

Response Received from Qwest Communications - United
Locating Service provides the facility marking services for Qwest
Communications

9/12/03

Qwest Communications,

In regards to the complaint OC03-011 filed by Runge Enterprises, it appears there was a misunderstanding of the required work area to be located. The ticket number concerned with the complaint, SD031400724, has the work location describes as " Mark and flag starting at above intersection on 85th St. West, to 500ft west of Hughes Ave." The area located was the intersection of 85th St. and Hughes Ave. to a point 500ft. west on 85th St.

Occasionally the work area on One Call tickets is misread by the locate technician, and the incorrect area is marked. This action usually is remedied by either a verification ticket request, or a phone call to bring the error to the attention of United Locating. No verification or call was made in this instance. Runge Enterprises has and has used the phone numbers of the Qwest supervisor, and United Locating Service, previous to and since this locate request.

Sincerely,

Douglas Wudel
Supervisor
United Locating Service