



Mr. Jeff S. Lacher
Staff Representative/Organizer
7600 Parklawn Ave., Ste 412
Minneapolis, MN 55435
Re: Docket P421/C-20-432

May 18, 2020

Dear Mr. Lacher:

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.

As a state agency with independent authority to conduct investigations and otherwise regulate telecommunications carriers, the Commission must first approve a request to withdraw a filing. Other groups may object to the request to withdraw a filing, or the Commission itself may choose to not approve a withdrawal request.

In this instance, the Commission will approve CWA's request to withdraw its formal complaint; however, the Commission will keep Docket P421/C-20-432 open pending additional information from either CWA, CenturyLink, or both.

The Commission remains concerned and is responsible to ensure that CenturyLink is in compliance with the Commission's service quality rules cited in CWA's formal complaint. 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to make its original complaint filing, and how those service issues have been resolved in order for the complaint to be withdrawn.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.

Sincerely,

Will Seuffert
Executive Secretary
Equal Opportunity Employer