

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 GRANTING APPLICATION TO TERMINATE SERVICE QUALITY
STANDARDS ADOPTED DURING MERGER**

(Issued August 18, 2005)

On March 17, 2000, the Utilities Board (Board) issued an order in this docket approving a proposed settlement concerning the merger of Qwest Corporation (Qwest) and U S WEST, Inc. In that order, the Board noted that "U S West's service quality in Iowa has been deficient and in violation of Board requirements." ("Order Approving Settlement And Terminating Docket," p. 8.) Accordingly, and consistent with the terms of the settlement agreement, the Board required Qwest to observe certain service quality standards and to file monthly service quality reports with the Board to allow the agency to monitor Qwest's retail service quality.

On May 28, 2004, Qwest filed an application to terminate the reporting requirement, asserting that its service results showed that Qwest was meeting and exceeding the majority of the standards imposed in this docket. On August 18, 2004, the Board issued an order granting Qwest's application.

While the reporting requirement was terminated, Qwest continued to be subject to certain service quality standards that were a part of the settlement agreement approved by the Board in 2000. For example, under the settlement agreement, Qwest residential customers who have a trouble report that is not cleared

within 48 hours are entitled to certain forms of relief, beyond the relief required in the Board's rules and provided by other local exchange carriers in Iowa. Qwest now argues that "there is no legitimate regulatory need for Qwest to have these unique service quality standards imposed on it any longer." (Application, p. 3.)

In support of its application, Qwest also states that it has contacted the Consumer Advocate Division of the Department of Justice (Consumer Advocate) about terminating these special service quality standards and Consumer Advocate has indicated it does not object to the relief Qwest is seeking.

The Board will grant Qwest's application and terminate the special service quality standards imposed on Qwest pursuant to the settlement agreement approved in this docket on March 17, 2000.

IT IS THEREFORE ORDERED:

The "Application to Terminate Service Quality Standards Adopted During the Merger of Qwest Corporation and U S WEST, Inc.," filed by Qwest Corporation on August 4, 2005, is granted.

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 18th day of August, 2005.