

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

IN THE MATTER OF THE COMPLAINT FILED )  
BY BEN HOFER, CARPENTER, SD, AGAINST )  
U S WEST COMMUNICATIONS, INC. )  
REGARDING TELEPHONE SERVICE )  
OUTAGES AND INADEQUATE SERVICE )

ORDER FINDING  
PROBABLE CAUSE AND  
NOTICE REQUIRING  
ANSWER  
TC97-178

On October 29, 1997, the Commission received a complaint filed by Ben Hofer, Carpenter, SD (Complainant) against U S WEST Communications, Inc. (Respondent) regarding frequent phone service outages, slow internet connections, line noise and weak phone signals.

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 December 18, 1997, at its duly noticed meeting, the Commission reviewed the complaint.

The Commission finds that it has jurisdiction over this matter pursuant to Chapters 49-13 and 49-31 SDCL and ARSD 20:10:01:08.01 and 20:10:01:09. The Commission voted unanimously to find probable cause, it is therefore

ORDERED, that pursuant to ARSD 20:10:01:09, the Commission finds that there is probable cause of an unlawful or unreasonable act, rate, practice, or omission and that the complaint shall be forwarded to U S WEST and U S WEST shall file with the Commission its answer in writing within twenty (20) days of service of this order.

Dated at Pierre, South Dakota, this 7<sup>th</sup> day of January, 1998.

<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>Alaine Kaelo</u>
Date:	<u>1/9/98</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