



Jason Topp
Assistant General Counsel
CenturyLink
200 S 5th St., Rm 2200
Minneapolis, MN 55402

May 18, 2020

Dear Mr. Topp:

On April 22, 2020, the Communications Workers of America (CWA) filed a formal complaint related to the services provided by Qwest Corporation d/b/a CenturyLink in Minnesota (CenturyLink). On April 27, 2020, the CWA requested that the Minnesota Public Utilities Commission (PUC) delay any Commission action on the complaint until May 4, 2020. On May 1, 2020, the CWA indicated that it would like to withdraw its complaint against CenturyLink.

Commission rules Minn. Rule, 7829.0430 govern requests to withdrawal filings in these circumstances. Rules 7829.0430 Sub part 1 provides the following:

7829.0430 WITHDRAWAL OF FILINGS.

Subpart 1. Uncontested withdrawal.

The commission delegates to the executive secretary authority to approve the withdrawal of a filing. Approval will be granted by the executive secretary if the following conditions are met:

- A. the party that submitted the filing has requested that the filing be withdrawn and has served notice on the persons listed on the official service list;
- B. no person has expressed opposition to withdrawal of the filing within 14 days of service of the notice; and
- C. no commissioner or commission staff person has identified a reason that the matter should not be withdrawn.

All of the conditions of Minn. Rules 7829.0430 Sub part 1 have been met. As the rules indicate, formal Commission action is not required to approve the withdrawal of a filing. The CWA request is hereby granted.

However, the Commission remains concerned and is responsible to ensure that CenturyLink is in compliance with the Commission's service quality rules. Because of this concern and

responsibility, the Commission requests that both the CWA and CenturyLink (either individually or jointly) provide the Commission with information documenting the service issues which compelled the CWA to make its original complaint filing, and how those service issues have been resolved in order for the complaint to be withdrawn.

If you have any questions regarding this matter, please contact Marc Fournier at marc.fournier@state.mn.us or telephone (651)-201-2214 or Michelle Rebholz at Michelle.Rebholz@state.mn.us or telephone (651)-201-2206.

Sincerely,

Will Seuffert
Executive Secretary

Equal Opportunity Employer