

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

A.B.I. Universal Messaging) Formal Complaint No. 1298
Center,)
)
Complainant,) COMPLAINT DISMISSED
vs.)
)
Qwest Corporation,)
)
Respondent.) Entered: October 7, 2003

BY THE COMMISSION:

By Complaint filed April 15, 2002, A.B.I Universal Messaging Center (Complainant) alleged that Qwest Corporation's (Qwest or Defendant) automated recordings were interfering with the Complainant's answering services.

By Answer filed May 3, 2003, Qwest indicated that it had contacted the Complainant and made adjustments to the Complainant's telephone services; namely, had added a terminating and originating block for a feature known as "I Called" and removed a call forward busy line feature from one of Complainant's accounts.

Upon receipt of Qwest's answer, Commission staff contacted Complainant to determine if a hearing was required. The Complainant did not wish to set a hearing, but requested that the complaint remain open in order to address any further issues related to the original complaint.

O P I N I O N A N D F I N D I N G S

The Commission has received no further contact from the Complainant regarding its original complaint against Qwest in this matter. Therefore, the Commission finds that the above-captioned formal complaint should be dismissed as satisfied.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the above-captioned complaint is hereby dismissed.

MADE AND ENTERED at Lincoln, Nebraska, this 7th day of
October, 2003.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chair

ATTEST:

Executive Director