

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

In the Matter of the Formal Complaint of)
David Young against Qwest Corporation) DOCKET NO. 09-049-40
) REPORT AND ORDER
)

ISSUED: August 10, 2009

By The Commission:

This matter is before the Commission on David Young's formal complaint against Qwest. The Division of Public Utilities (Division) submitted its recommendation on July 13, 2009. Mr. Young reduced his service with Qwest to "anywhere voice mail" on October 6, 2008. He claims that shortly after making the change, persons calling his number from a Verizon or T-Mobile wireless line would receive a message that his number was no longer in service. He stated he contacted Qwest's customer service to fix the issue, but it had not been fixed.

The Division stated that Qwest's Executive Office referred Mr. Young's issue to a Network Escalations Manager to investigate. She contacted Mr. Young to gather the numbers that were trying to call his number, but Qwest was unable to obtain from Mr. Young the numbers that were having the problems calling his phone. She put in a repair ticket for the customer, and the repair department was unable to duplicate the problem.

The Division also called Mr. Young's number from a T-Mobile number and was able to get through to his voice mail, but it gave a message stating "this voice mail box is full." The Division states that Mr. Young has not cooperated with Qwest in helping resolve the issue, nor has he established that Qwest violated any Utah laws, rules or tariffs.

ORDER

The Commission finds that Mr. Young has not established any violation of Utah law, Commission rules, or company tariff by Qwest. His formal complaint is dismissed with prejudice.

DATED at Salt Lake City, Utah this 10th day of August, 2009.

/s/ Ruben H. Arredondo
Administrative Law Judge

Approved and confirmed this 10th day of August, 2009 as the Report and Order of the Public Service Commission of Utah.

/s/ Ted Boyer, Chairman

/s/ Ric Campbell, Commissioner

/s/ Ron Allen, Commissioner

Attest:

/s/ Julie Orchard
Commission Secretary
G#63119