

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

IN THE MATTER OF THE COMPLAINT FILED)	ORDER DISMISSING
BY GARY AND COSETTE MAU, MILBANK,)	COMPLAINT AND CLOSING
SOUTH DAKOTA, AGAINST QWEST)	DOCKET
COMMUNICATIONS, INC. REGARDING)	
UNAUTHORIZED SWITCHING OF SERVICES)	CT00-023

On January 19, 2000, the Public Utilities Commission (Commission) received a complaint filed by Gary and Cosette Mau, Milbank, South Dakota (Complainant), against Qwest Communications, Inc. (Qwest) regarding alleged unauthorized switching of services. Complainants request that appropriate fines and penalties be imposed.

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 February 2, 2000, at a duly noticed meeting, Commission Staff recommended a finding of probable cause due to unresolved factual issues. The Commission voted unanimously to find probable cause. On March 6, 2000, the Complainant notified Commission Staff that the matter 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 March 14, 2000, at a regularly scheduled meeting, the Commission considered this matter. Upon recommendation of Commission Staff, the Commission voted to dismiss the complaint with prejudice and close the docket. It is therefore

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

Dated at Pierre, South Dakota, this 20th day of March, 2000.

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>Helaine Kelbo</u>
Date: <u>3/21/00</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