

-BEFORE THE UTAH PUBLIC SERVICE COMMISSION-

In the matter of the complaint of: NANCY S. BENTO,
Complainant,
vs.
QWEST COMMUNICATIONS, Respondent

DOCKET NO. 03-049-10
REPORT AND ORDER

ISSUED: May 8, 2003

By The Commission:

Complainant filed an informal complaint with the Division on January 14, 2003, alleging that Qwest had billed her for MSN service which she has never had. Qwest responded to the complaint and notified the Commission that Qwest had processed a refund. The Division staff has contacted the complainant and confirmed that she has received the requested refund on her phone bill.

On the basis that this matter has been withdrawn by the complainant, we enter the following:

ORDER

NOW, THEREFORE, IT IS HEREBY ORDERED, that:

The Complaint of Nancy S. Bento vs. Qwest Communications is dismissed.

DATED at Salt Lake City, Utah, this 8th day of May, 2003.

/s/ Douglas C. Tingey
Administrative Law Judge

Approved and Confirmed this 8th day of May, 2003, as the Report and Order of the Public Service Commission of Utah.

/s/ Stephen F. Mecham, Chairman

/s/ Constance B. White, Commissioner

/s/ Richard M. Campbell, Commissioner

Attest:

/s/ Julie Orchard
Commission Secretary

G#33657