



TC99-117

125 South Dakota Avenue, 8th Floor  
Sioux Falls, South Dakota 57194

**USWEST**  
COMMUNICATIONS ©

December 14, 1999

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

**RECEIVED**

DEC 16 1999

SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION

Dear Mr. Bullard:

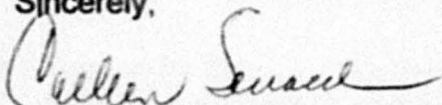
U S WEST Communications has attached for filing with the Commission the following revised pages from our Exchange and Network Services Tariff:

<u>Section</u>	<u>Page</u>	<u>Release</u>
2	7	2
2	8	3

The purpose of this filing is to introduce a consistent method across the 14 states for applying charges when a customer cancels or defers service.

We would appreciate acknowledgment of receipt of this filing. A duplicate copy of this letter is attached for your convenience.

Sincerely,



Colleen E. Sevold  
Manager-Regulatory Affairs

Attachment

**START**

**OF**

**RETAKE**

TC 99-117

125 South Dakota Avenue, 8th Floor  
Sioux Falls, South Dakota 57194

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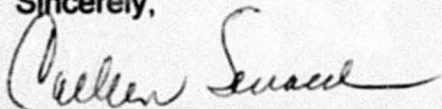
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Manager-Regulatory Affairs

Attachment

TELECOMMUNICATIONS NEW SERVICES CLASSIFICATION FILING

- 1) Requested Classification:  Non-Competitive  
 Emerging Competitive  
 Fully Competitive
- 2) This service will be offered:  Intrastate, IntraLATA  
 Intrastate, InterLATA  
 Interstate

- 3) Detailed Description of Service: These changes are being made to the General Rules and Regulations which are located in the Exchange and Network Services Tariff.

The purpose of the change is to introduce a consistent method across the 14 states for applying charges when a customer cancels or defers service. This change will allow U S WEST to be compensated for expending resources to provision service by the due date and then the customer refuses acceptance because they are not ready or they decide to cancel the service.

When the company advises a customer that ordered services are available on the requested due date, and the customer is unable or unwilling to accept service at that time, the facilities will be held available for an additional 30 business day grace period. If after that period the customer still has not accepted the service, we will begin the billing to the customer or release the facilities for use elsewhere and cancellation charges would apply.

- 4) Reason for Change: This change is being proposed to discourage customers from postponing their service date for extended periods of time. By extending service dates for longer periods of time the company is tying up resources that could be used elsewhere.
- 5) Basis for Rates: The cancellation charge would be the non-recurring rates that would have been charged if the service ordered would have been installed.
- 6) Quantification of Customer Impact: The cancellation and deferment provisions apply to requests for five or more analog or digital exchange lines or one or more DS1 facilities with common equipment such as Digital Switched Service, ISDN Primary Rate Service, Integrated T-1 Service, or Uniform Access Solution Service.
- 7) Proposed Effective Date: January 17, 2000

**END**

**OF**

**RETAKE**

**U S WEST COMMUNICATIONS, INC.**

**Exchange and Network  
Services Tariff**

**SECTION 2**

**Page 7**

**Release 2**

**Effective: }**

State of South Dakota  
Issued: 12-14-99

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.1 APPLICATION FOR SERVICE**

**A. Refusal**

The Company may refuse to furnish or may deny telephone service to any person, firm, or corporation on whose premises is located any telephone facility which shows any evidence of tampering, manipulating, or operation, or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

**B. Cancellations and Deferments**

When the Company advises a customer that ordered services are available on the requested due date, and the customer is unable or unwilling to accept service at that time, the facilities will be held available for the customer for a 30 business day grace period. If after 30 business days the customer still has not accepted service, regular monthly billing for the ordered services may begin, or the facilities will be released for other service order activity, and cancellation charges (non-recurring charges that would have applied had the service been installed) may be applied. These cancellation and deferment provisions apply to requests for 5 or more analog or digital exchange access lines, or 1 or more DS1 facilities with common equipment, such as Digital Switched Service, ISDN Primary Rate Service, Integrated T-1 Service, or Uniform Access Solution Service.

(C)

(C)  
(D)

**U S WEST COMMUNICATIONS, INC.**  
**Exchange and Network**  
**Services Tariff**

**SECTION 2**  
**Page 8**  
**Release 3**  
**Effective: }**

State of South Dakota  
Issued: 12-14-99

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**  
**2.2.1 APPLICATION FOR SERVICE (Cont'd)**

(T)  
(D)

C. Use of Service

1. Limitation on Use

Service is furnished to customers for use only by the customer, family, guests, or persons residing with the customer as members of the household; persons leasing or subleasing the residence during the customer's temporary absence from such premises, or by employees or representatives when engaged in business; except as the use is extended to others under the established regulations governing PAL Service, and except as the use of the service may be extended to joint users and shared use service customers under the tariffs governing these services.

When the general service to the public is impaired by a customer's use of exchange service, the Company shall have the right to require the customer to contract for and properly man as many additional access lines as are needed to adequately serve the customer's requirements, or to discontinue the service of the customer in question.



South Dakota Public Utilities Commission

**WEEKLY FILINGS**

For the Period of December 16, 1999 through December 22, 1999

If you need a complete copy of a filing faxed, overnight expressed, or mailed to you, please contact  
Delaine Kolbo within five business days of this filing.  
Phone: 605-773-3705 Fax: 605-773-3809

**CONSUMER COMPLAINTS**

**CT99-081 In the Matter of the Complaint filed by Myrna Mork, Pierpont, South Dakota, against One Star Long Distance, Inc. Regarding Unauthorized Switching of Services.**

On December 14, 1999, the Commission received a complaint from Myrna Mork of Pierpont, South Dakota, against One Star regarding unauthorized switching of services. The complainant alleges that her long distance provider was switched to One Star without her authorization.

Staff Analyst: Keith Senger  
Staff Attorney: Camron Hoseck  
Date Received: 12/14/99  
Date Filed: 12/16/99  
Intervention Date: N/A

**CT99-082 In the Matter of the Complaint filed by Glenn and Delores Beutow, Watertown, South Dakota, against OLS, Inc. Regarding Switching Telecommunications Services Through Deceptive Tactics.**

The Complainants indicate that they received two calls concerning their telephone service and that they indicated they did not want to switch. When they received their billings, they were assessed change fees and toll charges from OLS, Inc.

Staff Analyst: Leni Healy  
Staff Attorney: Karen Cremer  
Date Received and Filed: 12/17/99  
Intervention Date: NA

**CT99-083 In the Matter of the Complaint filed by Rodney Mick on behalf of Farmers Union Coop Elevator, Kennebec, South Dakota, against U S Republic Communications, Inc. Regarding Unauthorized Switching of Services.**

The complainant states that an unauthorized switch was made from AT&T to US Republic Communications, Inc. Complainant requests reimbursement from US Republic

Communications, Inc. for all charges that were wrongfully billed to him. He also wants to have his interstate long distance service switched back to AT&T, and any fees or fines imposed to keep them from doing this again.

Staff Analyst: Michele Farris  
Staff Attorney: Camron Hoseck  
Date Received and Filed: 12/17/99  
Intervention Deadline: NA

**CT99-084 In the Matter of the Complaint filed by Rodney Mick on behalf of Farmers Union Coop Elevator, Kennebec, South Dakota, against Preferred Billing Regarding Unauthorized Switching of Services.**

The complainant states that an unauthorized switch was made from AT&T to Preferred Billing. Complainant requests reimbursement from Preferred Billing for all charges that were wrongfully billed to him. He also wants to have his interstate long distance service switched back to AT&T, and any fees or fines imposed to keep them from doing this again.

Staff Analyst: Michele Farris  
Staff Attorney: Camron Hoseck  
Date Received and Filed: 12/17/99  
Intervention Deadline: NA

**CT99-085 In the Matter of the Complaint filed by Lela O. Wiese, Madison, South Dakota, against OLS, Inc. Regarding Switching Telecommunications Services Through Deceptive Tactics.**

The Complainant indicates that as a result of deceptive telemarketing, her long distance service was switched.

Staff Analyst: Leni Healy  
Staff Attorney: Karen Cremer  
Date Received and Filed: 12/20/99  
Intervention Deadline: NA

**CT99-086 In the Matter of the Complaint filed by Carol Bullene, Watertown, South Dakota, against OLS, Inc. Regarding Switching Telecommunications Services Through Deceptive Tactics.**

The Complainant claims that she was contacted by someone representing themselves as U S WEST employees who assured her that no changes would be made. Her service was switched as a result of that call. The Complainant wants all charges refunded and OLS's service restricted.

Staff Analyst: Leni Healy  
Staff Attorney: Karen Cremer

Date Received and Filed: 12/20/99  
Intervention Date: NA

**CT99-087** In the Matter of the Complaint filed by Jerry Ogan on behalf of Ogan Construction, Blunt, South Dakota, against Sprint Communications Company L.P. Regarding Unauthorized Switching of Services.

The Complainant indicates that his long distance service was switched without his authorization. For relief, the Complainant requests that the Commission apply all appropriate rules and laws.

Staff Analyst: Heather Forney  
Staff Attorney: Camron Hoseck  
Dated Received and Filed: 12/20/99  
Intervention Deadline: NA

**CT99-088** In the Matter of the Complaint filed by Tim Sachtjen, Pierre, South Dakota, against Qwest Communications, Inc. Regarding Billing Issues.

The Complainant claims he was offered 5 cents per minute for interstate long distance. Later he was told it would be 9 cents per minute decreasing to 5 cents per minute depending on the length of the call. He was also charged for calls which were not answered. The Complainant requests that the company be investigated.

Staff Analyst: Leni Healy  
Staff Attorney: Camron Hoseck  
Date Received and Filed: 12/22/99  
Intervention Deadline: NA

## ELECTRIC

**EL99-020** In the Matter of the Filing by MidAmerican Energy Company for Approval of Tariff Revisions.

MidAmerican Energy Company is filing to revise the South Dakota Electric Tariff No. 1 to add energy and maintenance price codes for the 70-watt, 100-watt and 1000-watt High Pressure Sodium outdoor lights.

Staff Analyst: Keith Senger  
Staff Attorney: Karen Cremer  
Date Filed: 12/17/99  
Intervention Deadline: 01/07/2000

## TELECOMMUNICATIONS

**TC99-117** In the Matter of the Filing by U S WEST Communications, Inc. for Approval of Revisions to its Exchange and Network Services Tariff.

On December 16, 1999, U S WEST Communications, Inc. (U S WEST) filed an application for approval of revisions to its exchange and network services tariff. The purpose of the filing is to introduce a consistent method for applying charges when a customer cancels or defers service.

Staff Analyst: Heather Forney  
Staff Attorney: Camron Hoseck  
Date Filed: 12/16/99  
Intervention Date: 01/07/2000

**TC99-118** In the Matter of the Application of Qwest Communications Corporation for a Certificate of Authority to Provide Local Exchange Services in South Dakota.

Qwest Communications Corporation (Qwest) intends to provide facilities-based and resold competitive local exchange services. Qwest requests authority to provide services throughout U S West territories.

Staff Analyst: Keith Senger  
Staff Attorney: Karen Cremer  
Date Filed: 12/21/99  
Intervention Date: 01/07/2000

**TC99-119** In the Matter of the Application of W2COM International, LLC for a Certificate of Authority to Provide Telecommunications Services in South Dakota.

W2COM International, LLC (W2COM) seeks a Certificate of Authority to provide resold intrastate long distance telecommunication services. W2COM intends to offer Message Toll Service, Incoming 800/888, and Travel Card services throughout South Dakota.

Staff Analyst: Heather Forney  
Staff Attorney: Camron Hoseck  
Date Filed: 12/22/99  
Intervention Date: 01/07/2000

**TC99-120** In the Matter of the Application of Arrival Communications, Inc. for a Certificate of Authority to Provide Telecommunications Services, Including Local Exchange Services, in South Dakota.

Arrival Communications, Inc. has filed a request for a Certificate of Authority to operate as a provider of resold and facilities-based local exchange and interexchange telecommunications services in South Dakota. Arrival Communications will focus on the provision of digital subscriber line and other advanced services to residential and business customers. Arrival may also provide local dial tone, switched access, and interexchange services.

Staff Analyst: Michele Farris  
Staff Attorney: Camron Hoseck  
Date Filed: 12/22/99  
Intervention Date: 01/07/2000

**You may receive this listing and other PUC publications via our website or via internet e-mail.  
You may subscribe or unsubscribe to the PUC mailing lists at <http://www.state.sd.us/puc/>**

U S WEST  
125 South Dakota Avenue  
Sioux Falls, SD 57194

**USWEST**  
life's better here®

April 26, 2000

**RECEIVED**

MAY - 1 2000

**SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION**

Ms. Heather Forney  
Staff Analyst  
Public Utilities Commission  
State Capitol Building  
Pierre, South Dakota

**FAX Received APR 26 2000**

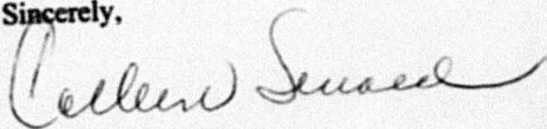
Dear Heather:

TC  
RE: 99-117

I have attached the two changed pages for the Exchange and Network Services Tariff pertaining to this docket. The changes I made removed the language that referred to products that are in the catalog rather than the tariff.

If you have any questions, please call me.

Sincerely,



Colleen E. Sevold  
Manager-Regulatory Affairs



**U S WEST COMMUNICATIONS, INC.**

**Exchange and Network  
Services Tariff**

**SECTION 2**

Page 7

Release 2

Effective: }

State of South Dakota  
Issued: 12-14-99

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.1 APPLICATION FOR SERVICE**

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U S WEST COMMUNICATIONS, INC.  
Exchange and Network  
Services Tariff

SECTION 2  
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When the general service to the public is impaired by a customer's use of exchange service, the Company shall have the right to require the customer to contract for and properly man as many additional access lines as are needed to adequately serve the customer's requirements, or to discontinue the service of the customer in question.

SD99-061

(OFFICIAL SEAL)

  
LASKA SCHOENFELDER, Commissioner



**START**

**OF**

**RETAKE**

**U S WEST COMMUNICATIONS, INC.**  
**Exchange and Network**  
**Services Tariff**

SECTION 2  
Page 8  
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**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF SOUTH DAKOTA**

<b>IN THE MATTER OF THE FILING BY U S WEST )</b>	<b>ORDER APPROVING</b>
<b>COMMUNICATIONS, INC. FOR APPROVAL OF )</b>	<b>REVISED TARIFF PAGES</b>
<b>REVISIONS TO ITS EXCHANGE AND )</b>	
<b>NETWORK SERVICES TARIFF )</b>	<b>TC99-117</b>

On December 16, 1999, the South Dakota Public Utilities Commission (Commission) received a filing from U S WEST Communications, Inc. (U S WEST) for approval of revisions to its Exchange and Network Services Tariff. The purpose of the filing is to introduce a consistent method for applying charges when a customer cancels or defers service.

On December 23, 1999, the Commission electronically transmitted notice of the filing and the intervention deadline of January 7, 2000, to interested individuals and entities. No parties sought intervention.

The following tariff sheets were filed with regard to the Exchange and Network Services Tariff:

<u>Section</u>	<u>Page</u>	<u>Release</u>
2	7	2
2	8	3

At its duly noticed meeting on May 17, 2000, the Commission considered this matter. Commission Staff recommended approval of the filing.

The Commission has jurisdiction over this matter pursuant to SDCL Chapter 49-31. The Commission unanimously voted to approve the above revisions to U S WEST's Exchange and Network Services Tariff. It is therefore

**ORDERED**, that the Commission approves the above-referenced U S WEST revisions to its Exchange and Network Services Tariff.

Dated at Pierre, South Dakota, this 23<sup>rd</sup> day of May, 2000.

<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>Arlene Kolbo</i></u></p> <p>Date: <u>5/25/00</u></p> <p align="center">(OFFICIAL SEAL)</p>
--

BY ORDER OF THE COMMISSION:

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

*Pam Nelson*  
 PAM NELSON, Commissioner

*Laska Schoenfelder*  
 LASKA SCHOENFELDER, Commissioner

**END**

**OF**

**RETAKE**