

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

IN THE MATTER OF THE COMPLAINT FILED) BY KOEHN MARKETING, INC., WATERTOWN,) SOUTH DAKOTA, AGAINST QWEST) CORPORATION AND MCLEODUSA) TELECOMMUNICATIONS SERVICES, INC.) REGARDING POOR CUSTOMER SERVICE)	ORDER DISMISSING COMPLAINT AND CLOSING DOCKET CT02-007
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On March 7, 2002, the Public Utilities Commission (Commission) received a complaint filed by Koehn Marketing, Inc., Watertown, South Dakota (Complainant), against Qwest Corporation (Qwest) and McLeodUSA Telecommunications Services, Inc. (McLeod) regarding poor customer service.

On March 7, 2002, the complaint was faxed to Qwest and McLeod. Pursuant to ARSD 20:10:01:09, Qwest and McLeod were notified that they must satisfy the complaint or file answers in writing with the Commission by March 27, 2002. On March 27, 2002, the Commission received answers from Qwest and McLeod. Commission Staff was informed that settlement had been reached in this matter.

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, and ARSD Chapters 20:10:01 and 20:10:33.

On April 17, 2002, 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 April, 2002.

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><i>Delaine Kolbo</i></u>
Date: <u>4/23/02</u>
(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

James A. Burg
JAMES A. BURG, Chairman

Pam Nelson
PAM NELSON, Commissioner

Robert K. Sahr
ROBERT K. SAHR, Commissioner