

BEFORE THE PUBLIC SERVICE COMMISSION

Tim Franssen,)	Formal Complaint No. 1260
Complainant)	
)	
vs.)	DISMISSED
)	
U.S. West Communications,)	
Defendant)	Entered: December 9, 1997

BY THE COMMISSION:

On June 11, 1997, Tim Franssen (Complainant) filed a formal complaint against U.S. West Communications ("US West" or "Defendant"), regarding the cost of connecting telephone service to his rural home. On July 8, 1997, Defendant filed its answer to the formal complaint with the Commission.

OPINION AND FINDINGS

In September of 1995, Complainant considered purchasing some rural property in Lincoln County, Nebraska. Complainant contacted the necessary utility providers, including Defendant, to determine the cost of installation of their services. Mr. Franssen explained the rural, undeveloped nature of the property to US West, and was told that it would cost \$33.00 to have telephone service installed. After having determined the costs associated with developing the property, Mr. Franssen negotiated a price and purchased the land.

Mr. Franssen began construction of his home in October of 1996. He contacted US West at this time to determine how to proceed with connecting telephone service. Defendant now informed Mr. Franssen that the cost of connecting service would be approximately \$6,800. Complainant did not pursue the matter further until construction of his home was complete in March of 1996. When Mr. Franssen contacted US West again in March, he was told that the cost of installation would be \$7,160. US West further indicated that Defendant would not be entitled to any rebates if other persons also connected to the line.

Since filing the formal complaint, the Defendant and the Complainant have reached an Agreement, and submit a signed copy of such Agreement to the Commission. Further, by a letter dated December 8, 1997, the Complainant requested that the Commission dismiss the formal complaint against US West.

Pursuant to the Agreement, the Complainant agrees to pay US West \$3,580.63 in two separate installments for the cost of the installation of telephone service to his home. Complainant will not be obligated to pay any other installation

charges, but will be responsible for the normal nonrecurring connection charge, along with regular monthly billing.

As the parties to the complaint have negotiated a reasonable settlement, and the Complainant herein wishes to withdraw his complaint, the Commission is of the opinion that the complaint should be dismissed.



ORDER

IT IS THEREFORE ORDERED, by the Nebraska Public Service Commission that Formal Complaint 1260 is dismissed.


MADE AND ENTERED at Lincoln, Nebraska, this 9th day of December, 1997.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

//s//Rod Johnson
//s//Frank E. Landis

Chairman 

ATTEST:


Executive Director