



Missouri Public Service Commission

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May 23, 2000

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DANA K. JOYCE
General Counsel

Mr. Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge
Missouri Public Service Commission
P. O. Box 360
Jefferson City, MO 65102

FILED 3

MAY 23 2000

Missouri Public Service Commission

RE: Case No. TA-2000-309

Dear Mr. Roberts:

Enclosed for filing in the above-captioned case are an original and eight (8) conformed copies of the STAFF'S RESPONSE TO QWEST COMMUNICATION CORPORATION'S RESPONSE TO STAFF'S SUPPLEMENTAL SUGGESTIONS.

This filing has been mailed or hand-delivered this date to all counsel of record.

Thank you for your attention to this matter.

Sincerely yours,

William K Haas

William K. Haas
Deputy General Counsel
(573) 751-7510
(573) 751-9285 (Fax)

WKH/lb
Enclosure
cc: Counsel of Record

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

FILED³

MAY 23 2000

Missouri Public
Service Commission

In the Matter of the Application of)
QWEST Communications Corporation,)
for a Certificate of Authority to Provide)
Basic Local and Local Exchange Intrastate)
Telecommunications Services within the)
State of Missouri.)

Case No. TA-2000-309

STAFF'S RESPONSE TO QWEST COMMUNICATION CORPORATION'S RESPONSE
TO STAFF'S SUPPLEMENTAL SUGGESTIONS

COMES NOW the Staff of the Missouri Public Service Commission (Staff) and for its recommendation states:

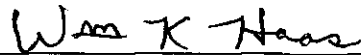
1. In its Supplemental Suggestions filed on April 14, 2000, the Staff had recommended that the Missouri Public Service Commission (Commission) approve QWEST's application for a certificate upon the condition that QWEST shall submit to the Staff any independent audit reports prepared pursuant to its FCC compliance plan.
2. In its Response filed on May 10, 2000, QWEST proposed providing a series of reports to the Staff in lieu of the audit reports.
3. In the attached Memorandum, which is labeled Appendix A, the Staff accepts QWEST's proposal. The series of reports as described in QWEST's Response to Staff's Supplemental Suggestions and in the Memorandum should allow the Staff to track QWEST's resolution of slamming problems on a going-forward basis. The Staff recommends that the

Commission grant QWEST a basic local and local exchange telecommunications services certificate upon the condition that QWEST submit the proposed reports to the Staff.

4. QWEST, Southwestern Bell Telephone Company and the Staff previously entered into and filed a Stipulation and Agreement on January 7, 2000. The Staff filed Suggestions in Support of Stipulation and Agreement on January 12, 2000. The Stipulation and Agreement and the Suggestions address other conditions which the parties propose be imposed upon the grant of the certificate.

Respectfully submitted,

DANA K. JOYCE
General Counsel



William K. Haas
Deputy General Counsel
Missouri Bar No. 28701

Attorney for the Staff of the
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Certificate of Service

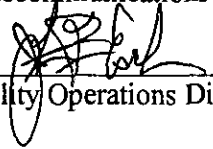
I hereby certify that copies of the foregoing have been mailed or hand-delivered to all counsel of record as shown on the attached service list this 23rd day of May 2000.

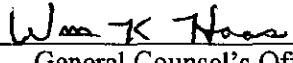
Wm K Haas

MEMORANDUM

To: Missouri Public Service Commission Official Case File
Case No. TA-2000-309
Qwest Communications Corporation

From: Sara Buyak 
Telecommunications Department

 5/23/00
Utility Operations Division/Date

 5/23/00
General Counsel's Office/Date

Subject: Qwest Communications Corporation investigation

Date: May 23, 2000

On May 10, 2000, Qwest Communications Corporation (Qwest or company) filed its response to the Commission Staff's (Staff) supplemental suggestions. Qwest's response provides a current status of the efforts made by the company to implement anti-slamming actions. In addition the company objects to Staff's proposal to condition approval of Qwest's application upon the company disclosing to the Staff the contents of the independent auditor's reports referred to in the proposed Federal Communications Commission (FCC) compliance plan. The company proposes an alternative to the submission of the independent auditor's report. Staff and Company representatives met on May 4, 2000 to discuss this alternative submission.

As noted in Staff's April 5, 2000 filing the company appears to have taken positive steps to address slamming concerns. The company's May 10th response reiterates the various measures Qwest has taken to address slamming concerns. In Staff's opinion, these measures are significant as evidenced by Qwest's Attachment 1 of the report showing a 78% decrease in slamming complaints on a national basis between August 1999 and January/February 2000.

Qwest's attempts to address slamming concerns should result in a further decline in the number of future slamming incidents. Staff has no objections to Qwest's proposal to submit a series of reports to the Staff every six months for the next three years. These reports would include an update on further company actions to implement the Slamming Compliance Plan filed with the FCC as well as national and Missouri-specific charts identifying the number of carrier change disputes for the most recent months. These alternative reports are acceptable to Staff. In this respect Staff withdraws its recommendation concerning the independent auditor's report. The reports identified in Paragraph No. 5 of Qwest's May 10th filing should be a condition of any approval of Qwest's application to provide basic local exchange telecommunications services. The submission of such reports will help ensure the company will have resolved slamming problems on a going - forward basis.

In summary, Staff has no objections to the granting of a basic local and local exchange telecommunications services certificate. Such a certificate should be conditioned on Qwest submitting the previously described reports.

**Service List for
Case No. TA-2000-309
May 23, 2000**

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