

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska)
Public Service Commission Communi-) Docket No. C-1097
cations Department seeking an)
order to monitor the service) MOTION TO OPEN DOCKET
quality of U.S. West Communica-) AND PROVIDE REPORTS
tions, Inc.) Entered: August 16, 1994

COMES NOW the Nebraska Public Service Commission entering an order to monitor the quality of service provided by telecommunications common carrier, U.S. West Communications, Inc.

The Commission, on July 21, 1994, sent an informal letter to U.S. West, requesting an explanation why the Commission has received an increasing number of service complaints in recent months from customers in U.S. West exchanges. Pursuant to this request, U.S. West provided the Commission with a detailed response, outlining future objectives and internal company changes which propose to improve current service and repair deficiencies.

The Commission has opened this docket to ensure changes are made that will result in U.S. West customers receiving improved telecommunications services in Nebraska. U.S. West shall file monthly reports with the Commission designed to monitor the progress toward this improved level of service.

THEREFORE, the Commission opens this docket for general supervision of the progress of U.S. West Communications, Inc.'s, plan to improve service.

MADE AND ENTERED at Lincoln, Nebraska this 16th day of August, 1994.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Daniel G. Yewille

//s//Duane D. Gay
//s//Rod Johnson
//s//Frank Landis, Jr.
//s//James F. Munnelly

Frank Landis, Jr.
Chairman

ATTEST:

John R. King
Executive Director