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**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

UM 867

In the Matter of an Investigation into the)
Service Quality of U S WEST) ORDER
Communications, Inc., Pursuant to)
ORS 756.515.)

DISPOSITION: AGREEMENT ADOPTED

In Order No. 98-035, we adopted the stipulation between U S WEST Communications, Inc. (USWC) and Staff concerning held orders. The order required Staff to review the stipulation to establish targets for the remaining three quarters addressed in the stipulation. The review was to be conducted by the end of November 1998.

Staff and USWC met during October to revise the targets. On November 23, 1998, USWC submitted a letter agreeing to the targets offered by Staff. Those targets are:

End of Quarter	Target Critical Held Orders
December 31, 1998	60
March 31, 1999	50
June 30, 1999	40

At a public meeting on December 11, 1998, Staff recommended that we approve the targets agreed to by Staff and the company. Staff's public meeting memo and the company's November 23, 1998, letter are attached as Appendix A to this order.

We have reviewed the targets and find that they are reasonable.

IT IS ORDERED that the critical held order targets set forth above are adopted.

Made, entered, and effective _____.

Ron Eachus
Chairman

Roger Hamilton
Commissioner

Joan H. Smith
Commissioner

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 860-014-0095. A copy of any such request must also be served on each party to the proceeding as provided by OAR 860-013-0070(2). A party may appeal this order to a court pursuant to ORS 756.580.