

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

IN THE MATTER OF THE COMPLAINT FILED )	ORDER DISMISSING
BY DENISE NGUYEN, RAPID CITY, SOUTH )	COMPLAINT AND CLOSING
DAKOTA, AGAINST QWEST )	DOCKET
COMMUNICATIONS, INC. REGARDING )	
UNAUTHORIZED SWITCHING OF SERVICES )	CT00-086

On July 14, 2000, the Public Utilities Commission (Commission) received a complaint filed by Denise Nguyen, Rapid City, South Dakota (Complainant), against Qwest Communications, Inc. (Qwest) regarding unauthorized switching of services.

On July 14, 2000, the complaint was faxed to Qwest. Pursuant to ARSD 20:10:01:09, Qwest was notified that it must satisfy the complaint or file an answer in writing with the Commission by August 3, 2000. On August 1, 2000, the Commission received an answer from Qwest. A hearing in this matter was scheduled for September 7, 2000. By order dated September 6, 2000, the hearing was cancelled as Commission Staff received word from the Complainant stating that the complaint against Qwest had been resolved.

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, 49-31-7.3, 49-31-7.4, 49-31-10, 49-31-11, 49-31-38, 49-31-38.1, 49-31-38.2, 49-31-38.3, 49-31-89 through 49-31-97, inclusive, and ARSD Chapters 20:10:01 and 20:10:34.

On September 13, 2000, at a regularly scheduled meeting, the Commission considered this matter. Upon recommendation of Commission Staff, the Commission voted to dismiss the complaint and close the docket. It is therefore

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

Dated at Pierre, South Dakota, this 19th day of September, 2000.

<b>CERTIFICATE OF SERVICE</b>
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>Debra Kalbo</u>
Date: <u>9/20/00</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