

STATE OF IOWA  
DEPARTMENT OF COMMERCE  
UTILITIES BOARD

IN RE:  U S WEST COMMUNICATIONS, INC., AND QWEST INC.	DOCKET NO. TF-00-140 (SPU-99-27)
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**ORDER APPROVING COMPLIANCE TARIFF  
AND REQUIRING FURTHER PROPOSED TARIFFS**

(Issued July 24, 2000)

On September 20, 1999, Qwest Communications Corp., LCI International Telecom Corp., USLD Communications Inc., Phoenix Network Inc., and Qwest Communications International Inc. (collectively "Qwest"), and U S WEST Communications, Inc. (U S West), filed a "Joint Application" for an order approving the proposed merger of Qwest Inc. and U S WEST Inc. pursuant to Iowa Code §§ 476.76 and 476.77 (1999). The filing was reviewed by the Utilities Board (Board) in Docket No. SPU-99-27 and, pursuant to order issued March 17, 2000, the merger was permitted to proceed, pursuant to the terms of an approved settlement.

That settlement includes various commitments by U S West, including the following paragraphs from Article VII of the settlement:

Paragraph 2 provides that the company will give credits to affected customers whenever trouble reports in a wire center exceed the Board's standards in any three months out of any twelve-month period.

Paragraph 3 provides for customer credits for residential and business customers whose trouble reports are not cleared within 48 hours.

Paragraph 4 specifies new customer credits and alternative service options for customers who are subject to held orders for primary line connections.

Paragraph 5 is also addressed to held orders and requires that U S West give written notice to customers, at the earliest possible time, whenever it becomes apparent service will not be installed in a timely manner. The notice will include information regarding the alternative service options available to the customer.

Paragraph 6 establishes target levels for held orders for primary service, based upon a 3-month rolling average of held orders in excess of 30 days.

The settlement provides that the commitments specified in Paragraphs 3 and 4 will be included in U S West's tariff; the Board's order of March 17, 2000, extends this requirement to Paragraphs 2, 5, and 6, and further requires that the proposed tariff pages should be filed with the Board for review and approval at least 60 days prior to the closing of the merger.

On June 2, 2000, U S West filed a compliance tariff intended to incorporate the commitments of Paragraphs 2, 3, 4, 5, and 6 of the approved settlement into U S West's tariff. U S West and Qwest subsequently closed the merger on June 30,

2000, that is, less than 30 days after the compliance tariffs were filed. The Board finds that this early closing has not hampered the Board's review of the compliance tariffs and the Board will not take any action with respect to the timing of the filing and the closing.

The Board has reviewed the proposed tariff language and will approve it. However, the Board notes that two items discussed in the settlement, specifically the held order notice discussed in Article VII, Paragraph 5, and the cellular phone loaner program discussed in Article VII, Paragraph 4, are not included in these compliance tariffs. Accordingly, the Board will direct U S West (n/k/a Qwest Corporation) to file, within 30 days of the date of this order, proposed tariff language showing the form of notice Qwest Corporation proposes to use as a written held order notice and proposed tariff provisions detailing the cellular telephone loaner program Qwest Corporation will offer customers in held order situations.

**IT IS THEREFORE ORDERED:**

1. The proposed tariff pages filed by U S WEST Communications, Inc., on June 2, 2000, identified as TF-00-140, are approved and effective as of the date of this order.
2. U S West Communications, Inc., n/k/a Qwest Corporation, is directed to file, within 30 days of the date of this order, proposed tariff revisions to (a) specify the form of written notice to be used to notify customers of a held order situation and (b)

detail the terms and conditions of the cellular telephone loaner program Qwest Corporation will offer customers in held order situations.

**UTILITIES BOARD**

/s/ Allan T. Thoms

/s/ Susan J. Frye

ATTEST:

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

Dated at Des Moines, Iowa, this 24<sup>th</sup> day of July, 2000.