

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

<b>IN THE MATTER OF THE COMPLAINT FILED )</b>		<b>ORDER DISMISSING</b>
<b>BY TYLER AND DEE HAUGEN, STURGIS, )</b>		<b>COMPLAINT AND CLOSING</b>
<b>SOUTH DAKOTA, AGAINST QWEST )</b>		<b>DOCKET</b>
<b>CORPORATION REGARDING )</b>		
<b>UNAUTHORIZED BILLING FOR SERVICES )</b>		<b>CT02-008</b>
<b>AND POOR QUALITY OF CUSTOMER )</b>		
<b>SERVICE )</b>		

On March 14, 2002, the Public Utilities Commission (Commission) received a complaint filed by Tyler and Dee Haugen, Sturgis, South Dakota (Complainant), against Qwest Corporation (Qwest) regarding unauthorized billing for services and poor quality of customer service.

On March 14, 2002, 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 April 3, 2002. On April 3, 2002, the Commission received an answer from Qwest. 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, 49-31-89 through 49-31-97, inclusive, and ARSD Chapters 20:10:01 and 20:10:34.

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 19<sup>th</sup> day of April, 2002.

<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>Melaine Kelbo</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