

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

In the Matter of the Formal Complaint of Shahid Janjua/Oasis Car Wash against Qwest Corporation, d/b/a CenturyLink QC	<u>DOCKET NO. 16-049-03</u> <u>ORDER OF DISMISSAL</u>
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ISSUED: May 17, 2016

On March 10, 2016, Shahid Janjua/Oasis Car Wash (Mr. Janjua) filed a formal complaint against Qwest Corporation, d/b/a/ CenturyLink QC (CenturyLink), a public utility. Mr. Janjua alleged that CenturyLink offered to change his calling plan in order to lower his monthly bill; however, his monthly charges increased after he agreed to make the change and authorized automatic payment of the account by credit card.

On March 10, 2016, the Public Service Commission of Utah (Commission) issued an action request to the Utah Division of Public Utilities (Division), requesting that the Division analyze Mr. Janjua's complaint.

On March 14, 2016, the Commission issued a notice of filing and comment period, establishing deadlines for CenturyLink to respond to the complaint and for Mr. Janjua to file a final reply.

On April 11, 2016, the Division filed a memorandum requesting additional time for responding to the Commission's action request. The Division indicated that Mr. Janjua and CenturyLink appeared to be making progress toward settlement.

On April 12, 2016, Mr. Janjua filed with the Commission a request that this docket be stayed for 30 days in order to facilitate ongoing settlement negotiations. The Commission granted the requests from the Division and Mr. Janjua and, on April 13, 2016, issued an order staying the docket through May 12, 2016.

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On May 12, 2016, the Commission received an e-mail from Mr. Janjua. In his e-mail, Mr. Janjua stated, "CenturyLink and I have reached an agreement, they have provided assistance in resolving the issues. I believe, I would like to request that this case may be taken off the schedule."

ORDER

Given the foregoing, the Commission dismisses Mr. Janjua's complaint against Qwest Corporation, d/b/a CenturyLink QC in Docket No. 16-049-03. Dismissal is with prejudice. All pending filing requirements are vacated.

DATED at Salt Lake City, Utah, May 17, 2016.

/s/ Jennie T. Jonsson
Administrative Law Judge

Approved and confirmed May 17, 2016 as the Order of the Public Service Commission of Utah.

/s/ Thad LeVar, Chair

/s/ David R. Clark, Commissioner

/s/ Jordan A. White, Commissioner

Attest:

/s/ Gary L. Widerburg
Commission Secretary
DW#276818

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Notice of Opportunity for Agency Review or Rehearing

Pursuant to Utah Code Ann. §§ 63G-4-301 and 54-7-15, a party may seek agency review or rehearing of this order by filing a request for review or rehearing with the Commission within 30 days after the issuance of the order. Responses to a request for agency review or rehearing must be filed within 15 days of the filing of the request for review or rehearing. If the Commission fails to grant a request for review or rehearing within 20 days after the filing of a request for review or rehearing, it is deemed denied. Judicial review of the Commission's final agency action may be obtained by filing a Petition for Review with the Utah Supreme Court within 30 days after final agency action. Any Petition for Review must comply with the requirements of Utah Code Ann. §§ 63G-4-401, 63G-4-403, and the Utah Rules of Appellate Procedure.

CERTIFICATE OF SERVICE

I CERTIFY that on May 17, 2016, a true and correct copy of the foregoing was served upon the following as indicated below:

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