

STATE OF IOWA  
DEPARTMENT OF COMMERCE  
UTILITIES BOARD

IN RE:  U S WEST COMMUNICATIONS, INC., AND QWEST INC.	DOCKET NO. SPU-99-27
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**ORDER APPROVING MONTHLY SERVICE REPORT FORMAT**

(Issued July 14, 2000)

On September 20, 1999, Qwest Communications Corp., LCI International Telecom Corp., USLD Communications Inc., Phoenix Network Inc., and Qwest Communications International Inc., and U S WEST Communications, Inc., filed a "Joint Application" for an order approving the proposed merger of Qwest Inc. and U S WEST, Inc. (collectively, the "Applicants"), pursuant to Iowa Code §§ 476.76 and 476.77 (1999). The filing was docketed as Docket No. SPU-99-27.

On March 17, 2000, the Utilities Board (Board) issued an order approving a settlement agreement filed by Qwest and the Consumer Advocate Division of the Department of Justice (Consumer Advocate) terminating the docket. The Board understands that the Applicants subsequently received all other necessary approvals and closed the merger and are now referring to the Iowa operating entity as "Qwest." Thus, in this order the Board will refer to the company as "U S WEST" when discussing the past actions of the company and as "Qwest" when discussing future actions.

Article VII, Paragraph 7 of the settlement agreement included a commitment that U S WEST would work with Consumer Advocate to develop enhanced reporting

formats to facilitate assessment of U S WEST's continued compliance with the Board's service quality standards. The March 17, 2000, order required that proposals for enhanced reporting be filed with the Board within 60 days of the date of the order and further directed that Board staff participate in the meetings to develop the report formats.

Pursuant to the Board's order, U S WEST, Consumer Advocate, and Board staff held meetings and exchanged correspondence regarding the report formats. On May 16, 2000, U S WEST filed a document reflecting enhancements to its monthly service quality reporting format. U S WEST also requested a joint review, after 12 months, to consider the effectiveness of the reports and to evaluate whether specific reporting requirements should be discontinued or modified. The Board finds the enhanced report format acceptable and will approve it. The Board also finds merit in U S WEST's request for a joint review of the report format in 12 months and will make provision for that review, based upon whatever revisions Qwest may propose at that time.

In the Board's March 17, 2000, order, the Board directed that monthly service quality reports must be filed within 15 days after the end of each month. However, during the meetings among U S WEST, Consumer Advocate, and Board staff, it became apparent that a 30-day time frame would be more appropriate and the Board will modify the reporting requirement accordingly.

U S WEST's filing does not address the question of whether any part of the enhanced reports should be treated as confidential records pursuant to 199 IAC 1.9. The Board recently addressed confidentiality of service quality information in its order

issued June 19, 2000, in this docket, and the Board proposes to adopt the same approach here. All monthly service quality reporting, with the exception of customer-specific information, will be made available for public inspection; however, Qwest (and any other interested person) will be given an opportunity to request confidential treatment for any part of any report, consistent with Iowa statutes and Board rules.

**IT IS THEREFORE ORDERED:**

1. The enhanced service quality reporting format filed in this docket by U S WEST on May 16, 2000, is accepted by the Board.
2. The requirement in the Board's March 17, 2000, order in this docket that monthly service quality reports must be filed within 15 days of the end of each month is modified to 30 days.
3. Qwest is requested to file with the Board, on or before July 1, 2001, a statement of any proposed changes it may have for its monthly service quality reports. Following such a filing by Qwest, Board staff is directed to coordinate joint meetings with Qwest and Consumer Advocate regarding Qwest's proposals.

**UTILITIES BOARD**

/s/ Allan T. Thoms

/s/ Susan J. Frye

ATTEST:

/s/ Raymond K. Vawter, Jr.  
Executive Secretary

/s/ Diane Munns

Dated at Des Moines, Iowa, this 14<sup>th</sup> day of July, 2000.