

**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 DEBRA GILLEN, KIMBALL, SOUTH )</b>		<b>COMPLAINT AND CLOSING</b>
<b>DAKOTA, AGAINST VERIZON WIRELESS )</b>		<b>DOCKET</b>
<b>REGARDING BILLING, CONTRACT DISPUTE )</b>		
<b>AND POOR CUSTOMER SERVICE )</b>		<b>CT02-040</b>

On October 15, 2002, the Public Utilities Commission (Commission) received a complaint filed by Debra Gillen, Kimball, South Dakota (Complainant), against Verizon Wireless (Verizon) regarding billing, contract dispute and poor customer service.

On October 17, 2002, the complaint was faxed to Verizon. Pursuant to ARSD 20:10:01:09, Verizon was notified that it must satisfy the complaint or file an answer in writing with the Commission by November 6, 2002. On November 4, 2002, the Commission received a letter response from Verizon. 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 15, 2003, 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 24<sup>th</sup> day of April, 2003.

<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><i>Alaine Kolbo</i></u>
Date: <u>4/24/03</u>
(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

*Robert K. Sahr*  
ROBERT K. SAHR, Chairman

*Gary Hanson*  
GARY HANSON, Commissioner

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