

-BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH-

In the Matter of the Formal Complaint of )  
LYNN AND MARGOT RASMUSSEN, )  
Complainant, )  
v. )  
QWEST CORPORATION, )  
Respondent. )

DOCKET NO. 02-049-27

ORDER OF DISMISSAL

ISSUED: June 27, 2003

By The Commission:

Lynn and Margot Rasmussen ("Complainants") filed a customer complaint against Qwest Corporation ("Qwest") on March 15, 2002. In Mr. and Mrs. Rasmussen's complaint, they allege that Qwest was going to disconnect their phone service for nonpayment of unregulated charges associated with cell phone and internet services. In response to both the informal and formal complaints, Qwest has asserted that the customer's service disconnection has been for the failure to pay regulated telephone services.

In response to the Division's request for additional documentation, Qwest provided billing and payment details regarding the Complainants' account. According to the records provided, the complainants had made no payments on their account for three months at the time their service was disconnected on December 11, 2001. At that time their charges for regulated local service and long distance fees totaled \$314.94 of their \$879.38 total bill. The complainants made a \$250 payment on their account on December 15, 2002 which was applied first to their regulated local charges and second toward their regulated long distance charges. An additional \$110.67 in regulated local service and long distance charges were billed to the complainant on January 1, 2002. The complainants did not make any additional payments before January 28, 2003, when Qwest again disconnected their telephone service for nonpayment. Qwest has adequately demonstrated that the complainants were disconnected for nonpayment of regulated local service charges, not unregulated MSN and wireless charges as the complainant alleged.

We find that Qwest did not violate any rule or tariff provision when it terminated Complainants' service. The complaint is dismissed.

DATED at Salt Lake City, Utah, this 27<sup>th</sup> day of June, 2003.

/s/ Ric Campbell, Chairman

/s/ Constance B. White, Commissioner

/s/ Ted Boyer, Commissioner

Attest:

/s/ Julie Orchard  
Commission Secretary

G#34242