

-BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH-

In the Matter of the Complaint of)
FRANK WEINRAUCH,)
Complainant,)
v.)
Qwest and MCIMetro Access,)
Respondents.)

DOCKET NO. 02-095-01

ORDER OF DISMISSAL

ISSUED: June 18, 2003

By The Commission:

Frank Weinrauch filed a customer complaint against Qwest Corporation (Qwest) on June 19, 2002. In his complaint, Mr. Weinrauch alleges that he attempted to change telephone service to MCIMetro Access Transmission Service's (MCIMetro) "The Neighborhood" service on April 18, 2002. He received a welcoming notice for the service, indicating that service would be initiated within 21 business days. MCIMetro's agent, Z-Tel Communications submitted to Qwest, on May 11, 2002, a Local Service Request (LSR) to transfer Mr. Weinrauch's telephone service, from Qwest to MCIMetro. Although the LSR was rejected, Mr. Weinrauch's telephone service with Qwest was disconnected, on May 21, 2002, apparently in connection with the transfer of his service to MCIMetro. Mr. Weinrauch complained to both Qwest and MCIMetro in an effort to have some telephone service restored. MCIMetro responded that it did not plan to offer service until June 12, 2002. Qwest replied that, as Mr. Weinrauch had requested to change services to MCIMetro, his service resolution lay with that company. Subsequent to his initial contacts with Qwest, Qwest has, on two occasions, offered to reconnect Mr. Weinrauch with Qwest service, waiving any reconnection charge and to use an intercept message directing callers to contact Mr. Weinrauch at another operating number. Mr. Weinrauch has decline each of Qwest's offers. It appears that Mr. Weinrauch has moved to the Park City area and established telephone service there.

Based upon the foregoing, it appears that this customer complaint is moot; there being no telephone service need for Mr. Weinrauch associated with the Salt Lake City telephone service. The separate complaint filed against Qwest, in PSC Docket No. 02-049-56, has been dismissed in conjunction with this docket. Wherefore, this complaint is dismissed, without prejudice, on the basis of mootness.

DATED at Salt Lake City, Utah, this 18th day of June, 2003.

/s/ Ric Campbell, Chairman

/s/ Constance B. White, Commissioner

Attest:

/s/ Julie Orchard
Commission Secretary

GW#34128