

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

IN THE MATTER OF THE COMPLAINT FILED) BY RANDY KIEFFER, STURGIS, SOUTH) DAKOTA, AGAINST U S WEST) COMMUNICATIONS, INC. REGARDING) TELEPHONE SERVICE OUTAGES AND) INADEQUATE SERVICE)	ORDER FINDING PROBABLE CAUSE AND NOTICE REQUIRING ANSWER TC98-176
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On September 21, 1998, the Commission received a complaint filed by Randy Kieffer, Sturgis, South Dakota (Complainant), against U S WEST Communications, Inc. (Respondent), regarding frequent phone service outages, slow response by U S WEST and inconvenience suffered as a result of poor service.

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 October 15, 1998, at its duly noticed meeting, the Commission reviewed the complaint.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL Chapters 49-13 and 49-31 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 21st day of October, 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: <u><i>William Kees</i></u>
Date: <u>10/22/98</u>
(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:



JAMES A. BURG, Chairman



PAM NELSON, Commissioner



LASKA SCHOENFELDER, Commissioner