

ENTERED JUN 01 2016

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

UCR 178

A. F.,¹

Complainant,

vs.

QWEST CORPORATION d/b/a
CENTURYLINK,

Defendant.

ORDER

DISPOSITION: COMPLAINT DISMISSED; DOCKET CLOSED

This complaint was filed with the Commission on March 14, 2016. The complainant alleges that there were unauthorized charges for telecommunications service provided by the defendant, Qwest Corporation d/b/a CenturyLink (CenturyLink).

On March 16, 2016, the Commission served the complaint on defendant. Also on March 16, an Administrative Law Judge issued a Ruling granting complainant's request for waiver of electronic filing and electronic service between the parties. On March 29, 2016, CenturyLink filed an answer informing the Commission that it agreed to settlement terms with complainant, and that complainant agreed to send a letter requesting that his complaint be dismissed.

On May 19, 2016, an Administrative Specialist wrote a letter to complainant inquiring into the status of the complaint, and indicated that an order would be prepared dismissing the complaint if complainant did not respond by May 31, 2016. The letter states, in part:

"The purpose of this letter is to inquire regarding the status of your complaint. The last action in this docket was a letter filed by CenturyLink on March 29, 2016. This letter stated that you and CenturyLink agreed to settlement terms, and that you agreed to send a letter requesting that the complaint be dismissed.

¹ The Commission uses complainants' initials in consumer complaint cases to protect consumer privacy.

PLOS 10 1111

During the period of April to May, 2016, we had three telephone conversations. You stated that you would file your dismissal letter. To date, the Commission has not received your dismissal letter.

At this point in time, you need to indicate whether your billing dispute with the company has been resolved. If your dispute has been resolved, the docket will be closed. If your complaint has not been resolved, your case will be set for hearing. In either case, it is important that you notify the Commission in writing without delay. **If you do not notify the Commission regarding the status of your complaint by May 31, 2016, I will assume that you have no interest in pursuing this matter and will prepare an order dismissing the complaint.**" (Emphasis in original.)

Complainant did not respond to the Administrative Specialist's letter, and the time for doing so has expired. Since the complainant does not indicate an interest in pursuing this matter, the complaint should be dismissed and the docket closed.

ORDER

IT IS ORDERED that the complaint is dismissed and the docket is closed.

Made, entered, and effective on JUN 01 2016.





Michael Grant
Chief Administrative Law Judge
Administrative Hearings Division

A party may request rehearing or reconsideration of this order under ORS 756.561. A request for rehearing or reconsideration must be filed with the Commission within 60 days of the date of service of this order. The request must comply with the requirements in OAR 860-001-0720. A copy of the request must also be served on each party to the proceedings as provided in OAR 860-001-0180(2). A party may appeal this order by filing a petition for review with the Court of Appeals in compliance with ORS 183.480 through 183.484.