

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 TERMINATING REQUIREMENT

(Issued March 21, 2005)

On February 25, 2005, Qwest Corporation (Qwest) filed with the Utilities Board (Board) a request to terminate the current bill insert requirement ordered on September 12, 2002, in Docket No. SPU-99-27. No objection to the request was received.

Pursuant to the Board's directive in its September 12, 2002, order in this docket, Qwest was required to send a bill insert to its customers semi-annually to inform customers of bill credits, alternative service options, and other remedies available to customers for service interruptions and held orders that extended beyond the prescribed timeline of the regulatory standards. The Board previously expressed concerns regarding Qwest's quality of service and initiated this requirement to ensure that Qwest's Iowa customers were receiving all appropriate information.

In support of its request, Qwest states that its service quality has not been an issue before the Board and that there has not been a held order of more than

30 days for 43 consecutive months. Qwest asserts that its current service quality performance renders this requirement unnecessary.

The Board has reviewed Qwest's request and finds that the bill insert requirement should be eliminated at this time. In terminating the bill insert requirement, the Board is not making any finding regarding Qwest or the quality of its service.

IT IS THEREFORE ORDERED:

The requirement established by Board order on September 12, 2002, that Qwest Corporation send semi-annual bill inserts to its Iowa customers is terminated.

UTILITIES BOARD

/s/ John R. Norris

/s/ Diane Munns

ATTEST:

/s/ Margaret Munson
Executive Secretary, Deputy

/s/ Elliott Smith

Dated at Des Moines, Iowa, this 21st day of March, 2005.