

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

**IN THE MATTER OF U S WEST) ORDER TO SHOW CAUSE
COMMUNICATIONS, INC. AND ITS ABILITY TO)
SERVE SOUTH DAKOTA CUSTOMERS) TC97-192**

On December 12, 1997, the Public Utilities Commission (Commission) received a Petition for Order to Show Cause from Commission Staff. The Petition requested that the Commission issue an Order to Show Cause ordering U S WEST Communications, Inc. (U S WEST) to appear before the Commission and demonstrate its financial, managerial and technical ability, produce corporate and personal records, and show cause why one or more remedies, listed in the Petition, should not be imposed on U S WEST.

On January 8, 1998, the Commission received a response from U S WEST to the Petition. At its January 8, 1998, meeting, the Commission listened to arguments concerning the Petition from Staff Attorney, Camron Hoseck, and U S WEST Attorney, William Hasten. The Commission deferred action at that meeting.

At its January 20, 1998, meeting, the Commission again considered the Petition. The Commission has jurisdiction over this matter pursuant to SDCL 49-2-1, 49-2-2, 49-2-4, 49-13-4, 49-13-5, 49-13-13, 49-13-17, 49-31-3, 49-31-7, 49-31,7.1, 49-31-10, 49-31-11, 49-31-38, 49-31-38.1, and 49-31-38.2 and ARSD 20:10:01:45. The Commission voted unanimously to accept Staff's Petition and issue an Order to Show Cause with the following possible additional remedies: that U S WEST be ordered to improve its planning and provisioning in growth areas; that U S WEST be ordered to provision, in a timely manner, adequate and reliable service; and that U S WEST be ordered to upgrade obsolete and non-functioning infrastructure.

Therefore, the Commission recites the following in support of its Order to Show Cause:

I

U S WEST is a Colorado corporation which has, as among its corporate objects and purposes, the carrying on of a general telephone business or any business involving the transmission of intelligence by electricity.

II

U S WEST operates as a telecommunications company by reason of a certificate of authority issued by the Commission or as permitted by the Commission as a matter of law pursuant to SDCL 49-31-3 and as such U S WEST is required to possess sufficient technical, financial, and managerial capabilities to offer telecommunications services within the state of South Dakota.



III

U S WEST is a common carrier of messages and has a duty, if able, to accept and carry whatever is offered, at a reasonable time and place, of a kind it undertakes or is accustomed to carry pursuant to SDCL 49-2-1 et seq.

IV

Pursuant to its Exchange and Network Services Tariff, Section 2, Page 23, Release 1, effective December 5, 1993, U S WEST has an obligation to make all reasonable efforts to prevent out-of-service conditions. "Out-of-service" is defined as the customer has lost the ability to either originate or receive calls from a premises or location such as a residence, place of business or office locations, or a central office line or a PBX trunk cannot be used to originate or receive calls.

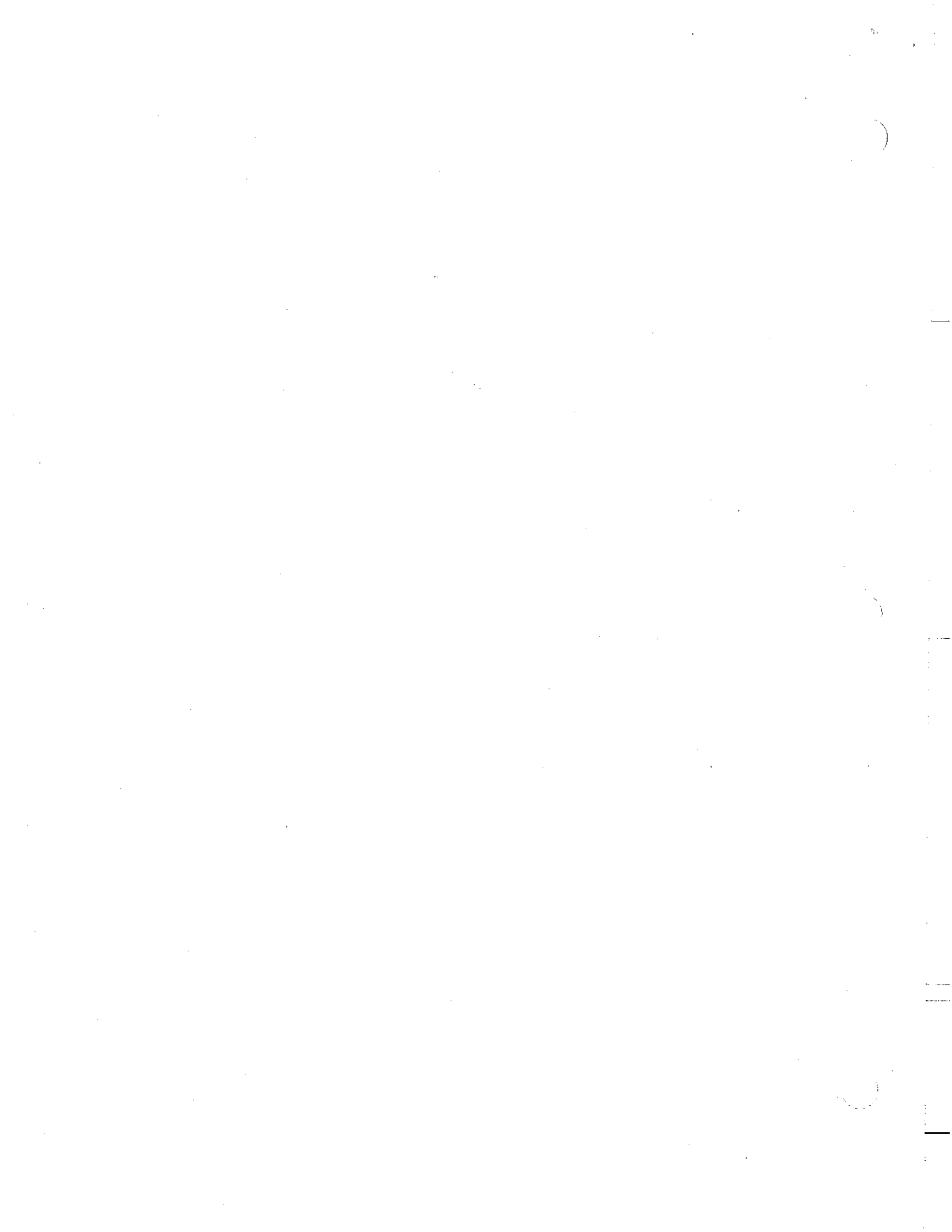
V

U S WEST Communications Group, a parent or similar affiliate of U S WEST, continues to generate increases in earnings, including those generated by local service which grew at a rate of 8.8% for third quarter 1997 (see attached Exhibit A). U S WEST has in the past been able to retain gains it made on the sale of its South Dakota exchanges (Commission docket TC94-122) in the amount of approximately \$43,000,000.00, subject to adjustment for the sales of three exchanges which have not been approved by the Commission and taxation, and has received two rate increases, one in 1995 and another in 1997. U S WEST has apparent access to sufficient capital and should have the financial wherewithal to maintain and operate a functional telecommunications system in South Dakota.

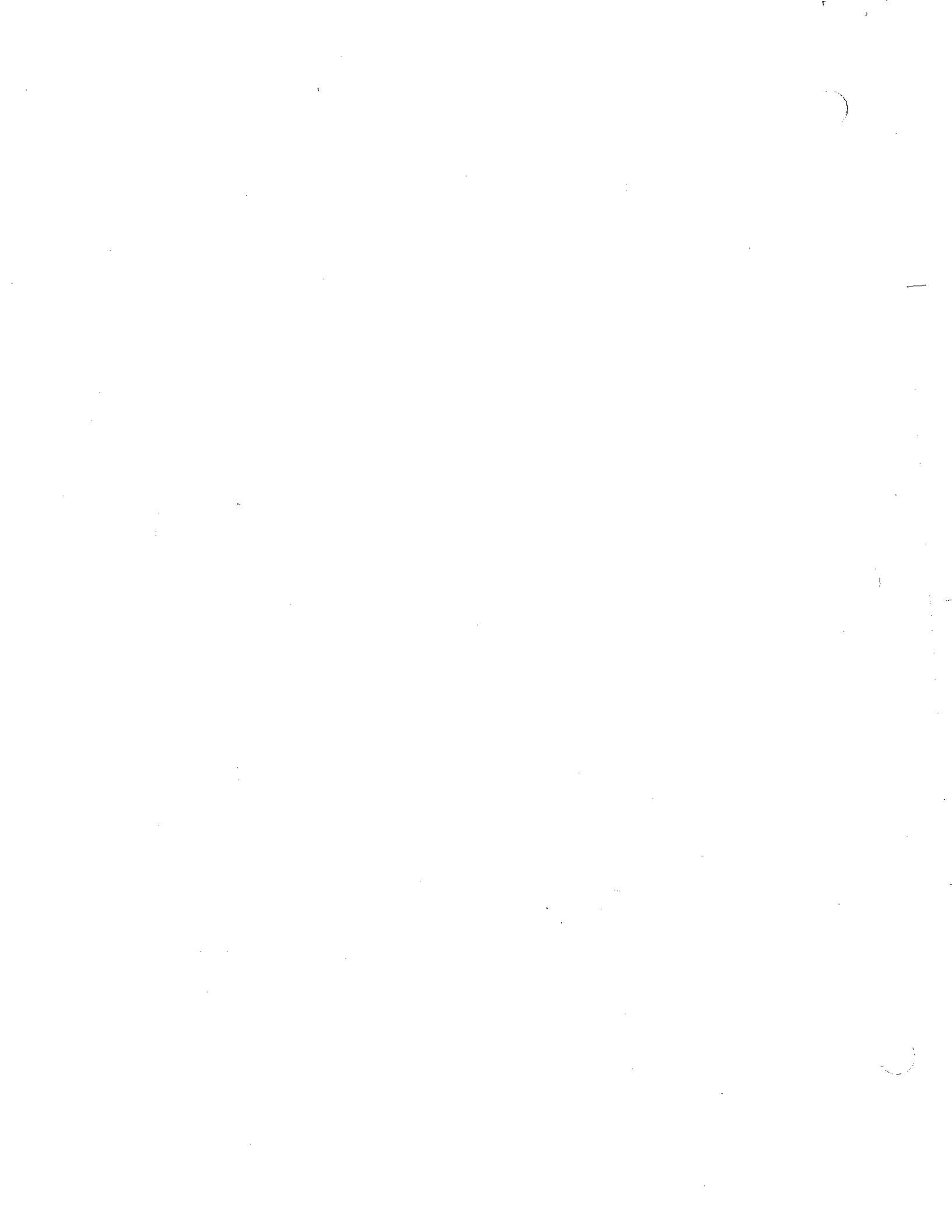
VI

U S WEST has in the recent past had several dockets before the Commission, the details of which are recited herein to provide a historical perspective. U S WEST appears to present a history of laxity in providing service to its South Dakota customers and those seeking to become its South Dakota customers, as demonstrated to-wit:

1. the "land development cases," both those filed as complaints or resolved after a Commission decision, in which U S WEST improperly charged customers for the extension of service to their properties and was not able to accurately advise customers in advance of what the proper charges should be, a list of those cases is attached and incorporated into this Order by reference as Exhibit B;



2. the complaint of Cathy Feickert, docket TC96-174, in which it was found by the Commission that U S WEST failed to timely deliver service and accurately advise the customer of the circumstances of her service request;
3. the quality of service docket, TC97-016, in which the record indicates the following problems with service from U S WEST:
 - a. U S WEST had more outages and more lines affected by those outages in 1996, than in 1995;
 - b. consumer contacts received by the Commission regarding U S WEST went up substantially for 1996, when compared to 1995, if the contacts regarding the issue of Black Hills extended area service were removed from the 1995 numbers;
 - c. sixty-seven (67) complaints were received by the Commission for missed commitments by U S WEST to residential customers in 1996, as compared to 79 in 1995; 30 complaints were received by the Commission for missed commitments by U S WEST to business customers in 1996, as compared to 21 in 1995;
 - d. the Commission received 62 complaints in 1996, regarding service repair reports for residential customers as compared to 26 complaints in 1995; the Commission received 12 complaints for service repair reports for business customers in 1996, as compared to 5 complaints in 1995;
 - e. the Commission's Director of Consumer Affairs, LaNiece Healy testified that response times, turnaround times, and results that she observed in her dealings with U S WEST as Director of Consumer Affairs for the Public Utilities Commission, have not improved over the last couple of years;
 - f. U S WEST failed to adequately maintain its SLC-96 system serving the Junius exchange causing customers to be without telecommunications services on at least 3 occasions; and
 - g. U S WEST did not have sufficient trunking capacity in the Sioux Falls exchanges in the summer and fall of 1996, causing slow dial tone and blocked calls for customers in those exchanges.



VII

In a time span between June 1, 1997, and through November 30, 1997, complaints regarding U S WEST's ability to provide service to South Dakota customers and those wishing to become its South Dakota customers have been made to the Commission and its staff; a synopsis of those complaints received by the Commission and its staff are attached as Exhibit C and incorporated into this Order by reference.

VIII

The complaints referenced in paragraph VII, above, can be categorized as follows: trouble, repeat trouble, want service, and billing issues.

IX

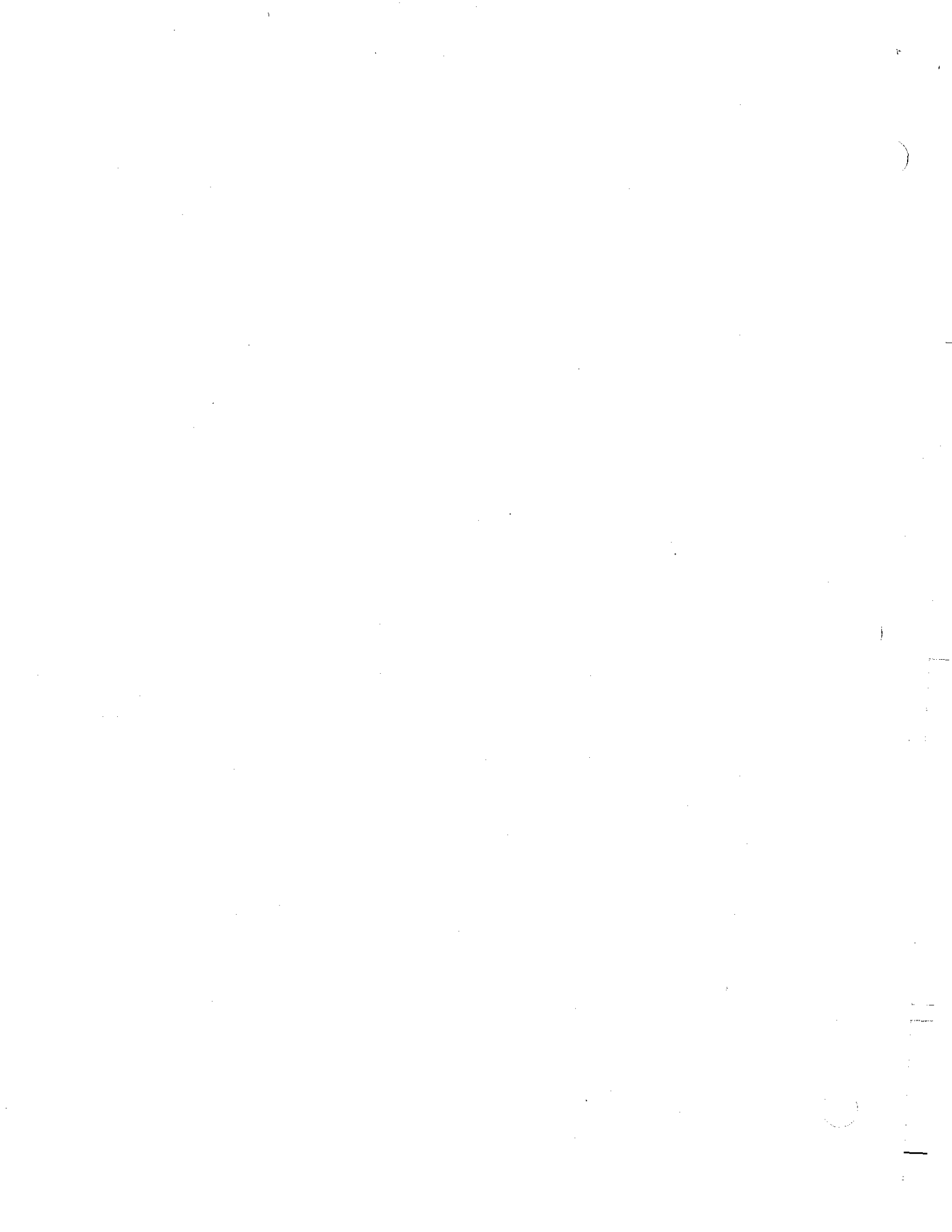
The historical information recited in paragraph VI, above, in addition to the complaints referenced in paragraph VII, above, appear to demonstrate a corporate indifference on the part of U S WEST toward its obligation to serve its South Dakota customers and citizens seeking to become customers of U S WEST. This may indicate a continuing trend on the part of U S WEST in which it fails to serve the citizens of South Dakota in a manner consistent with its corporate purpose, its authority to operate as a telecommunications company in South Dakota, its duty as a common carrier or even its tariffs which it has filed with the Commission.

X

By failing to provide adequate service, U S WEST could endanger the health, safety, and welfare of South Dakota citizens if those citizens cannot reach, for example, emergency numbers, doctors, hospitals, police, and fire protection. Further, the inability of citizens and businesses to have telecommunications services timely installed and be otherwise reliable may affect economic development and commerce and the welfare of the entire state of South Dakota. The convenience of the public can be and is negatively affected.

XI

The foregoing factors raise questions as to the competency, sufficiency and quality of management of U S WEST. The management personnel within U S WEST have an obligation to the customers of U S WEST in South Dakota and the taxpayers in South Dakota to prevent out-of-service conditions and to otherwise manage U S WEST in a manner which delivers reliable service in a timely manner to its customers and those wanting to become its customers. U S WEST's management is further obligated to operate U S WEST as a common carrier consistent with its corporate purposes and its authority to act as a telecommunications company in South Dakota.



XII

The Commission, pursuant to SDCL 49-31-7.1(2), may require U S WEST to install facilities necessary for the safety, convenience, and accommodation of the public.

XIII

The Commission, pursuant to SDCL 49-31-7.1(3), is empowered to inquire into the management of the business of all telecommunications companies who are subject to the provisions of SDCL Chapter 49-31. U S WEST is subject to this chapter.

XIV

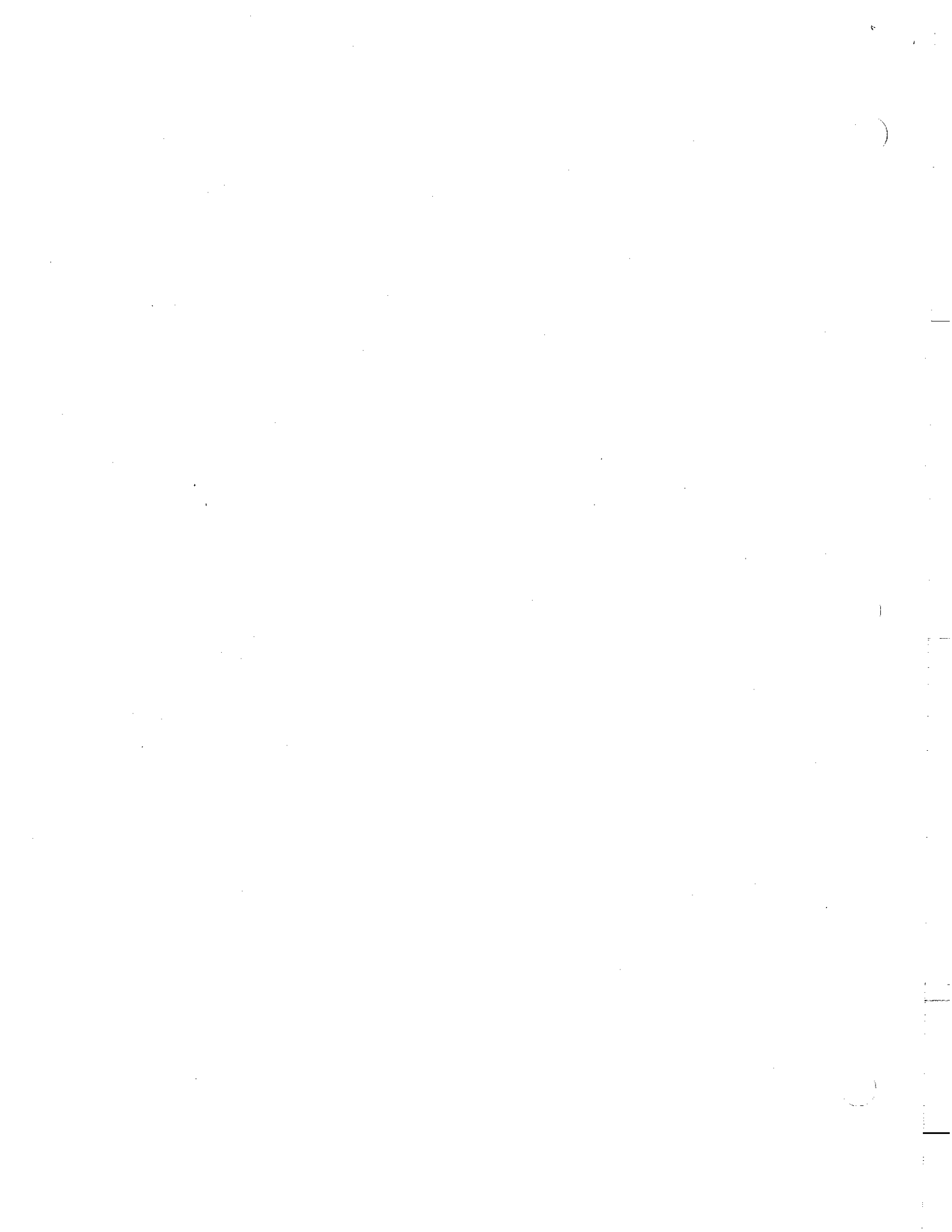
The Commission, pursuant to SDCL 49-31-7, is empowered to order changes or improvements in telecommunications facilities, exchanges or networks, changes in modes of operating telecommunications facilities, and in conducting a telecommunications company's business.

XV

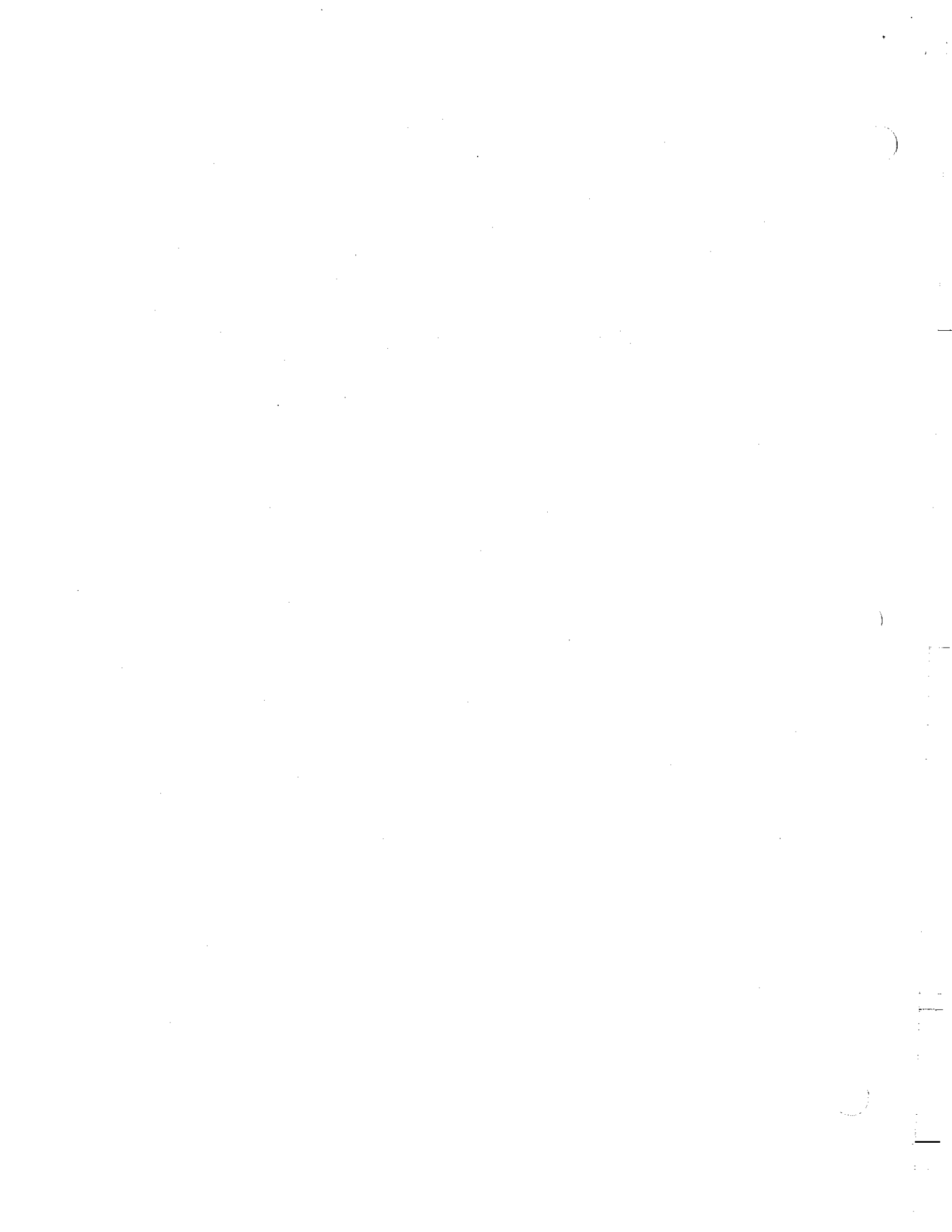
The Commission is authorized and empowered to suspend or revoke a telecommunications company's authority to operate as a telecommunications company in this state pursuant to SDCL 49-31-3.

NOW THEREFORE, the Commission orders U S WEST and its appropriate corporate officers to appear before it on April 1-3, 1998, beginning at 9:00 a.m., in Room 412, of the State Capitol, 500 East Capitol, Pierre, South Dakota, and demonstrate its financial, managerial, and technical ability, produce corporate and personal records, and show cause why one or more of the following remedies should not be imposed upon U S WEST:

1. revocation of U S WEST's authority to act as a telecommunications company in South Dakota;
2. attach conditions to U S WEST's authority to act as a telecommunications company in South Dakota;
3. that U S WEST be immediately ordered to perform the following tasks or install equipment necessary to accomplish these objectives in its providing service in South Dakota:



- a. that U S WEST install a system to provide accurate and adequate service ordering, provisioning, and maintenance. The present "system" does not appear to be providing the ability for each of the above units to interface with the other with no loss of data;
- b. service ordering should be able to (1) set the installation date and time, within a four hour window, (2) determine if the facility which is necessary is available for service, (3) determine if excess construction charges will apply, (4) determine the correct billing and advise the prospective customer of same, (5) transmit name and address to directory assistance (if not non-list or non-publish), and (6) do this for a U S WEST customer or a competitive local exchange carrier customer;
- c. when a site visit is necessary, the technician should call if the time cannot be made and, if the work is done as promised, the technician should inform the customer when the installation is complete;
- d. trouble reports should be completed within 24 hours of the problem being resolved. The customer should be informed of what caused the trouble and if the trouble cannot be found, the customer should also be informed of that fact;
- e. the definition of repeat trouble should not be limited to trouble reported within a 30 day period. U S WEST should be able to determine by customer call-in if trouble is recurring. This should also be available by address and by central office;
- f. that U S WEST respond to Commission staff in a timely manner indicating that a complaint has been addressed and its resolution when the Commission staff relays complaints to U S WEST;
- g. that U S WEST improve its planning and provisioning in growth areas;
- h. that U S WEST provision, in a timely manner, adequate and reliable service; and



- i. that U S WEST upgrade obsolete and non-functioning infrastructure.
4. If the Commission issues any order consistent with paragraph 2, above, failure to fulfill that order may result in the Commission recommending to the Attorney General, pursuant to SDCL 49-31-38.2, that U S WEST's authority to operate as a corporation be revoked in South Dakota or that U S WEST or any or all corporate officers or employees violating such order may be fined individually pursuant to SDCL 49-31-38 for each incidence of violation of a Commission order.

The issues at the hearing are whether U S WEST is failing to provide reliable, timely, and adequate service to its customers and, if so, whether one or more of the remedies listed above should be imposed on U S WEST. U S WEST shall file prefiled testimony on or before March 4, 1998. Commission Staff shall file prefiled testimony on or before March 18, 1998. The hearing is an adversary proceeding conducted pursuant to SDCL Chapter 1-26. All parties have the right to attend and represent themselves or be represented by an attorney. However, such rights and other due process rights shall be forfeited if not exercised at the hearing. If you or your representative fail to appear at the time and place set for the hearing, the Final Decision will be based solely on testimony and evidence provided, if any, during the hearing or a Final Decision may be issued by default pursuant to SDCL 1-26-20.

The Commission, after examining the evidence and hearing testimony presented by the parties, shall make Findings of Fact, Conclusions of Law, and a Final Decision. As a result of the hearing the Commission may order one or more of the remedies as listed above. The Final Decision made by the Commission may be appealed by the parties to the Circuit Court and the South Dakota Supreme Court as provided by law.

It is therefore

ORDERED, that U S WEST and its appropriate corporate officers shall appear before the Commission on April 1-3, 1998, beginning at 9:00 a.m., in Room 412, at the State Capitol, 500 East Capitol, Pierre, South Dakota and demonstrate its financial, managerial and technical ability, produce corporate and personal records, and show cause why one or more of the remedies listed above should not be imposed upon it. US WEST shall file prefiled testimony on or before March 4, 1998, and Commission Staff shall file prefiled testimony on or before March 18, 1998.

Pursuant to the Americans with Disabilities Act, this hearing is being held in a physically accessible location. Please contact the Public Utilities Commission at 1-800-332-1782 at least 48 hours prior to the hearing if you have special needs so arrangements can be made to accommodate you.



Dated at Pierre, South Dakota, this 28th day of January, 1998.

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: *Neldine Kalbs*

Date: 1/28/98

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

James A. Burg
JAMES A. BURG, Chairman

Pam Nelson
PAM NELSON, Commissioner

Laska Schoenfelder
LASKA SCHOENFELDER, Commissioner





News Releases

October 27, 1997

Dave Banks,
303-896-3040**U S WEST COMMUNICATIONS REPORTS CONTINUED SOLID EARNINGS
AS IT ROLLS OUT NEW PRODUCTS INCLUDING FIRST-IN-THE-NATION
PCS SERVICE*****- Improving Revenues Lead to Double-Digit EPS Growth -***

ENGLEWOOD, Colo. - Fueled by healthy revenue growth, U S WEST Communications Group (NYSE: USW) today reported a normalized third quarter earnings per share increase of nearly 12 percent. The company achieved this while absorbing costs related to the rollout of its first-in-the-nation "one number" PCS product, as well as accelerated spending for mandated interconnection and number portability to help foster local competition.

Operating revenues - driven largely by increased sales for local and data networking services, and custom calling features - were up 6.3 percent, the highest quarterly growth rate so far this year. Normalized income for the quarter grew 13.5 percent to \$320 million from \$282 million in third quarter 1996. Normalized earnings per share rose to \$0.66 for the quarter, up from \$0.59 in third quarter 1996.

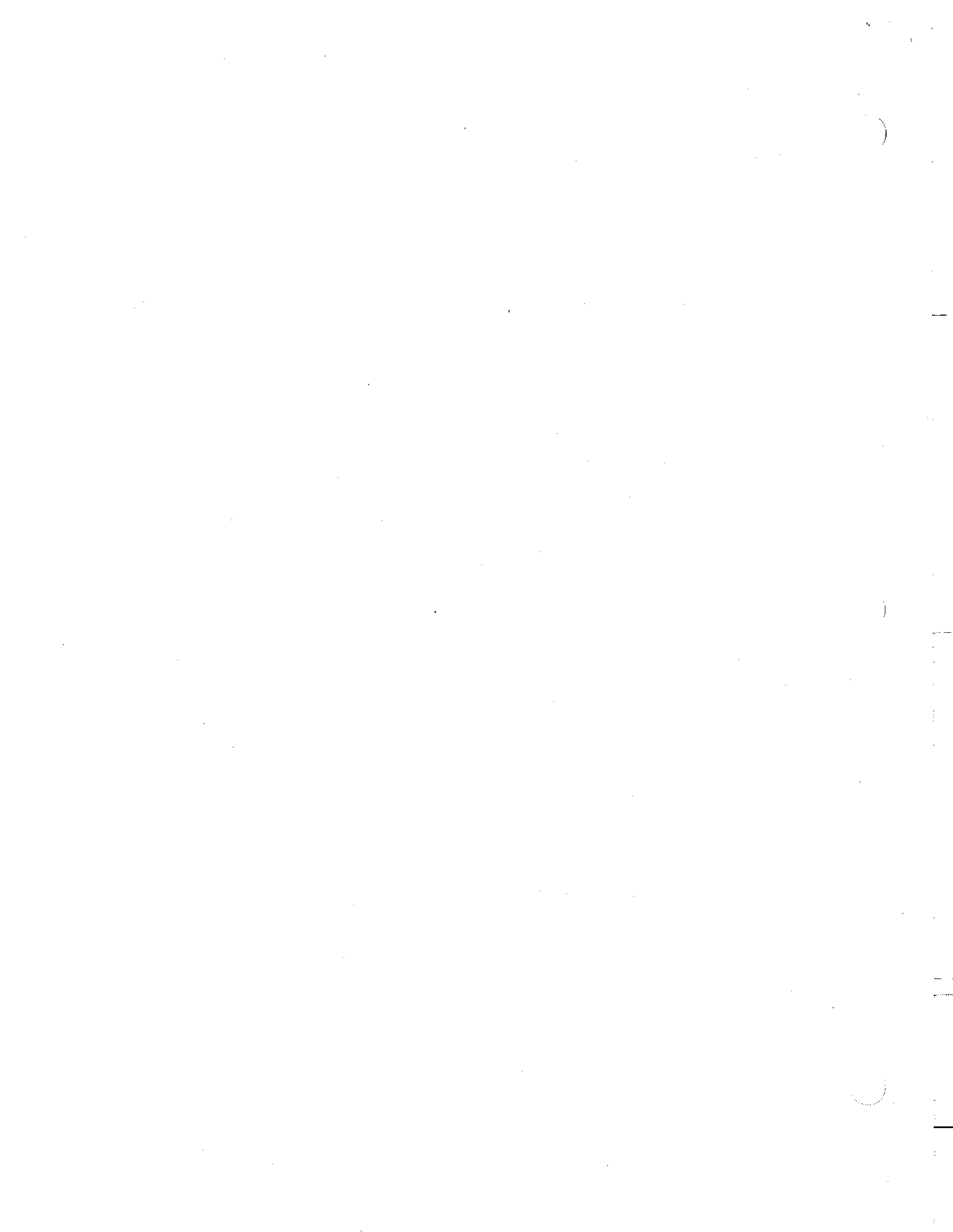
Results for the quarter were normalized for a \$19 million one-time, after-tax gain associated with the sale of selected rural exchanges in Minnesota. Results for the quarter were also normalized to reflect a \$3 million one-time, after-tax cost associated with calling of liquid yield option note debt. Results for third quarter, 1996 were normalized to reflect the effects of a change in accounting principle and a one-time, after-tax gain associated with the sale of selected rural exchanges in Utah.

In a separate announcement today, U S WEST, Inc., said that it intends to split U S WEST Communications Group and U S WEST Media Group (NYSE: UMG) into separate public companies in the second half of 1998. Since November 1995, the two groups have traded as distinct classes of "target" stock of U S WEST, Inc.

"This is a great move for shareowners and customers of both groups," said Richard McCormick, chairman and CEO of U S WEST, Inc. "Creating independent companies will make it easier for both businesses to pursue exciting new opportunities."

"We continue to achieve excellent results financially, operationally and in the regulatory arena," said Sol Trujillo, president and chief executive officer of U S WEST Communications Group. "We accelerated revenue growth, even at a time of increased competition and spending to fund growth initiatives. We continued to keep costs in check, and made significant progress leveling the playing field in the regulatory arena. And, most important for our customers, we demonstrated the real value of integrated telecommunications, with the successful rollout of our new, one-number PCS service."

"Access2 Advanced PCS from U S WEST" rolled out in Denver on September 23. With this first-in-the-nation product, customers can get the benefits of one-number calling by choosing to use their wireless phone as an extension of their primary home or business line. Customers can also choose to have integrated voice mail, a single bill for both



wireless and wireline services, and can order services through a single sales channel. Rollout of Access2 - the first integrated wireless PCS service in the nation - into two additional markets is slated for the next four months.

Trujillo said investors should also be pleased with the company's recent performance on the regulatory front. He called the U.S. 8th Circuit Court's October 16 decision on re-bundling of network services a "major win for our customers and for us." This decision prevents potential local-telephone competitors from arbitraging between resale and unbundled element prices by forcing U S WEST to re-combine individual network elements sold at "unbundled" element costs. Additionally, Trujillo cited favorable progress on state regulatory matters in Arizona, Idaho, Minnesota and Washington.

Other third quarter highlights include:

Volumes and Penetration:

- The addition of 663,000 access lines (adjusted for the sales of selected rural exchanges) over the past twelve months for an access-line growth rate of 4.3 percent. On an adjusted basis, business access lines grew at 5.7 percent; residential access lines grew at 3.8 percent; and residential additional lines grew 28.2 percent, reaching a second-line penetration level of 12.9 percent.
- Residential penetration levels for the company's most popular custom calling features reached all-time highs: Caller ID, 28 percent (2nd highest in the industry); Voice Messaging, 19 percent (tops in the industry); and Call Waiting, 39 percent.
- The company has sold more than 175,000 Home Receptionist and Business Receptionist Screen Phones, making it the industry leader in sales of that product. These phones visually and functionally integrate a number of custom calling services, and increase the penetration of these vertical services.
- Completed regionwide deployment of 3-way Calling Pay-Per-Use. This product is an example of growing revenues through usage-based pricing.

Sales and Revenues:

- Local service revenues grew 8.8 percent - their highest level of growth since fourth quarter, 1996.
- A 25 percent increase in private line and special access revenues, which totaled \$217 million for the third quarter -- a reflection of the company's growing data networking services business and its ability to successfully compete in one of the most highly competitive segments of the telecommunications market.
- Total vertical services revenue - including not only custom calling services such as call waiting, but also voice messaging and Caller ID (CLASS) services - are up 20 percent from third quarter 1996 to about \$290 million. Those revenues now represent 11 percent of total revenues.
- Completed the sale of rural exchanges that were announced in 1993. Since then, the company sold some 342,000 access lines - about 2 percent of its total access lines - in all 14 states. Total proceeds from these sales were over \$1 billion.

Additional Product and Brand Initiatives:

- The continuing 1997 rollout of National Directory Assistance to six of the company's 14 states and in Portland, Ore. National DA service allows customers to obtain phone numbers anywhere in the U. S. simply by calling 1-411. U S WEST Communications continues to be the leader among the RBOCs with National DA in terms of geographic coverage and speed to market. In each



market introduction, customer response has exceeded objectives by more than 200 percent.

- U S WEST Communications announced its selection as the official local wired and wireless telecommunications provider of the 2002 Winter Olympic Games in Salt Lake City, Utah.
- The company's data networking division rolled out a new Internet-based, electronic commerce service that helps retailers create an electronic storefront on the Web. Soon, it will launch the first commercially available "DSL" (digital subscriber line) data networking access service in the nation as well as a high-speed Internet access service for consumers and small businesses.
- On the small business side, sales of Centrex 21 - the company's enhanced Centrex product - tripled during the quarter, bringing total sales to more than 102,000 units.

Costs and Margins:

- Absorbed approximately \$75 million year-to-date in expenses and approximately \$115 million year-to-date in capital related to interconnection and number portability. The company expects to significantly increase spending on interconnection for the balance of 1997 and into 1998.
- Growth in cash provided by operating activities of 23 percent, or \$535 million, and even stronger growth in net cash flow, enabled the company to reduce its borrowing levels by over \$745 million during the first nine months of the year.

Trujillo added that the company is on plan with its 1997 earnings and operational objectives.

U S WEST Communications (NYSE: USW) provides a full range of telecommunications services - including wireline, wireless PCS and data networking - to more than 25 million customers in 14 western and midwestern states. The company is one of two major groups that make up U S WEST, a company in the connections business, helping customers share information, entertainment and communications services in local markets worldwide. U S WEST's other major group, U S WEST Media Group, is involved in domestic and international cable and telephony, wireless communications, and directory and information services.

[Safe Harbor statement: This document contains statements about expected future events and financial results that are forward-looking and subject to risks and uncertainties. For those statements, we claim the protection of the safe harbor for forward-looking statements contained in the Private Securities Litigation Reform Act of 1995. Discussion of factors that may affect future results is contained in our recent filings with the Securities and Exchange Commission.]

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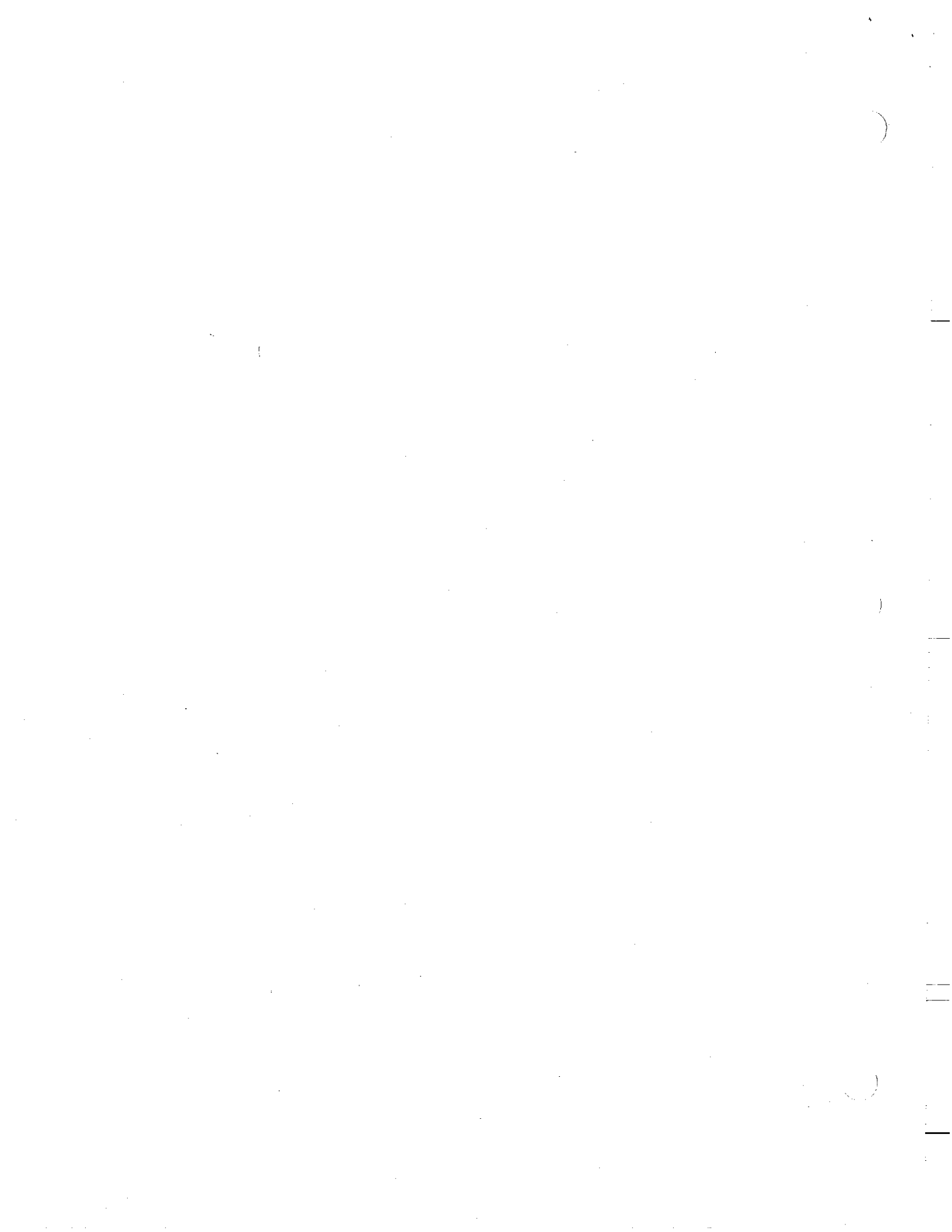


Docket #	Type of Complaint	How much	Consumer's La	City
TC96-005	LAND DEVELOPMENT		BURLESON	LEAD
TC96-004	LAND DEVELOPMENT		BURLESON	LEAD
TC96-003	LAND DEVELOPMENT	\$1,556.00	DIRKSEN	LEAD
TC96-002	LAND DEVELOPMENT	\$744.00	BURLESON	LEAD
	LAND DEVELOPMENT	\$744.00	FOSTER	BELLE FOURCHE
	LAND DEVELOPMENT		MC MEARY	KEYSTONE
	LAND DEVELOPMENT	\$900.00	HOVLAND	RAPID CITY
	LAND DEVELOPMENT	\$744.00	MARTIN	BELLE FOURCHE
TC96-006	LAND DEVELOPMENT	\$1,553.20	SARGENT	LEAD
TC96-001	LAND DEVELOPMENT	\$1,553.20	SARGENT	LEAD
	LAND DEVELOPMENT	\$744.00	DOBKIN	BELLE FOURCHE
	LAND DEVELOPMENT	\$554.00	MOSER	SPEARFISH
	LAND DEVELOPMENT	\$1,820.00	BURDETT	STURGIS
TC95-100	LAND DEVELOPMENT	\$600.00	DOBYNS	DEADWOOD
TC95-136	LAND DEVELOPMENT	\$744.00	CRAMER	BELLE FOURCHE
TC95-127	LAND DEVELOPMENT	\$744.00	MOORE	RAPID CITY
TC95-119	LAND DEVELOPMENT	\$744.00	POPHAM	BELLE FOURCHE
TC95-135	LAND DEVELOPMENT	\$744.00	POPHAM	BELLE FOURCHE
TC95-118	LAND DEVELOPMENT	\$744.00	ANDERSON	BELLE FOURCHE
TC96-008	LAND DEVELOPMENT	\$744.00	SOMMERVOL	BELLE FOURCHE
	LAND DEVELOPMENT	\$885.00	BURDILT	STURGIS
	LAND DEVELOP	\$836.00	CECIL	SPEARFISH
	LAND DEVELOPMENT	\$1,929.00	BARRY	STURGIS
	LAND DEVELOPMENT	\$1,800.00	HERMANSON	STURGIS
	LAND DEVELOPMENT	\$744.00	WESTLAND	BELLE FOURCHE
	LAND DEVELOPMENT	\$533.00	PETERSON	STURGIS
	LAND DEVELOPMENT	\$836.00	LANGDELL	SPEARFISH
	LAND DEVELOPMENT	\$0.00	MC KEE	DEADWOOD
	land DEVELOPMENT	\$744.00	PETERSON	BELLE FOURCHE
	LAND DEVELOPMENT	\$744.00	PETERSON	BELLE FOURCHE
	LAND DEVELOPMENT	\$744.00		RAPID CITY
	LAND DEVELOPMENT	\$834.00	KIDD	SPEARFISH
	LAND DEVELOPMENT	\$418.00	MATTOX	DEADWOOD
	LAND DEVELOPMENT	\$836.00	SULLIVAN	SPEARFISH
	LAND DEVELOPMENT	\$1,672.00	EMERY	BELLE FOURCHE
	LAND DEVELOPMENT	\$0.00	ACKLEY	BELLE FOURCHE
	LAND DEVELOPMENT	\$836.00	HODSON	SPEARFISH
	LAND DEVELOPMENT	\$0.00	BOICE	BELLE FOURCHE
	LAND DEVELOPMENT	\$836.00	HEWITT	SPEARFISH
	LAND DEVELOPMENT	\$836.00	HILL	SPEARFISH
	LAND DEVELOPMENT	\$0.00	SLANE	DEADWOOD
	LAND DEVELOPMENT	\$0.00	MOSIER	SPEARFISH
	LAND DEVELOPMENT	\$836.00	DEMPSEY	SPEARFISH
	LAND DEVELOPMENT	\$836.00	MAYFIELD	SPEARFISH
	LAND DEVELOPMENT	\$836.00	VAN DEWERK	SPEARFISH
	LAND DEVELOPMENT	\$0.00	GALYEN	BELLE FOURCHE
	LAND DEVELOPMENT	\$836.00	LAESCHER	SPEARFISH
	LAND DEVELOPMENT	\$744.00	OLSON	BELLE FOURCHE
	LAND DEVELOPMENT	\$856.00	DAHL	SPEARFISH
	LAND DEVELOPMENT	\$834.00	JONES	SPEARFISH
	LAND DEVELOPMENT		ROST	SPEARFISH
	LAND DEVELOPMENT	\$350.00	ALRICH	BELLE FOURCHE
	LAND DEVELOPMENT	\$836.00	MUNRO	SPEARFISH
TC96-155	LAND DEVELOPMENT	\$0.00	BUSH	RAPID CITY
TC96-155	LAND DEVELOPMENT	\$0.00	VAVICH	DEADWOOD
tc96-155	LAND DEVELOPMENT	\$0.00	WESSEL	RAPID CITY





Docket	Type of Complaint	How much	Consumer's Name	City
tc96-155	LAND DEVELOPMENT	\$0.00	GLATT	RAPID CITY
	LAND DEVELOPMENT	\$0.00	SCHOENBER	BRIDGEWATER
	LAND DEVELOPMENT	\$834.00	GAYLEN	BELLE FOURCHE
	LAND DEVELOPMENT	\$0.00	ANDERSON	BELLE FOURCHE
	LAND DEVELOPMENT	\$0.00	ANDERSON	BELLE FOURCHE
	LAND DEVELOP	\$0.00	SOHRT	HILL CITY
	LAND DEVELOP	\$0.00	HOLIEN	DEADWOOD
	LAND DEVELOPMENT	\$0.00	SHORT	HILL CITY
	LAND DEVELOP	\$0.00	HETFIELD	KEYSTONE
	LAND DEVELOPMENT	\$0.00	BRUNS	SPEARFISH
	LAND DEVELOPMENT	\$0.00	FRASIER	SPEARFISH
	LAND DEVELOPMENT	\$0.00	SCHMIDT	STURGIS



**U S West Complaints
June 1, 1997 to November 30, 1997**

EXHIBIT

DATE RECEIVED	DATE RESOLVED	FIRST NAME	LAST NAME	BUSINESS NAME	ADDRESS	CITY	ST	PHONE	INFORMATION FROM CONSUMER	FINAL ACTION
06-04-97	06-05-97	CAROL	SAXER			RAPID CITY	SD	605-343-3582	THEIR NEIGHBORHOOD HAS EXPERIENCED SERVICE OUTAGES AND BAD SERVICE FOR 3 WEEKS.	A NEW CABLE WILL BE PLACED. A TEMP CABLE HAS BEEN PLACED ABOVE GROUND.
06-04-97	06-05-97	BARBARA	ADLER		2526 GRANDVIEW	RAPID CITY	SD	605-341-4855	THEIR SERVICE HAS BEEN OUT 98% OF THE TIME SINCE MAY 22. HER WHOLE NEIGHBORHOOD HAS HAD DIFFICULTY. THEY HAVE BEEN TOLD THERE ARE PROBLEMS WITH SQUIRRELS AND RAIN.	A NEW CABLE WILL BE INSTALLED. A TEMP CABLE HAS BEEN PLACED ABOVE GROUND.
06-05-97	06-05-97	MARGARET	DUTTON			RAPID CITY	SD	605-341-2569	SHE IS IN THE NEIGHBORHOOD WHICH IS EXPERIENCING BAD SERVICE	MS. DUTTON LIVES ACROSS THE STREET FROM THE NEIGHBORHOOD WITH PROBLEMS. SHE HAD INSIDE WIRING PROBLEMS.
06-06-97		DANIEL	WINROD		44717 KAMPESKA CR	WATERTOWN	SD		HE ORDERED SERVICE LAST SEPT. AND WAS ASSIGNED 605-882-4711. HE WAS JUST NOTIFIED THAT HIS NUMBER HAS BEEN ASSIGNED TO SOMEONE ELSE AND HE STILL DOESN'T KNOW WHEN HE WILL GET SERVICE. EARLIER HE WAS OFFERED \$100 TOWARD A CELL PHONE. SINCE HE USES HIS SERVICE MUCH MORE THAN THAT, HE DECLINED. NOW HE WANTS A CREDIT.	
06-06-97		MICHELLE	NOVAK			WHITEWOOD	SD	605-269-2630	SHE CLAIMS A PAYMENT OF \$200 IN 1995 WAS NEVER APPLIED TO HER ACCOUNT. SHE CLAIMS THAT RECENTLY ANOTHER PAYMENT WAS NOT CREDITED TO HER ACCOUNT.	
06-09-97		GINA	HOLSO		2330 MINNEWASTA RD	RAPID CITY	SD	605-341-0468	EVIDENTLY HER LONG DISTANCE SERVICE WAS SWITCHED FROM AT&T SEVERAL MONTHS AGO. SHE DIDN'T NOTICE IT BECAUSE THE U S WEST BILLING LISTS AT&T AS HER CARRIER EVEN THOUGH A RESELLER HAD SLAMMED HER. WHEN SHE DISCOVERED IT, SHE CALLED U S WEST TO GET SWITCHED BACK. SHE WAS TOLD THAT SINCE THE SWITCH HAPPENED SEVERAL MONTHS AGO, THEY WOULD NOT WAIVE THE \$\$ PIC CHANGE CHARGE. SHE WANTS THE \$\$.	



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06-13-97		ARTHUR	JANIS		810 MALLOW	RAPID CITY	SD	605-348-1180	HE HAS RECEIVED 4 VERIFICATION FORMS FROM U S WEST IN THE PAST YEAR. HE THINKS THEY ARE HASSLING HIM.	
06-13-97		BRENDEN	SCHAEFER		4139 VAN BUREN	CHEYENNE	WY		HE HAS AN ONGOING DISPUTE WITH MINIMUM RATE PRICING. HE IS FEARFUL THAT U S WEST WILL DENY HIS SERVICE WHEN HE MOVES TO CHEYENNE.	
06-16-97	06-18-97	RICK & CARLA	LEVEQUE		5415 CONIFER LANE	RAPID CITY	SD	605-343-6246	THEY REQUESTED A TRANSFER OF THEIR NEW HOME ON MAY 16. SERVICE WAS TO BE TRANSFERRED TO THEIR NEW HOME IN THE COUNTRYSIDE SOUTH DEVELOPMENT ON MAY 23RD. IT HAS STILL NOT BEEN TRANSFERRED. RICK & CARLA ARE BOTH INVOLVED IN LAW ENFORCEMENT AND MUST BE AVAILABLE AT ALL TIMES. PEOPLE ALL AROUND THEM HAVE HAD SERVICE INSTALLED.	SERVICE SHOULD BE INSTALLED BY 6-19-97
06-17-97	06-18-97	DUANE	OLSON		1021 PETERSON RD	RAPID CITY	SD	605-393-2164	THEY SHOULD HAVE HAD SERVICE INSTALLED OVER 2 WEEKS AGO. THEY DON'T HAVE SERVICE YET. ALL OF THEIR NEIGHBORS HAVE BLACK HAWK PHONE NUMBERS.	SERVICE WAS INSTALLED TODAY.
06-17-97	06-18-97	M. KATHERINE	JOHNSON		1245 TENTH ST	SPEARFISH	SD	605-642-2415	RECENTLY HER LONG DISTANCE SERVICE WAS SLAMMED. SHE CALLED U S WEST TO GET A PIC FREEZE AND WAS TOLD THAT THE PUC PROHIBITED IT.	A PIC FREEZE WAS PLACED ON HER LINE TODAY.
06-19-97		VICKI	SLOCUM		1210 N SUMMIT #4	SIOUX FALLS	SD	605-367-9650	SHE REQUESTED SERVICE ON FRI. THE 13TH AND WAS TOLD SHE HAD AN OUTSTANDING BILL OF \$329.80. SHE WAS DIRECTED TO GO TO LEWIS DRUG AND PAY THAT AMOUNT BEFORE SERVICE WOULD BE INSTALLED. SHE DID. LEWIS WOULDN'T TAKE THE PAYMENT FOR THE NEW #. SHE CALLED U S WEST BACK AND WAS GIVEN THE OLD NUMBER AND DIRECTED BACK TO LEWIS. SHE PAID AND FAXED THE RECEIPT TO U S WEST. STILL NO SERVICE. SHE CALLED AGAIN ON WEDS AND WAS TOLD THERE WAS ANOTHER BILL FROM 1991. SHE CLAIMS THERE IS NO OTHER OUTSTANDING AMOUNT. HER DAUGHTER IS MISSING. SHE NEEDS A PHONE.	



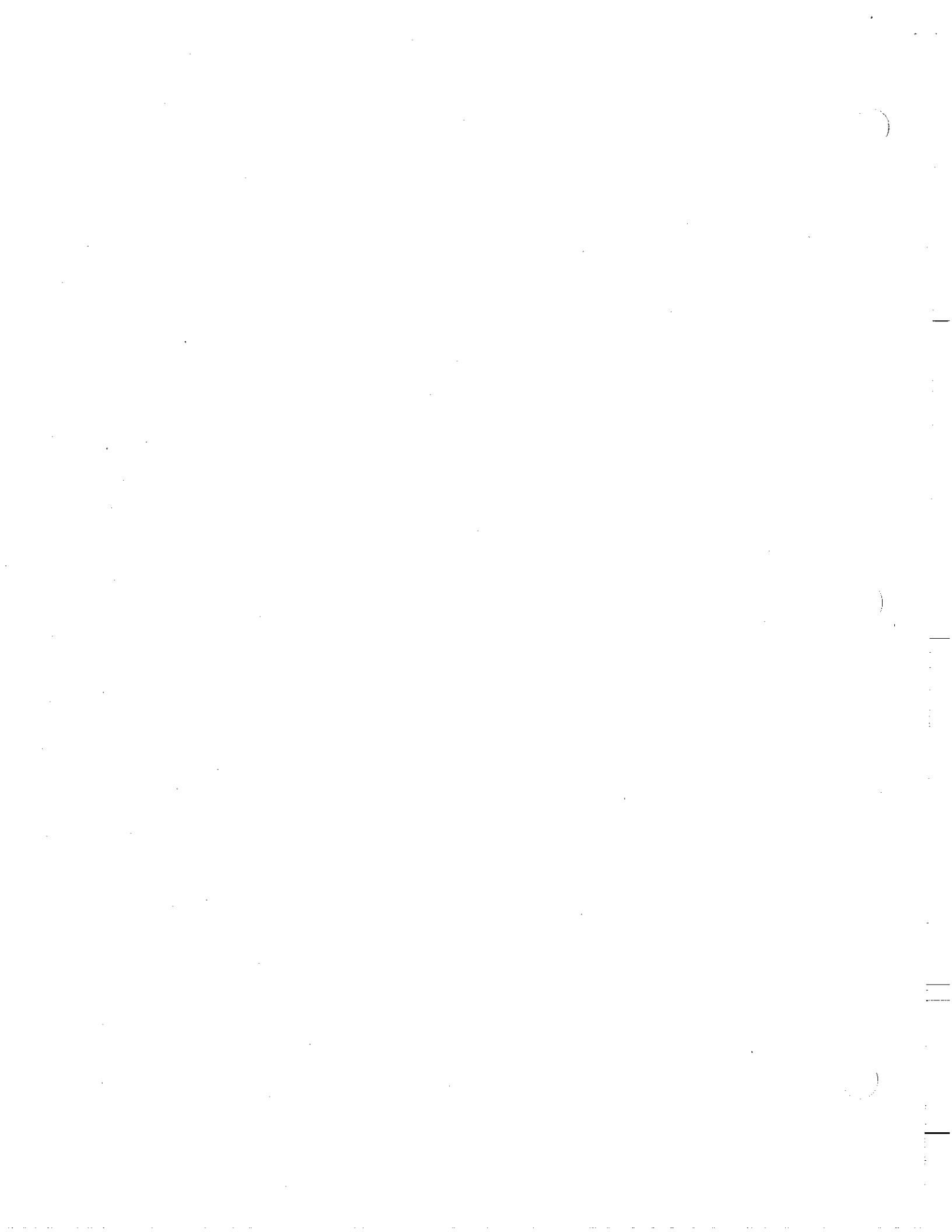
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06-25-97	06-30-97	JILL	DROLC		343 OAK RIDGE RD	SPEARFISH	SD		THEIR NEIGHBOR GOT A REFUND OF THE IR "HOOK UP" CHARGE. THEY WANT A REFUND TOO.	THEIR SERVICE WAS INSTALLED BEFORE THE TARIFF EXPIRED.
06-26-97	08-22-97	DAVE	BRESSLER	AMERICAN TECHNICAL SERVICE	7557 BLACK HAWK RD	BLACK HAWK	SD	605-787-9303	IN FEB U S WEST WAS CONTACTED TO OBTAIN SERVICES FROM U S WEST INCLUDING NEW PHONE LINES AND FAX LINES FOR THEIR RELOCATED BUSINESS. U S WEST WAS INFORMED THAT THE BUSINESS WOULD BE MOVING TO THE NEW LOCATION ON MAY 1ST. AT'S CALLED U S WEST BACK TO INFORM THEM THAT SERVICE WOULD BE NEEDED ON JUNE 1. SOMEONE FROM U S WEST CALLED BACK AND SAID IT WOULD BE JUNE 20 BEFORE SERVICE COULD BE INSTALLED. THEY WERE EXTREMELY UPSET, BUT HAD ALL THEIR CALLS FORWARDED TO A CELL PHONE. ON JUNE 13 ALL THEIR NUMBERS WERE DISCONNECTED GIVING THE APPEARANCE THAT THEY WERE NO LONGER IN BUSINESS. SERVICE WAS NOT RESTORED UNTIL JUNE 20. THEY ARE REQUESTING \$2578.11 IN DAMAGES.	A CREDIT WAS ISSUED.
06-26-97	0925-97	KATHY	TARRELL	DAKOTA INTERNET SERVICES	3404 S BAHNSON	SIoux FALLS	SD	605-371-1962	THEY HAVE BEEN INCORRECTLY BILLED FOR OVER \$1000 SINCE JAN. TEHY ARE BEING BILLED FOR CIRCUITS WHICH AREN'T THEIRS	THE HUNTING PROGRAMS NOW WORK. ALL CORRECTIONS HAVE BEEN MADE.
07-01-97		TERRY	NAGEL			LEAD	SD		THEY REQUESTED SERVICE 3 WEEKS AGO AND STILL DON'T HAVE IT.	
07-02-97	07-07-97	KEN	YOST		304 E 41ST	SIoux FALLS	SD		MR YOST SAYS U S WEST COMMITTED FRAUD. HE REQUESTED A U S WEST CALLING CARD WHICH OFFERED 15 CENTS PER MINUE AND FREE CALLING FOR A NUMBER OF MINUTES. HE REQUESTED IT ON JUNE 20TH. YESTERDAY HE RECEIVED THE INFORMATION. TODAY HE CALLED TO FIND OUT HOW TO GET THE FREE MINUTES. HE WAS TOLD THAT THE PROMOTION WAS OVER JUNE 30TH. HE WANTS U S WEST SUED FRO FRAUD SINCE HE DIDN'T GET THE INFORMATION UNTIL AFTER THE PROMOTION WAS OVER.	U S WEST EXTENDED THE PROMOTION



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07-02-97		JEFFREY	HERIED		4233 N DUTCH HOLLOW RD	MONROE	WI		THEY REQUESTED A DISCONNECTION OF SERVICE IN MAY. THEY WERE SUPPOSED TO GET A \$10 REFUND WITHIN 7 DAYS. THEY STILL DON'T HAVE IT. THEIR OLD NUMBER WAS 605-923-1813. THEY WANT THEIR MONEY NOW.	
07-02-97		JOAN	RYSAVY	RYSAVY APPRAISALS	2008 S MINNESOTA	SIoux FALLS	SD	605-335-1459	THEIR BUSINESS LINE IS OUT. THEY CALLED FOR REPAIR AND WERE TOLD THAT NO ONE WOULD COME OUT UNTIL AFTER THE 4TH. THEY ARE UPSET. THEY ARE LOSING BUSINESS. JOAN MAY BE CONTACTED AT HOME: 605-582-6142.	
07-02-97		JOEL	GRAMS		26922 467TH ST	SIoux FALLS	SD	605-368-2227	THEY HAVE LIVED AT THIS ADDRESS FOR 5 YEARS. AT LEAST 3 TIMES A YEAR THEY HAVE TO CONTACT U S WEST FOR REPAIRS. THEY ARE NEVER CREDITED FOR THE TIME THEIR PHONE IS OUT OF SERVICE. TODAY A VERY RUDE EMPLOYEE TOLD HIM IT WOULD BE NEXT WEEK BEFORE ANYTHING COULD BE DONE. HE IS EXTREMELY UPSET AND WANTS A CREDIT.	
07-07-97	07-07-97	FAITH	ANDERSON			BLACK HAWK	SD		A PROMOTION WHICH ENDED JUNE 30TH WAS SENT OUT SO LATE THAT NO ONE COULD TAKE ADVANTAGE OF THE PROGRAM.	THE PROGRAM WAS EXTENDED.
07-07-97	07-07-97	MARY ANN	HERNANDEZ BIRMINGHAM						SHE CLAIMS HER LOCAL BILLS ARE PAID UP BUT OWES ABOUT \$140 TO AT&T. HER NAME IS CHANGING FROM JOHNSON DUE TO A DIVORCE. US WEST MADE HER ANSWER SEVERAL QUESTIONS AND COMPLETE A FORM A TOLL BLOCK WAS PLACED ON HER PHONE WHICH WAS OK. NOW SHE IS GETTING A DISCONNECT NOTICE.	SINCE SHE DIDN'T INDICATE THAT SHE WAS PAYING FOR THE LOCAL PORTION OF HER BILLING. HER PAYMENT WAS PRORATED. MIKE WILL APPLY ALL OF HER PAYMENTS BACK TO HER LOCAL SERVICE TO AVOID DISCONNECTION.



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07-09-97		JULIE	WALDNER		19275 413 AVE	CARPENTER	SD		SHE ORDERED A CALLER ID BOX AND HOOKED IT UP. THE ONLY MESSAGE SHE GOT ON THE BOX WAS "NO DATA SENT." SHE CALLED U S WEST TO COMPLAIN AND A NEW BOX WAS SENT. THE SAME PROBLEM HAPPENED. THEIR NEIGHBOR TOOK THE BOX TO THEIR PLACE AND IT WORKED FINE. SHE CALLED U S WEST AGAIN AND WAS TOLD THAT THE CABLE IS NOT THE-TYPE FOR THIS BOX	
07-10-97	07-10-97	ELLEN	WESTHOFF	CARMEL APARTMENTS	909 E 14TH	SIoux FALLS	SD	605-330-1944	TWICE LAST YEAR (3-27-96 & 5-3-96) THEY WERE DISCONNECTED FOR NONPAYMENT. IT APPEARS THAT SOMEONE HAS A CALLING CARD WHICH IS SIMILAR TO THE APARTMENT'S BUSINESS PHONE NUMBER. THEY ARE FREQUENTLY BILLED FOR CALLS THEY DIDN'T MAKE. WHENEVER THEY TALK TO U S WEST, THEY ARE TREATED POORLY. TODAY THEY SPOKE TO "LORI" WHO WAS VERY RUDE. THIS HAS BEEN GOING ON FOR 3 YEARS.	THE DISCONNECTION WAS CANCELED.
07-11-97	07-11-97	CHAR & CHUCK	ROKUSEK		5208 W EMMIT CIRCLE	SIoux FALLS	SD		THEY HAVE HAD QUITE A HISTORY OF POOR SERVICE FROM U S WEST. IN MARCH THEY ORDERED SERVICE TO THEIR NEW HOUSE AND WERE PROMISED A DATE WHEN IT WOULD BE INSTALLED. MRS ROKUSEK TOOK THE DAY OFF TO BE THERE WHEN IT WAS INSTALLED. SHE IS PAID HOURLY AND LOST 8 HOURS OF EARNINGS. LATER THEY CALLED TO FIND OUT WHAT WENT WRONG. THEY WERE TOLD THE ORDER WOULD BE DELAYED FOR AT LEAST 30 DAYS THEY WERE GIVEN CELL SERVICE. WHEN THE 30 DAYS PASSED, THEY AGAIN DIDN'T GET SERVICE. THEY CALLED AGAIN AND SOMEONE CAME OUT. EVIDENTLY THE CONTRACTED ELECTRICIANS DID NOT USE THE SAME COLORED WIRING AS U S WEST SO AGAIN THE SERVICE WASN'T INSTALLED. WHEN THE SERVICE WAS FINALLY INSTALLED, THEY DIDN'T GET THE LONG DISTANCE SERVICE THEY REQUESTED.	THINGS ARE OK NOW.



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07-11-97	08-05-97	GARY & CHARLENE	SHEPHARD		507 JOANN RD	PIERRE	SD	605-224-1350	THEY BUILT A NEW HOME OUTSIDE OF PIERRE AND REQUESTED SERVICE ABOUT 3 WEEKS AGO. THEY WERE TOLD THERE WOULD BE NO PROBLEM. WHEN THE TECH WENT OUT TO INSTALL SERVICE, HE DISCOVERED THAT THERE WERE NO LINES AVAILABLE. THE SHEPHARDS WERE PROMISED THAT THEY WOULD HAVE SERVICE BEFORE THE 4TH. WHEN THEY DIDN'T HAVE SERVICE THE 4TH, THEY CALLED U S WEST AND WERE TOLD IT WOULD BE INSTALLED ON MONDAY, THE 7TH. IT WASN'T. THEY CALLED TODAY TO FIND WHEN THEY WOULD GET SERVICE AND THEY WERE TOLD THAT NO ONE AT U S WEST COULD TELL THEM WHEN SERVICE WOULD BE AVAILABLE.	CONSTRUCTION IS NOW COMPLETE. INSTALLATION SHOULD TAKE PLACE ON 8-7-97
07-14-97	07-15-97	DAN	KLECKER	PRUDENTIAL INSURANCE	615 KANSAS CITY	RAPID CITY	SD	605-342-3837	HE HAS BEEN UNABLE TO PLACE LONG DISTANCE CALLS. FRONTIER BLAMES U S WEST. U S WEST BLAMES FRONTIER.	IT WAS A PROGRAMMING PROBLEM. MIKE ISN'T SURE IF IT WAS U S WEST'S PROBLEM OR PRUDENTIALS. THE U S WEST TECH FIXED IT.
07-14-97		NATHAN	HOBBS	HOBBS EQUIPMENT	2708 S POPLAR	SIoux FALLS	SD	605-334-9181	THEY HAVE HAD DUAL SERVICE FOR THEIR OLD ADDRESS AT 504 E 28TH AND THEIR NEW PLACE AT 2708 S POPLAR. SAT. MORNING IT WAS DISCONNECTED WITHOUT NOTICE. THEY CALLED U S WEST TO FIND OUT WHY AND WERE TOLD THAT ONLY THE MAIN OFFICE WOULD HAVE THAT INFORMATION AND IT WOULDN'T BE OPEN UNTIL MONDAY. HE CALLED THIS MORNING AND WAS TOLD THAT PUC ONLY ALLOWED 30 DAYS FOR DUAL SERVICE. HE COULD GET IT RESTORED BUT IT WOULD COST HIM OVER \$100. HE WANTS HIS SERVICE RESTORED WITHOUT COST.	
07-15-97	08-25-97	LOWELL & SHELLY	KUIPERS		26762 COUNTRY ACRES DR	SIoux FALLS	SD	605-347-4108	THEY HAVE HAD ABOVE GROUND CALBE FOR 7 MONTHS. THE SERVICE IS VERY POOR. THEY WANT IT BURIED.	THE DROP WAS BURIED TODAY.



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07-15-97	07-15-97	SCOTT	HELMER			STURGIS	SD	605-347-4108	HIS SERVICE HAS BEEN OUT TWICE THIS WEEK. HE WANTS A REFUND OF SERVICE.	HE WAS OFFERED A 2-WEEK CREDIT.
07-17-97		DALE	BROOK		3683 130TH ST	MINA	SD	605-225-5367	THERE IS A HIGH PITCHED SOUND ON HIS LINE. HE WANTS IT FIXED.	
07-18-97	07-28-97	KATHY	SWENSEN		PO BOX 655	BELLE FOURCHE	SD		KATHY REQUESTED SERVICE FOR HER RENTED MOBILE HOME. HER LANDLORD HAS AN OUTSTANDING BILL. U S WEST REFUSES SERVICE UNTIL SHE PAYS THE LANDLORD'S OUTSTANDING BILL.	U S WEST STILL FEELS UNCERTAIN CONCERNING THIS ORDER; HOWEVER, BASED UPON KATHY'S ATTORNEY'S STATEMENT, THEY WILL PROVIDE THE SERVICE.
07-18-97		DIANE	KAHLER		RR 3 BOX 44	DALLAS	SD	605-835-8979	SHE HAD DUPLICATE CHARGES ON HER BILLING. SHE CALLED U S WEST AND WAS TREATED VERY RUDELY AND TOLD THAT SHE DIDN'T KNOW WHAT SHE WAS TALKING ABOUT. SHE CALLED BACK AND THE REP SAID SHE COULD SEE THE PROBLEM AND WOULD REMOVE THE CHARGES.	
07-18-97		SCOTT	HILMER		RR 2 BOX 76 A	WHITEWOOD	SD	605-347-4108	HIS SERVICE HAS BEEN DISRUPTED SEVERAL TIMES LATELY. IT IS DOWN AGAIN TODAY.	
07-22-97		DALE & LINDA	BROOKS		36830 130TH ST	MINA	SD		THEY ARE ON THE END OF THE LINE AND HAVE POOR SERVICE.	
07-29-97		BOB & BEV	WENDT		36755 126TH ST	WETONKA	SD		THEY ARE ON THE END OF A LINE AND RECEIVE POOR SERVICE.	
07-29-97		JOHN & SALLY	BLOMSTER		36937 128TH ST	WETONKA	SD		THEY ARE ON THE END OF A LINE AND RECEIVE POOR SERVICE.	
07-29-97		JERRY & BARB	BRAUN		36786 126TH ST	MINA	SD		THEY ARE ON THE END OF A LINE AND HAVE POOR SERVICE.	
07-29-97		PAUL & JULIE	MALSOM		36710 130TH	MINA	SD		THEY ARE ON THE END OF A LINE AND HAVE POOR SERVICE.	



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07-29-97		MARION	BROOKS		36875 130TH ST	MINA	SD		THEY ARE ON THE END OF A LINE AND HOVE POOR SERVICE	
08-29-97	10-13-97	JAN	HENRIKSEN			FT. PIERRE	SD	605-683-4477	THEY CALLED TO GET SERVICE AT THE END OF AUGUST AND STILL DON'T HAVE SERVICE.	THERE IS A COUNTY ROAD WHICH CURVES INTO PRIVATE PROPERTY. THEY CAN'T GET EASEMENTS. THE LINE CAN BE INSTALLED ON THE FOREST SERVICE SIDE OF THE ROAD. SERVICE INSTALLED 10-13.
07-29-97		DON & JENNY	MALSOM		36787 130TH ST	MINA	SD		THEY ARE ON THE END OF A LINE AND HAVE POOR SERVICE	
07-29-97		DALE	BROOKS		36830 130TH ST	MINA	SD		THEY ARE ON THE END OF A LINE AND HAVE HAD NUMEROUS OUTAGES AND POOR SERVICE. THEY ARE OUT OF SERVICE FOR AN AVERAGE OF 4 TIMES PER MONTH.	
07-29-97		DOT & DON	MEYER		13139 370TH ST	MINA	SD		THEY ARE ON THE END OF A LINE AND DON'T RECEIVE GOOD SERVICE.	
07-30-97		RYAN	HELKENN			WATERTOWN	SD	605-882-0678	HE REQUESTED SERVICE TO BE INSTALLED ON JULY 8TH. THEY STILL DON'T HAVE SERVICE.	
07-31-97	07-31-97	JACI	WATSON			PIEDMONT	SD	605-787-6637	WHENEVER THE WEATHER IS BAD THEY ARE WITHOUT SERVICE THIS HAPPENS ABOUT 3 TIMES PER MONTH. IN JUNE THEY WERE OUT OF SERVICE FOR A WEEK. HER HUSBAND IS IN A WHEELCHAIR AND NEEDS ACCESS TO MEDICAL FACILITIES. EVERY TIME U S WEST HAS COME OUT, THEY BLAME PROBLEMS ON THE WATSON'S PHONE SETS OR INTERNET OR INSIDE WIRING NONE OF THESE HAVE BEEN THE PROBLEM.	A BAD CABLE WILL BE REPLACED.
08-01-97		DAVID	RICHARDS		HC 77 BOX 278	STURGIS	SD		THEY HAVE HAD MANY INTERRUPTIONS OF SERVICE. THEY WANT IT FIXED PERMANENTLY.	



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08-01-97		A.D.	DEAVER	BERRY PATCH CAMPGROUND	1860 E NORTH ST	RAPID CITY	SD	605-343-2541	A WEEK AGO HE REQUESTED PHONE SERVICE AND WAS ASSIGNED 343-2451. A TECH CAME OUT AND SAID THEY COULDN'T PUT A LINE ON THE GROUND SO HE COULDN'T GET SERVICE.	
08-01-97	10-16-97	JAN	HENRICKSON		HCR 32 BOX 101	FT. PIERRE	SD	223-9913	HE HAS CONTACTED THE PUC FOR HELP GETTING A PHONE. HE SPOKE WITH THE COMMISSIONERS ON A FLIGHT INTO PIERRE. HE STILL DOESN'T HAVE SERVICE.	EASEMENTS WERE FINALLY GRANTED. SERVICE WAS INSTALLED OCT. 16.
08-04-97	08-08-97	BARBARA	ADLER		2526 GRANDVIEW	RAPID CITY	SD	605-341-4885	LAST JUNE MRS ADLER CONTACTED LASKA THAT THEIR SERVICE WAS OUT 98% OF THE TIME. THIS AFFECTED THEIR WHOLE NEIGHBORHOOD. A TEMPORARY LINE WAS PLACED ABOVE GROUND. THEY WERE PROMISED THAT A NEW LINE WOULD BE INSTALLED IN 6 WEEKS. IT HAS NOT BEEN REPLACED. SERVICE IS STILL POOR.	INSTALLATION OF NEW CABLE WAS COMPLETED TODAY.
08-04-97	08-08-97	DENNIS	SAXER		GRANDVIEW	RAPID CITY	SD	605-342-1430	HE IS IN THE SAME NEIGHBORHOOD AS THE ADLERS. THEIR SERVICE WAS COMPLETELY OUT OVER THE WEEKEND. THIS IS A BUSINESS LINE. HE CLAIMS HE LOST BUSINESS. THEY WERE PROMISED THAT THIS WOULD BE FIXED IN JULY	INSTALLATION OF NEW CABLE WAS COMPLETED TODAY.
08-04-97		ALVIN	MORGAN		3861 RED ROCK CANYON	RAPID CITY	SD		IN JUNE RAIN WASHED OUT A DITCH AT THE FOOT OF THEIR PROPERTY WHICH EXPOSED BURIED LINES. THEY WERE TOLD THAT THE LINE WOULD BE REBURIED. MR MORGAN CONTACTED U S WEST TO OFFER TO HAVE HIS CONTRACTOR REBURY THE LINES WHEN HIS DRIVEWAY WAS REBUILT. HE CALLED JULY 1ST AND WAS TOLD THAT A SUPERVISOR WOULD GET BACK TO HIM. TO DATE NO ONE HAS. HIS CONTRACTOR IS GOING AHEAD WITH THE DRIVEWAY BUT MR MORGAN STILL NEEDS TO HAVE THE PHONE LINES BURIED.	
08-05-97		RICHARD	QUINN	LOST CABIN CONSTRUCTION	9901 CANYON PLACE	RAPID CITY	SD	605-341-6620	HE RECEIVED A CALL FROM U S WEST INDICATING THAT HIS FAX LINE WOULD BE DISCONNECTED DUE TO NONPAYMENT. HIS IS BILLED FOR THAT LINE WITH HIS RESIDENTIAL BILL AND HAS PAID IN FULL EVERY MONTH.	



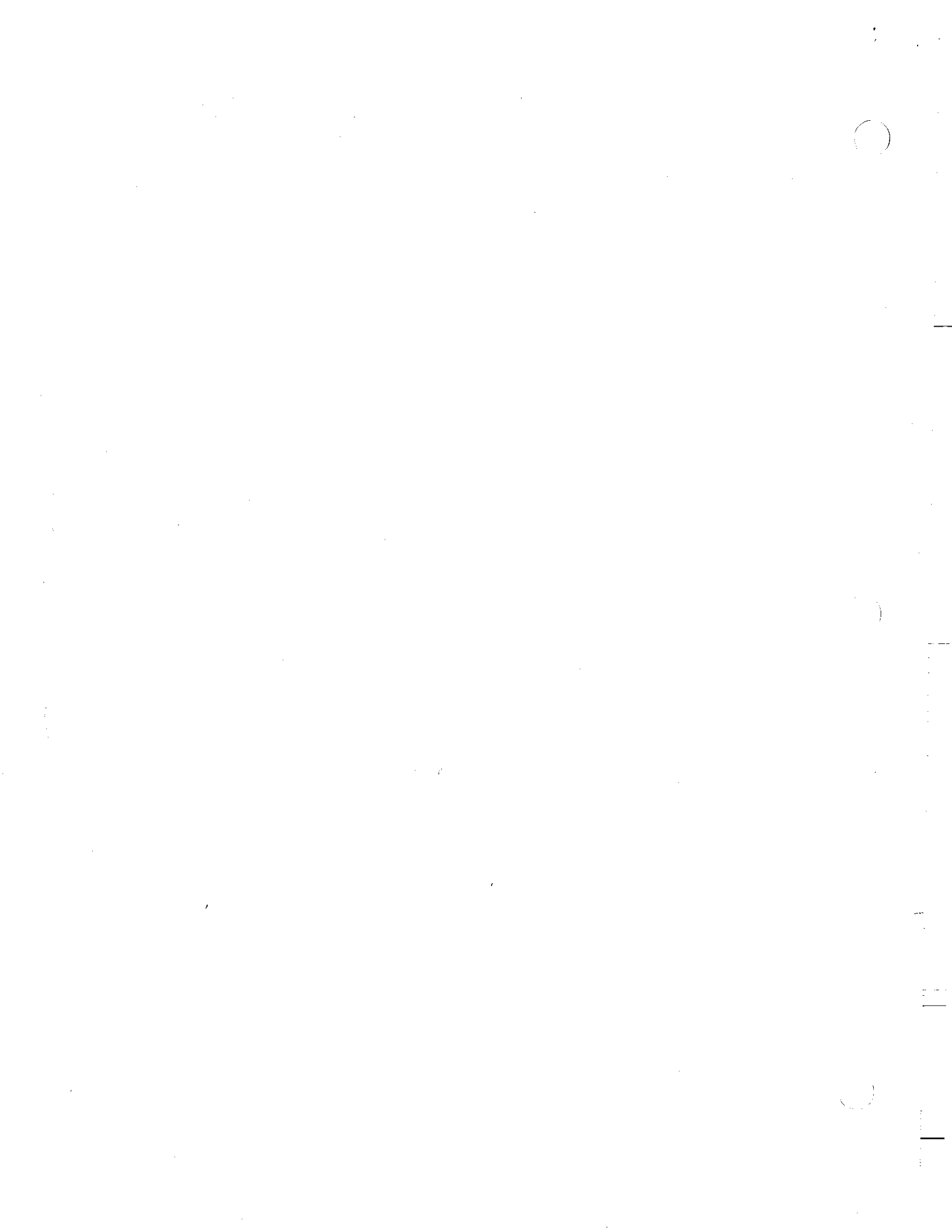
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08-08-97	08-13-97	KENT	METZGER		3515 S BAHNSON	SIoux FALLS	SD	605-371-0582	HE HAD A 3RD LINE INSTALLED LAST APRIL. THE CABLE IS STILL ABOVE GROUND. HE WANTS IT BURIED.	IT WAS BURIED TODAY.
08-08-97		JOHN	LAY		1422 S WESTERN AVE	SIoux FALLS	SD		HE SUBSCRIBED TO INTERNET SERVICES WITH UNLIMITED ACCESS. HE WAS CHARGED \$394.37	
08-10-97	08-28-97	HOLLIS	COTTEN		1111 MAYFAIR	WATERTOWN	SD	605-882-13-95	CABLE WAS PLACED ON HIS PROPERTY IN APRIL. HE WANTS IT BURIED.	CABLE WAS BURIED TODAY.
08-20-97		BONNIE	HUGHES		224 BELLEVIEW DR	RAPID CITY	SD		THEY HAVE POOR SERVICE WHEN IT RAINS.	
08-20-97	08-22-97	DOMONIC	ESPISETO		346 18TH ST SW	WATERTOWN	SD	605-882-8943	THEY REQUESTED SERVICE IN JUNE. THEY WERE GIVEN A CELL PHONE TO USE WHICH DOESN'T ALLOW THEM TO DIAL 800#S, USE A CREDIT CARD, OR AN ANSWERING MACHINE. THEY ALSO HAVE TO PAY \$17 PER MONTH FOR THE CELL SERVICE. A NOTE WAS PLACED ON THEIR DOOR INDICATING THAT SERVICE HAD BEEN INSTALLED TO THE CONNECTING POINT. IF US WEST DID ANYTHING FURTHER, THEY WOULD BE CHARGED FOR IT. HE USED TO WORK FOR PACIFIC BELL. HE SAYS THERE IS NO SIGNAL COMING THROUGH THE LINE. HE THINKS THAT WAITING THIS LONG IS JUST OUTRAGEOUS.	SERVICE WAS INSTALLED TODAY. ALL ISSUES WERE CLEARED UP.
08-20-97	08-22-97	ED	LYON		1526 4TH ST SW	HURON	SD	605-352-1464	WHEN SERVICE WAS INSTALLED EARLIER THIS SUMMER, THE CABLE WAS LAID ABOVE GROUND. THIS IS A NEW MOBILE HOME PARK. HE WANTS THE CABLE BURIED.	THE CABLE WAS BURIED TODAY.
08-21-97	08-21-97	ANNETTE	JOHNSON		358 OAK RIDGE RD	SPEARFISH	SD	605-642-7393	THEY PAID A BIG FEE TO GET PHONE SERVICE. THEIR NEIGHBORS GOT THE FEE REFUNDED. THEY WANT A REFUND TOO.	THEIR SERVICE WAS INSTALLED BEFORE THE TARIFF EXPIRED



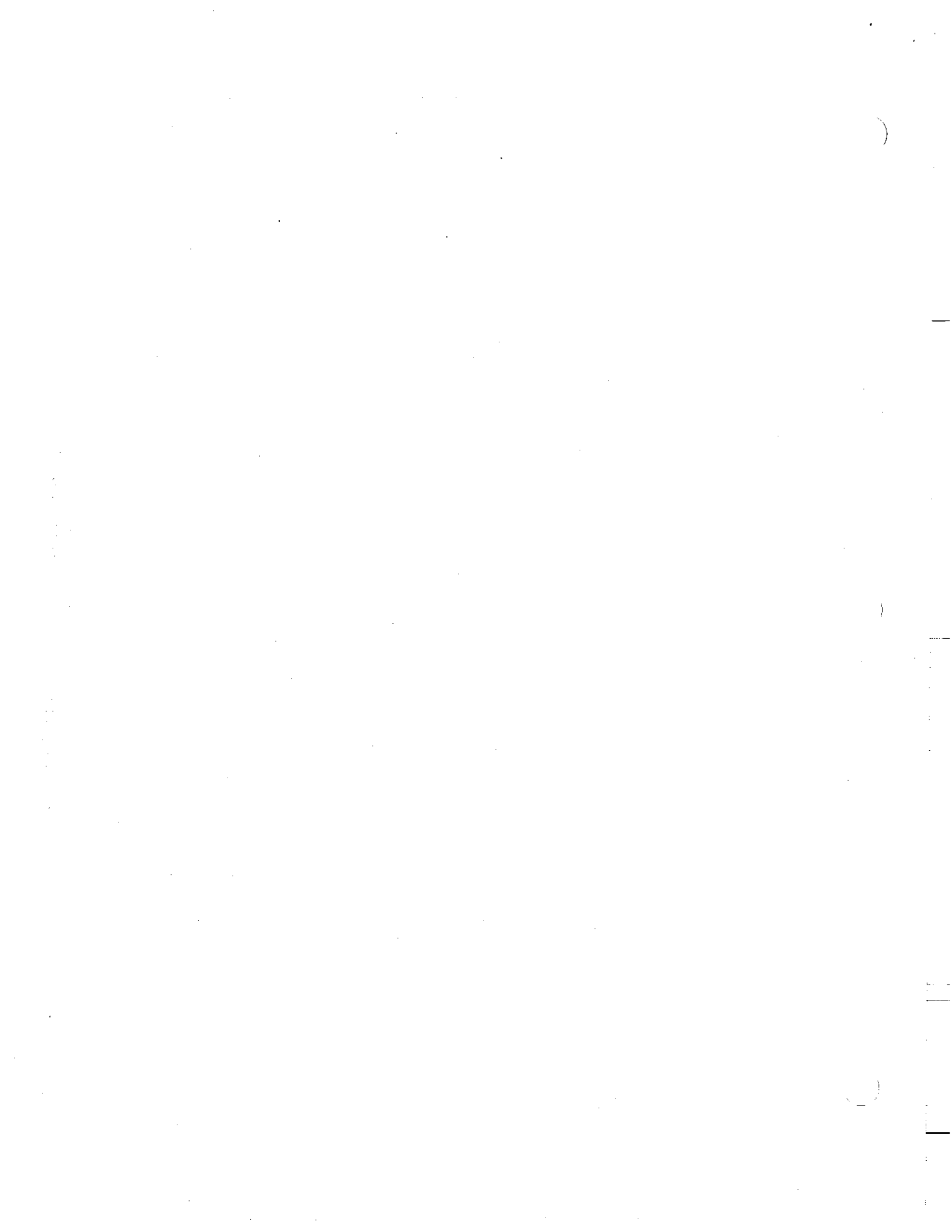
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08-25-97	09-04-97	NICK	WEYHDERT		3707 KRISTI LANE	YANKTON	SD	605-665-3691	NICK REQUESTED PHONE SERVICE AT HIS NEW HOUSE ON AUG. 13. USW INDICATED THAT IT WOULD BE INSTALLED ON AUG. 19. UPON FURTHER CHECKING USW TOLD HIM THEY DIDN'T KNOW HOW LONG IT WOULD TAKE TO GET SERVICE. U S WEST EXPLAINED THE CELL PHONE/ PAYMENT OPTIONS TO HIM. HE OPTED FOR THE CELL PHONE. WHEN HE COULDN'T GET MESSAGES FROM THE CELL PHONE HE DECIDED IT WAS STILL BETTER THAN NO PHONE BUT HE WANTS A LANDLINE. HE HAS BEEN MARRIED FOR ONE MONTH AND HIS WIFE IS SCHEDULED FOR CANCER SURGERY DURING THE FIRST WEEK OF SEPT. HE SAID IT WAS HARD TO KEEP IN TOUCH USING A CELL PHONE ????? USWC SAID HE NEEDED TO GO TO SIOUX FALLS TO GET THE CELL PHONE OR HE COULD GET A DOCTOR'S STATEMENT SHOWING IMMEDIATE NEED FOR SERVICE. HE DID GET A CELL PHONE BUT WANTS PRESSURE PUT ON US WEST TO GET THE LANDLINE IN ASAP.	SERVICE WAS HOOKED UP SEPT. 2.
082597	082897	JASON	PISTULKA	HARD DRIVE CENTRAL		YANKTON	SD	605-668-0001	HE ORDERED FRAME RELAY DURING THE FIRST WEEK OF AUG. HE WAS TOLD IT WOULD TAKE 7-10 DAYS. NOW HE IS BEING TOLD THAT NO ONE KNOWS WHEN IT WILL BE INSTALLED. THEY ALSO ORDERED 100 PR LINES FOR THE MITCHEL OFFICE. AGAIN NO ONE WILL COMMIT TO WHEN THEY WILL BE INSTALLED.	EVERYTHING SHOULD BE COMPLETED BY SEPT. 8. THE 100 PR SHOULD BE INSTALLED BY 10-20-97.
08-26-97	08-28-97	BRENDA	CRAWFORD		27332 469TH AVE	LENNOX	SD	605-368-5356	THEY REQUESTED SERVICE ON JULY 18TH AND STILL DON'T HAVE IT THE RESIDENCE HAD PRIOR SERVICE HOWEVER, THAT LINE WAS GIVE TO THE BLUE SPRUCE DEVELOPMENT. US WEST DOESN'T RETURN HER CALLS.	SERVICE SHOULD BE INSTALLED BY 9-02.
08-26-97	08-26-97	ROGER	DEROD		5334 SNOWBERRY CRT	RAPID CITY	SD	605-348-6768	HE CALLED U S WEST IN JULY TO GET HIS SERVICE INSTALLED. HE WAS TOLD THERE WOULD BE NO PROBLEM. HE WAS THEN INFORMED THAT THE ORDER WAS DELAYED TO THE FIRST WEEK OF AUG. IT WAS NOT. LATER, HE WAS TOLD AUG. 27. HE WAS GIVEN \$100 FOR HIS INCONVENIENCE.	NO FURTHER ACTION WAS NECESSARY. HE JUST WANTED TO VENT HIS FRUSTRATION.



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08-28-97	08-28-97	DIANE	PESEK			RAPID CITY	SD	605-341-7442	THEIR LINE IS SOMETIMES OUT FOR 3 OR 4 DAYS. THEY ARE ON THE END OF A LINE. THE WHOLE LINE NEEDS TO BE REPLACED. THEIR NEIGHBORS ARE EXPERIENCING THE SAME PROBLEMS.	A TECH WAS SENT OUT TO FIX THE PROBLEMS.
09-02-97	09-05-97	KEVIN & JACKIE	LEINGANG		13018 OVERLOOK DR	RAPID CITY	SD	605-341-5495	IN JULY THEY CONTACTED U S WEST TO TRANSFER THEIR NUMBER TO THEIR NEW HOMESITE. THEY PLANNED TO LIVE IN A CAMPER AT THE SITE UNTIL THE NEW HOUSE WAS DONE. THEY STILL DON'T HAVE SERVICE. MR. LEINGANG CONTACTED U S WEST ON FRIDAY AND SPOKE WITH "ROGER" IN THE HELD ORDER DEPT. ROGER SAID IT WOULD BE ANOTHER 60 DAYS BEFORE THEY COULD SUPPLY SERVICE. MR LEINGANG WAS VERY UPSET AND REQUESTED TO SPEAK TO A SUPERVISOR. AT FIRST ROGER SAID IT WOULDN'T DO HIM ANY GOOD. THEN MR LEINGANG WAS PUT ON HOLD WHILE ROGER TALKED TO CATHY DOWNER, HIS SUPERVISOR. SHE REFUSED TO TALK TO HIM BECAUSE SHE HAD NOTHING TO ADD TO WHAT ROGER HAD TOLD HIM. THIS MADE MR. LEINGANG EVEN MORE UPET.	SERVICE WAS INSTALLED TODAY.
09-03-97		ROSEMARY	WHITE SHIELD		BOX 189	OGLALA	SD	605-352-5326	SHE ALWAYS USED AN ACCESS CODE TO GET LDDS. SHE CLAIMS THAT U S WEST REFUSED TO ASSIGN LDDS TO HER LINE. LONG DISTANCE CHARGES APPEARED ON HER BILLING WHICH WERE MADE WITHOUT THE ACCESS CODE TO PLACES SHE WOULD NEVER CALL. SHE HAS BEEN DEALING WITH THE COMPANIES INVOLVED FOR OVER A YEAR WITHOUT SUCCESS. SHE HAS MOVED PUT CONTINUES TO BE HASSLED. BY U S WEST.	
09-03-97	09-03-97	JOYCE	NELSON		PO BOX 26	NEMO	SD		U S WEST WANTS \$1530 TO TAKE SERVICE TO THEIR PLACE. THEY WOULD ONLY CHARGE HER NEIGHBOR \$30. THE NEIGHBORS WORK FOR THE PHONE COMPANY. BHPL WANTS \$3500 TO GET SERVICE.	



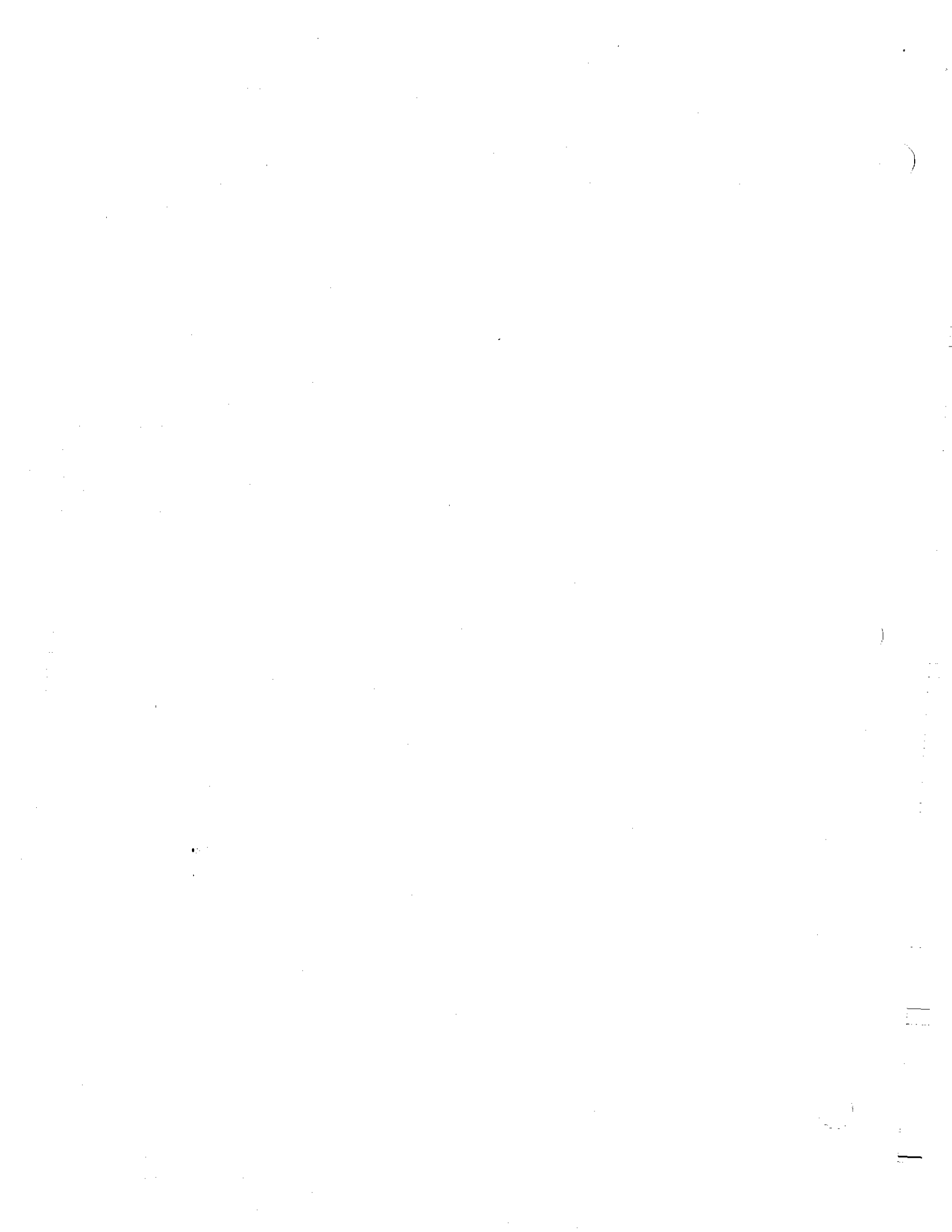
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09-03-97	09-04-97	SHARON	JANIS		871 WATERLOO #6	RAPID CITY	SD	605-348-7002	LAST MAY SHE REQUESTED THAT HER PHONE BE DISCONNECTED UNTIL SHE COULD CATCH UP ON HER BILLS. HER OLD NUMBER WAS 605-355-0235. LAST FRIDAY SHE CALLED U S WEST TO MAKE ARRANGEMENTS FOR PAYMENT. SHE WAS INSTRUCTED TO PAY "EASY MONEY" WHICH WOULD SEND A MONEY ORDER TO U S WEST AND GIVE HER A RECEIPT. SHE WAS INSTRUCTED TO FAX A COPY OF THE RECEIPT TO US WEST. SHE WAS TOLD THAT AS SOON AS SHE FAXED THE RECEIPT, HER NEW SERVICE WOULD BE CONNECTED. IT WAS NOT. SHE CALLED U S WEST TO FIND OUT WHY IT WASN'T CONNECTED AND WAS TOLD THAT IT WOULD TAKE UP TO TWO WEEKS. SHE WANTS IT NOW.	SHE WILL BE CONNECTED TODAY.
09-04-97	09-19-97	DENNIS	HOOK	PROTEUS	121 W DAKOTA	PIERRE	SD	605-224-0454	THE BUSINESS WAS MIDWEST FARMWORKERS EMPLOYMENT AND TRAINING, LOCATED IN ST. CLOUD MN. WHEN THE MINNESOTA FIRM LOST THE GRANT, PROTEUS, AN IOWA AGENCY, WAS AWARDED THE GRANT. FOR REVENGE, THE MINNESOTA FIRM CALLED U S WEST AND HAD ALL THE CALLS TRANSFERRED TO THEIR MINNESOTA OFFICES. SO PROTEUS HAD NO INCOMING CALLS. WHEN THE CALLS WERE FORWARDED, THE MINNESOTA FIRM TOLD CALLERS THAT THE MIGRANT PROGRAM NO LONGER EXISTED. PROTEUS WANTS THEIR NUMBERS BACK.	PROTEUS WILL GET THE NUMBERS BACK AND THE RECONNECTION FEES WILL BE WAIVED.
09-05-97	09-18-97	KAREN	THELEN	NU MARKETING INC/ LIFESERV	2701 S MINN AVE #6	SIoux FALLS	SD	605-339-1007	THEY SWITCHED BOTH LOCAL AND LONG DISTANCE TO PAMCOMM IN MAY. PAMCOMM USED WORLDCOM FOR LONG DISTANCE. THEY RECEIVED A BILLING FROM DTG/TCIC. SHE SPENT TWO DAYS TRYING TO GET THIS SWITCHED BACK AND WAS FRUSTRATED DEALING WITH U S WEST. THE NEXT MONTH SHE RECEIVED ANOTHER BILL FROM DTG/TCIC AND DISCOVERED THAT 4 DAYS AFTER SHE HAD TAKEN CARE OF THE PROBLEM, IT REVERTED BACK TO U S WEST. SHE IS EXTREMELY UPSET.	PAMCOMM AND U S WEST WERE ABLE TO WORK OUT THE PAPER PROCEDURES TO ACCOMPLISH A PERMANENT CHANGE.



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09-08-97		BRYAN	PETERSON		218 E KANSAS CITY #5	RAPID CITY	SD	605-341-3881	THE OPERATOR DIDN'T TELL THEM THAT THERE WOULD BE A MONTHLY BASIC FEE, A ONE-TIME ACTIVATION FEE FOR VOICE MESSAGING, ETC. THEY DON'T THINK THEY SHOULD HAVE TO PAY FOR THESE UNDISCLOSED CHARGES	
09-08-97	09-08-97	ROGER	HEYD		1115 N DAKOTA	SIOUX FALLS	SD	605-336-0559	HIS LONG DISTANCE HAS BEEN DISCONNECTED FOR A BILL TO MCI. HE CLAIMS HE DOESN'T OWE MCI ANYTHING.	HE WAS DISCONNECTED IN ERROR. HIS SERVICE HAS BEEN RESTORED.
09-09-97	09-12-97	PAT	MC FEE		2821 E HUMBOLDT	PIERRE	SD	605224-0768	SHE IS MOVING TO THIS ADDRESS AND REQUESTED U S WEST TO TRANSFER HER NUMBER. AT THAT TIME SHE WAS DENIED THE TRANSFER BECAUSE OF A BILL IN FT. PIERRE WHICH BELONGS TO HER DAUGHTER. HER DAUGHTER DIDN'T REQUEST A DISCONNECTION FROM U S WEST WHEN SHE MOVED SO THE NEXT OCCUPANTS OF THAT RESIDENCE CONTINUED TO USE THE SERVICE UNTIL SERVICE WAS FINALLY DISCONNECTED. PAT SENT A MONEY ORDER TO THE OMAHA OFFICE LAST WEEK. TODAY SHE CALLED U S WEST TO REQUEST THE TRANSFER AGAIN. NOW SHE IS BEING TOLD THAT DUE TO THAT BILL, SHE IS BEING DENIED LONG DISTANCE SERVICE UNLESS SHE PAYS A \$130 DEPOSIT. SHE DOESN'T THINK SHE SHOULD HAVE TO PAY THE DEPOSIT.	SHE WILL GET LONG DISTANCE WITHOUT A DEPOSIT.
09-09-97	09-12-97	MICHELLE	KING	LAKESIDE HOME PARK		YANKTON	SD	605-668-9859	SHE HAD REQUESTED SERVICE AND WAS TOLD IT WOULD BE OCT. 1 BEFORE SERVICE WILL BE INSTALLED. SHE IS HANDICAPPED AND NEEDS SERVICE. THIS IS IN A MOBILE HOME PARK OWNED BY DEB HORLYK. LAST YEAR THE HORLYKS REQUESTED ENOUGH FACILITIES TO ACCOMMODATE 60 LOTS. THEY HAVE RENTED LESS THAN 30 LOTS AND ARE ALREADY OUT OF FACILITIES.	SERVICE WAS INSTALLED TODAY.
09-09-97		RHONDA	FLORES			WILMOT	SD	605-938-4838	SHE WAS DISCONNECTED. HER BILL ISN'T DUE UNTIL SEPT. 23RD. SHE IS CURRENT ON HER BILLINGS. SHE DIDN'T RECEIVE ANY NOTICE.	



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09-11-97	09-16-97	DIANE	PESEK			RAPID CITY	SD	605-341-7442	THE SAME TROUBLE PROBLEMS ARE BACK.	THE TECH WENT OUT. THE LINE WAS CLEAR. THE TECH WILL CONTACT THE CUSTOMER AGAIN.
09-15-97	09-18-97	JOHN	O'BRYAN	O'BRYAN, KURTZ JOINT VENTURE		FT. PIERRE	SD	605-259-3303	THEY REQUESTED 4 NEW LINES IN AUG. THEY WERE SUPPOSED TO HAVE THEM WITHIN 3 WEEKS NOW THEY ARE BEING TOLD IT WILL BE THE END OF OCT.	IT WILL STILL BE ABOUT A MONTH BEFORE ANYTHING CAN BE DONE. 10-03-97: JOB COMPLETED.
09-15-97	09-15-97	DAVID	TARRELL			SIoux FALLS	SD	605-371-1962	HE ORDERED ISDN LINES WHICH WERE INSTALLED ON MAY 12TH. AT THAT TIME HE REQUESTED A HUNTING FEATURE WHICH IS NOT YET INSTALLED.	THE HUNTING FEATURE IS NOW INSTALLED.
09-16-97	09-16-97	KARI	ANLICKER		4400 CHIPPEWA #1	SIoux FALLS	SD	605-361-2296	SHE REQUESTED SERVICE AND WAS ASSIGNED THIS NUMBER. U S WEST HAS DENIED SERVICE UNTIL THE FORMER TENANT DISCONNECTS SERVICE. SHE JUST MOVED FROM OUT OF TOWN TO GO TO COLLEGE. SHE HAS NO IDEA WHO HAD THE LINE PREVIOUSLY.	ONE OF U S WEST'S SYSTEMS SHOWED THAT SERVICE WAS INSTALLED ON 9-06. THE PREVIOUS TENANT HADN'T DISCONNECTED SO THAT WAS AN ISSUE. THEY BY PASSED THE ISSUE BY GIVING KARI AN DIFFERENT NUMBER: 361-6167. SERVICE WAS INSTALLED TODAY.
09-17-97	09-17-97	NICK	WEYHDERT		3707 KRISTI LANE	YANKTON	SD	605-668-9299	HE PREVIOUSLY HAD A PROBLEM GETTING SERVICE WHEN IT WAS PROMISED. SERVICE WAS EVENTUALLY INSTALLED 9-02. HE IS NOW BEING BILLED FOR CELLULAR CHARGES AND U S WEST REFUSES TO GIVE HIM THE CREDIT AS PROMISED.	HE WILL GET THE \$100 CREDIT FOR CELL SERVICE.
09-18-97	09-18-97	NICK	WEYHDERT		3707 KRISTI LANE	YANKTON	SD	605-668-9299	NOW THAT HE HAS SERVICE AND CREDIT FOR HIS CELLULAR CHARGES HE WANTS CREDIT FOR HIS INCONVENIENCE.	HE WILL GET \$30 FOR THE MISSED INSTALLATION DATE.
09-18-97	09-18-97	GARY	GABUR		1812 N MAPLE	WATERTOWN	SD	605-882-2333	THEY REQUESTED SERVICE 8 WEEKS AGO. 3 WEEKS AGO THE CABLE WAS PLACED TO THE HOUSE. THEY HAVE TALKED TO DAN KAVANAUGH AT U S WEST WHO HAS MADE AND BROKEN SEVERAL PROMISES FOR SERVICE.	SERVICE WAS INSTALLED TODAY. THE ORDER WAS "MISDIRECTED" SO HE WILL GET CREDITS APPLIED TO HIS ACCOUNT.

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09-23-97		KEITH	MYERS			HILL CITY	SD	605-574-9508	MAURICE WILLIAMS OWNS CONTINENTAL LUMBER IN HILL CITY. HE ALSO OWNS 2 ADJACENT HOUSES. AS AN EMPLOYEE BENEFIT, HE ALLOWS TWO EMPLOYEES AND THEIR FAMILIES TO LIVE IN THE RESIDENCES. ONE OF THE NEW EMPLOYEES GOT SERVICE RIGHT AWAY. THE OTHER, MR. MYERS, WHO IS ON CALL 24-HOURS PER DAY, HAS BEEN INFORMED THAT HE WILL HAVE TO WAIT UNTIL SOMETIME IN DECEMBER TO GET SERVICE. CELLULAR SERVICE DOESN'T WORK IN THIS HILLY AREA. MR. WILLIAMS HAS 7 LINES TO HIS BUSINESS. HE IS WILLING TO TEMPORARILY GIVE UP ONE LINE SO THAT MR MYERS CAN GET SERVICE. U S WEST WON'T LISTEN TO HIM.	
09-24-97	09-24-97	SUSIE	MC NEILL		804 S 1ST ST	SIOUX FALLS	SD	605-339-1079	SHE CALLED ON SEPT 5TH TO GET HER SERVICE TRANSFERRED TO HER NEW ADDRESS. ON THE 12TH SOMEONE FROM US WEST CALLED BACK TO INFORM HER THAT SHE HAD BEEN DOUBLE-BILLED FOR A FEW YEARS. THE US WEST REP WHO CALLED HER SAID THEY WOULD SEND HER A CHECK FOR \$804 WITHIN 10 DAYS. SHE DIDN'T GET IT SO SHE CALLED CUSTOMER SERVICE AND SPOKE WITH "JO" WHO SAID THEY WOULD CREDIT HER ACCOUNT. MS. MC NEILL WANTS THE CHECK AS SHE WAS PROMISED.	ARRANGEMENTS WERE MADE TO GET A CHECK TO HER.
09-24-97	09-29-97	RHONDA	CARSTEN		2108 BIRCH	RAPID CITY	SD	605-355-0598	SHE HAS HAD AN ONGOING DISPUTE WITH US WEST SINCE LAST OCT. SHE CLAIMS A PAYMENT SHE MADE WAS NOT CREDITED TO HER ACCOUNT. SHE HAS SENT DOCUMENTATION TWICE AND STILL CAN'T GET IT RESOLVED. SHE WAS DISCONNECTED IN JAN AND MARCH AND AGAIN NOW. U S WEST IS DEMANDING \$140 BEFORE THEY WILL RESTORE HER SERVICE. (\$60 IS A DEPOSIT) SHE THINKS SHE SHOULDN'T OWE ANYTHING.	ARRANGEMENTS WILL BE WORKED OUT
09-25-97	10-12-97	MARK	KOCMICH		LOT 14, JEWITT ADDITION	BELLE FOURCHE	SD	605-892-6732	HE REQUESTED SERVICE FOR SEPT 19 AND HAS BEEN TOLD IT WILL BE THE END OF OCT BEFORE SERVICE CAN BE INSTALLED.	SERVICE SHOULD BE IN BY OCT 12.



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09-30-97	09-30-97	BRAD	GORDON			LEAD	SD	605-584-1979	HE MOVED 3 MILES OUTSIDE OF SPEARFISH. US WEST TOLD HIM IT WOULD BE \$1400 THEN LATER SAID \$700. US WEST SENT A BILL FOR \$714.86. HE HADN'T AGREED TO IT. U S WEST DID THE WORK WITHOUT HIS APPROVAL.	
10-06-97	10-07-97	DAVE	SAUNDERS			BLACK HAWK	SD	605-787-4082	LAST WEEK HIS PHONE SERVICE "WENT DEAD". HE CALLED US WEST TWICE A DAY FOR A COUPLE OF DAYS TO GET THEM TO FIX IT. THEY TOLD HIM TO STAY HOME ON FRIDAY AND THEY WOULD BE OUT. HE STAYED HOME FRIDAY AND SATURDAY AND NO ONE CAME OR LET HIM KNOW THAT THEY WOULDN'T BE OUT. HE CALLED AGAIN AND A TECH CAME OUT ON MONDAY. THE TECH HOOKED UP THE REGULAR LINE TO THE FAX LINE AND THE FAX LINE TO THE REGULAR LINE. HE IS TIRED OF DEALING WITH U S WEST.	EVERYTHING IS FIXED. US WEST WILL OFFER A 1 MONTH CREDIT.
10-08-97	10-08-97	JEANIE	EATHERTON			RAPID CITY	SD	605-394-2411	SHE CALLED FOR HER MOTHER WHO HAD BEEN PROMISED A PHONE BY LAST FRIDAY. WHEN THEY CONTACTED U S WEST TO SEE WHY THEY DIDN'T GET THE PHONE, THEY WERE TOLD THAT THERE WERE NO LINES AVAILABLE AND IT WOULD BE NOVEMBER BEFORE THEY COULD GET SERVICE. US WEST PROMISED A CELLULAR PHONE BUT THAT BEEN DELIVERED YET EITHER.	DAUGHTER WENT TO PICK UP CELL PHONE. THEY SHOULD HAVE A LANDLINE WITHIN A DAY OR TWO.
10-09-97	10-10-97	RAYMOND & SHERYL	KROGER		624 E 3RD ST	CANTON	SD	605-987-4119	SHE HAS BEEN GETTING BILLINGS FROM US WEST WITH MCI CHARGES. SHE GETS A SEPARATE BILLING FOR MCI WITH THE SAME CHARGES. SHE HAS BEEN PAYING THE MCI BILLING IN FULL AND DEDUCTING THAT AMOUNT FROM HER U S WEST BILLING. US WEST IS SCHEDULING A DISCONNECTION FOR TOMORROW AND MCI IS SENDING COLLECTION LETTERS.	THE DISCONNECTION WILL BE AVOIDED UNTIL THE RESOLUTION MAY BE REACHED WITH MCI. MIKE WILL WORK ON IT.
10-14-97		PATRICK	MAHOWALD	CENTURY 21	505 12TH ST SE	WATERTOWN	SD	605886-4100	HE WAS BILLED FOR WEB DEVELOPMENT BY "QUICKPAGES" THROUGH HIS U S WEST BILLING. HE WANTS THOSE CHARGES REMOVED FROM HIS BILLING.	

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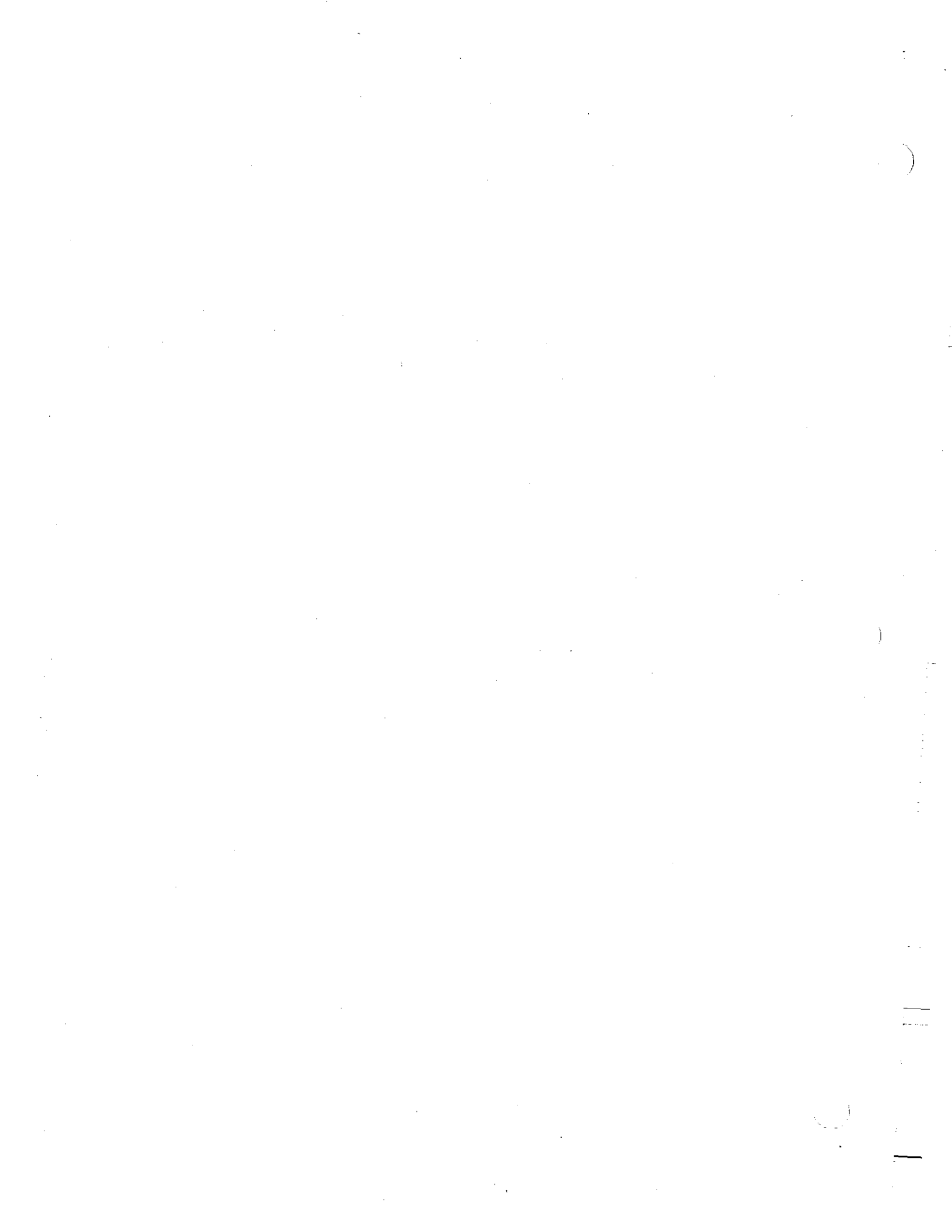
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10-14-97		ANDREA	BEAR SHIELD		PO BOX 713	RAPID CITY	SD		SHE SENT A PAYMENT WHICH SHE CLAIMS WAS NEVER PROCESSED. THEY PAYMENT INCLUDED AN AMOUNT FOR RECONNECTION.	
10-15-97	10-16-97	GARY	MEBIUS			MITCHELL	SD	605-996-9198	HE HAD TROUBLE ON HIS LINE AND REQUESTED SERVICE. HE WAS TOLD THAT SOMEONE WOULD BE OUT ON THURSDAY. HE DOESN'T THINK THAT IS SOON ENOUGH.	THE TROUBLE IS INSIDE WIRING. HE WAS UPSET MORE WITH HIS EQUIPMENT VENDOR. TROUBLE WAS FIXED.
10-20-97		MARK	VANDENHOEK	HARD DRIVE CENTRAL		MITCHELL	SD	605-996-4899	THEY REQUESTED SERVICE FOR THEIR STORE ON SEPT 1ST. THEY DIDN'T GET SERVICE UNTIL OCT 8TH. THEY STILL DON'T HAVE EVERYTHING THEY ORDERED AND PAID FOR IN ADVANCE.	
10-20-97	11-10-97	ERICA	MC NEIL	HURON AREA ADJUSTMENT TRAINING CENTER	RR 2 BOX 116	HURON	SD	605-352-5698	THEY CONTRACTED WITH FIRSTEL FOR "LOCAL LONG DISTANCE SERVICE." U S WEST HASN'T MADE THE SWITCH BECAUSE U S WEST CLAIMS THAT FIRSTEL HASN'T BEEN TARIFFED YET.	THE SWITCH WAS MADE. U S WEST WAS UNDER THE IMPRESSION THAT THEY ONLY WANT LONG DISTANCE FROM FIRSTEL.
10-20-97		MRS. TED	NELSON		122 W 15TH AVE	MITCHELL	SD	605-995-6132	THEY HAVE LDDS FOR LONG DISTANCE AND U S WEST BILLED THEM.	
10-21-97	11-04-97	DAN	KULCESKI		706 E INVERNESS	SIOUX FALLS	SD	605-367-9877	ON OCT 6 HE REQUESTED TRANSFER OF HIS SERVICE FROM THEIR APT TO THEIR NEW HOUSE. THEY WERE TOLD IT OWULD BE INSTALLED ON OCT 10. IT WASN'T. HE CALLED U S WEST. THEY PROMISED IT WOULD BE IN THE NEXT DAY. IT WASN'T. HE CALLED AGAIN, ETC. FINALLY TODAY HE WAS INFORMED THAT IT WOULD BE SOMETIME AROUND NOV. 15 BEFORE SERVICE WOULD BE INSTALLED. A CELLULAR PHONE WAS OFFERED BUT NO ONE COULD TELL HIM HOW TO GET IT. HE CLAIMS HE HAS TALKED TO 23 DIFFERENT PEOPLE AND SPENT CLOSE TO 30 HOURS TRYING TO GET ANSWERS OR DECISIONS. NO ONE COULD GIVE HIM EITHER. HE IS EXTREMELY FRUSTRATED.	SERVICE WAS INSTALLED TODAY.



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10-28-97	10-30-97	BOB	FLETCHER		14644 ANTELOPE CREEK RD	RAPID CITY	SD	605-338-8060	AT 9:20 ON MONDAY (10-26) MR FLETCHER CALLED TO COMPLAIN THAT US WEST HAD PROMISED TO HOOKUP PHONE SERVICE 10 DAYS AGO AT THE RESIDENCE OF A. CLARK WHICH IS WHERE HE LIVES. (A. CLARK IS HIS MOTHER WHO LIVES IN NEBRASKA.) HE STATED HE CALLED USWC AND THEY REPLIED THAT THEY NEEDED TO COME TO THE RESIDENCE TO INITIATE SERVICE. TO HIS KNOWLEDGE NO ONE EVER ARRIVED. HE LATER CALLED BACK TO USWC AND THEY STATED THAT HIS SERVICE WAS HOOKED UP. HE TOLD THEM IT WASN'T. USWC ASKED IF IT MAY BE THEIR CPE. HE SAID HE CHECKED AND IT HIS EQUIPMENT WAS FINE. USW SAID THAT HE MUST NEED REPAIR AND THEY SCHEDULED A REPAIR ORDER.	U S WEST FOUND THE PROBLEM 6 MILES FROM THE RESIDENCE AND CLEARED THE PROBLEM. HOWEVER, THEY NEED TO GO TO THE PREMISE TO COMPLETE THE JOB. FLETCHER TOLD BB THAT THE ONLY WAY TO DEAL WITH USWC WAS TO BOMB THEIR BUILDING. BB INDICATED THAT WAS INAPPROPRIATE. FLETCHER INSISTED IT WAS APPROPRIATE. BB INFORMED USWC AND THE AG'S OFFICES. USWC EVACUATED THEIR BUILDING AND HAD LAW ENFORCEMENT ESCORT EMPLOYEES TO FLETCHER'S RESIDENCE TO COMPLETE THE JOB.
10-28-97	10-30-97	ALTHEA	WESTERMAN			PIERRE	SD	605-945-1790	SHE REQUESTED SERVICE AND WAS TOLD SHE WOULD HAVE TO FAX HER SS# ETC. TO U S WEST. SHE DID THAT ON THE 15TH. STILL NO SERVICE. SHE CALLED AGAIN ON THE 21ST. AGAIN SHE WAS TOLD TO FAX THE INFORMATION WHICH SHE DID. STILL NO SERVICE.	SERVICE WAS INSTALLED TODAY.
11-03-97	11-06-97	DOUGLAS & PAMELA	THOMAS		PO BOX 95	PIEDMONT	SD		THEY REQUESTED SERVICE IN AUG. THEY HAVE BEEN PROMISED SEVERAL DATES AND HAVEN'T GOTTEN SERVICE. NOW THEY ARE TOLD IT WILL BE IN DEC.	SERVICE WAS INSTALLED NOV. 6.



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11-05-97		JASON	PISTULKA	HARD DRIVE CENTRAL		YANKTON	SD	605-668-0001	FIRST US WEST QUOTED \$11m; NOW IT'S \$17m. WANTS 100 LINE TO A D-MARK WHICH THEY WOULD PROVIDE WITHIN THE BUILDING. THEY WERE TOLD IF THEY WANTED THESE SERVICES, THEY SHOULD MOVE TO A TOWN WHERE THEY COULD BE OFFERED. THEY HAVE ORDERED THESE SERVICE MORE THAN ONCE. U S WEST DID A STUDY AFTER MEMORIAL DAY BUT DROPPED THE ORDER. IT WAS REINSTATED AFTER HARD DRIVE CENTRAL COMPLAINED TO THE PUC. USWC WANTED PISTULKA TO WRITE A RETRACTION OF THE COMPLAINT IN ORDER TO GET THEIR ORDER. THE BUSINESS IS TWO BLCOKS FROM US WEST ON THE SAME SIDE OF BROADWAY. THEY KNOW THAT AT LEAST 50 PAIR ARE AVAILABLE BEHIND THE BUILDING.	
11-05-97	11-06-97	MIKE	KNOPP		146 N SYCAMORE	SIOUX FALLS	SD		HE ORDERED SERVICE TWO WEEKS AGO AND WAS PROMISED AN INSTALLATION DATE OF OCT.28. THEY CALLED ON 10-29 TO INFORM THEM OF A DELAY. THEY WERE GIVEN A NEW DATE OF NOV.3. HE HAS 45 ELDERLY PEOPLE MOVING IN TOMORROW.	U SW HAS HAD PEOPLE OUT THERE EVERYDAY. THEY HAVE TRIED TO SET UP A MEETING TO COMPLETE THE BUILDING. EVERYTHING WILL BE DONE 11-11.
11-05-97	11-05-97	CHERYL	MUNKVOLD			TEA	SD	650-368-2019	WHEN THEIR NEIGHBORS GOT PHONE SERVICE, A CABLE WAS LAID ABOVE GROUND ACROSS THE MUNKVOLD'S PROPERTY LAST FEB. THEY WERE TOLD ALL SUMMER THAT IT WOULD BE BURIED. IT HASN'T BEEN YET.	IT WAS BURIED TODAY.
11-05-97		SUSAN	SHEPPICK		HWY 1806 S	FT PIERRE	SD		THEY HAVE CROSS TALK ON THEIR LINE	
11-10-97		RICHARD	HOLM	BROOKINGS MEDICAL CLINIC	400 22ND AVE	BROOKINGS	SD	605-692-6236	HE HAS A PHONE LINE AT HIS LAKE CABIN WHICH THEY DISCONNECT IN THE WINTER. THEY DON'T LIKE HAVING TO EITHER PAY THE MINIMUM MONTHLY RATE OR LOSE THEIR NUMBER.	



U S West Complaints — June 1, 1997 to November 30, 1997

DATE RECEIVED	DATE RESOLVED	FIRST NAME	LAST NAME	BUSINESS NAME	ADDRESS	CITY	ST	PHONE	INFORMATION FROM CONSUMER	FINAL ACTION
11-12-97	11-28-97	MASOR	KARIM		211 N HURON #B	PIERRE	SD	605-224-5088	THREE TIMES IN THE LAST SIX MONTHS, HIS PHONE SERVICE "HAS GONE OUT." HIS NEIGHBORS HAVE ALSO EXPERIENCED THE SAME PROBLEM. HE HAS LINEBACKER HE WANTS A PERMANENT SOLUTION	THERE WERE 2 REPAIR ORDERS NOTED IN THE LAST 6 MONTHS. MIKE ATTEMPTED TO CALL MR KARIM TO SEE WHAT THE PROBLEM WAS. HE WAS UNSUCCESSFUL. CATCHING HIM AT HOME SO HE WROTE A LETTER TO MR. KARIM ASKING HIM TO CALL MIKE.
11-12-97		DWAYNE	LARSON		701 ELM ST	HARRISBURG	SD	605-743-5402	HE HAS HAD TROUBLE ON HIS LINE AND CALLED IN TO GET IT REPAIRED. IT TOOK 3 WEEKS FOR SOMEONE TO COME OUT. WHEN THEY DID COME OUT, THEY CUT THE CABLE TV CABLE AND DIDN'T FIX HIS PHONE WHICH IS NOW NOT WORKING AT ALL.	
11-17-97		CARSON	QUINN	QUINN FUNERAL HOME	PO BOX 2092	RAPID CITY	SD	605-342-2386	IN 1994 THEY HAD A REMOTE RINGING SERVICE FOR AFTER HOURS BUSINESS. THAT WAS REMOVED IN 1996. U S WEST CONTINUES TO CHARGE THEM FOR TWO LINES.	
11-20-97		DONNA	TELLINGHUISSEN		PO BOX 468	BLACK HAWK	SD	605-787-6157	HER 13-YR OLD DAUGHTER MADE A BUNCH OF CALLS. U S WEST INDICATED THAT THEY WILL DISCONNECT IF SHE DOESN'T PAY OVER \$4000. SHE DOESN'T HAVE THE MONEY.	
11-20-97		DONALD	MACINTOSH	BREVET	100 S MARION RD	SIOU XFALLS	SD		THEY WERE CHARGED BY US WEST/DEX FOR YELLOW PAGE ADVERTISING FOR A LINE THEY DON'T HAVE.	
11-21-97		RANDY	KEIFFER		HC 77 BOX 260	STURGIS	SD	605-347-9566	HE CURRENTLY SHARES A PARTY LINE WITH HIS FATHER. TWO MONTHS AGO HE REQUESTED A PRIVATE LINE AND WAS ASSIGNED THE NUMBER 605-347-7532. NO ONE AT U S WEST CAN TELL HIM WHEN HE WILL GET THE PRIVATE LINE. ALSO THE CURRENT PARTY LINE GOES OUT INTERMITTANTLY. HE HAS REPORTED THE PROBLEMS (LAST MONTH) AND NO ONE HAS FIXED IT YET.	



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11-26-97	11-26-97	JANET	TAYLOR		516 SEAHAWK	RAPID CITY	SD	605-342-8875	HER SERVICE WENT OUT YESTERDAY. SHE CALLED TO GET IT REPAIRED AND WAS TOLD EVERYTHING WOULD BE FIXED BY 3 O'CLOCK TODAY IT WASN'T. SHE HAS TALKED TO SEVERAL NEIGHBORS WHO ARE ALSO WITHOUT SERVICE.	THE WAS AN 18-PR CABLE CUT. TECHS WILL WORK THROUGH THE NIGHT AND TRY TO GET IT REPAIRED.
11-26-97	11-26-97	RAYMOND & CHARLENE	LOLLY			PIEDMONT	SD	605-787-6754	LAST SATURDAY MORNING THEIR SERVICE WAS DISCONNECTED. MRS. LOLLY CALLED ON THEIR CELL PHONE TO FIND OUT WHY. "SHARON" WOULDN'T HELP THEM AND TOLD THEM TO CALL BILLING ON MONDAY. THEY DON'T OWE ANYTHING AND HAVE NEVER BEEN LATE ON A BILLING.	SERVICE WAS RESTORED TODAY.

