainant stated that "we have had phone problems for years" in the Mina, South Dakota area. The complainant requests the following relief: "You know the answer to that better than I do."

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 July 23, 1998, at a duly noticed meeting, U S WEST stated that the problem area that Mrs. Brooks complained of was scheduled to be updated by October 31, 1998. The Commission voted unanimously to find probable cause. As U S WEST stated that the facilities that serve Mrs. Brooks will be updated this year, the Commission deferred any action on the complaint until October 31, 1998. By letter dated October 15, 1998, U S WEST informed the Commission that the Mina Lake project had been completed and all the customers were cut over to the new system. At its regularly scheduled November 3, 1998, meeting, the Commission voted to close the docket as the update to the facilities had been completed.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL Chapters 1-26, 49-13, including 49-13-1 through 49-13-14, inclusive, and SDCL Chapter 49-31, including 49-31-3, 49-31-7, 49-31-7.1, 49-31-7.2, 49-31-10, 49-31-11, 49-31-38, 49-31-38.1, 49-31-38.2, 49-31-38.3, 49-31-60 through 49-31-68, inclusive, and ARSD 20:10:01.07.01 through 20:10:01.15.01, inclusive. It is therefore

ORDERED, that the docket is hereby closed.

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:

Date: 11/10/98

(Official Seal)

BY ORDER OF THE COMMISSION:

James A. Burg
JAMES A. BURG, Chairman

Pam Nelson
PAM NELSON, Commissioner

Laska Schoenfelder
LASKA SCHÖNFELDER, Commissioner
December 28, 1998

Mr. William Bullard, Executive Director
Public Utilities Commission
State Capitol Building
Pierre, South Dakota 57501

Dear Mr. Bullard:

This letter will serve as notification to the Commission that the new systems have been installed in the Mina Lake area and all customers served by the new systems have been cut over as of December 23, 1998.

If you have any questions, please call me at 605-339-5411.

Sincerely,

[Signature]

Larry Toll
Vice President - South Dakota
Public Policy