

ORDER NO. 16 136

ENTERED APR 01 2016

**BEFORE THE PUBLIC UTILITY COMMISSION**

**OF OREGON**

UCR 175

R. H. and R. H.<sup>1</sup>,

Complainants,

vs.

CENTURYTEL OF OREGON, INC. d/b/a  
CENTURYLINK,

Defendant.

ORDER

DISPOSITION: COMPLAINT WITHDRAWN; DOCKET CLOSED

This complaint was filed with the Commission on February 16, 2016. The complaint concerned an Ultra phone and installation costs. On March 2, 2016, the Commission granted defendant's request for an extension of time until April 1 to file its answer to allow the parties an opportunity to resolve this matter.

Prior to hearing, the complainants and defendant settled the dispute. On April 1, 2016, complainants filed a letter withdrawing their complaint.

**ORDER**

IT IS ORDERED that this docket is closed.

APR 01 2016

Made, entered, and effective \_\_\_\_\_



  
Michael Grant  
Chief Administrative Law Judge  
Administrative Hearings Division

<sup>1</sup> The posting of this consumer complaint order represents a policy change intended to increase the precedential value of such decisions. In such cases, the Commission will use complainants' initials to protect their privacy.