

Missouri Public Service Commission

Data Center

P.O. Box 360

Jefferson City, Missouri 65102-0360

MO 419-2651 (9-10)

FILED

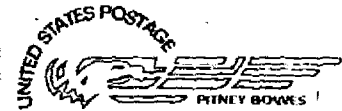
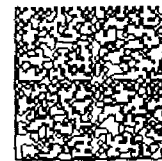
FEB 9 2011

Missouri Public
Service Commission

City of Lake St. Louis, Missouri
Legal Department

63366

FIRST CLASS



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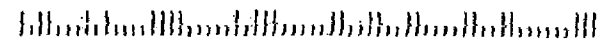
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UNABLE TO FORWARD

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*2760-06199-25-44



**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of the Reapplication of the)
United Way of Greater St. Louis, Inc. for an)
Order of the Commission Granting it)
Authority as an Information and Referral)
Provider for Purposes of Obtaining 211)
Service)

File No. AO-2011-0155

**ORDER DIRECTING NOTICE
AND SETTING INTERVENTION DEADLINE**

Issue Date: January 24, 2011

Effective Date: January 24, 2011

On November 29, 2010, the United Way of Greater St. Louis, Inc. filed the above-captioned request. The Commission is required to issue notice to a number of different entities.¹ To facilitate sending notice, the Commission directed the Staff of the Commission to file a list of the entities that it believes the Commission should notify. Staff filed a list on January 12, 2011.

Commission rule 4 CSR 240-2.080(15) requires that responsive pleadings be made within 10 days. Ten days have expired and there has been no response to Staff's pleading setting out the list of entities. The Commission will therefore direct its Data Center to issue notice to those entities as ordered below. Further, the Commission will direct that the United Way issue notice to those entities it funds.

The Commission will also set an intervention deadline and require those that wish to intervene to file an application as set out in the ordered paragraphs below.

¹ Commission rule 4 CSR 240-32.200(4).

THE COMMISSION ORDERS THAT:

1. The Data Center of the Commission shall provide notice of this order to the following:

a. All Incumbent Local Exchange Carriers.

b. All Competitive Local Exchange Carriers.

c. To the County Commissions of: Adair, Atchison, Audrain, Barry, Barton, Benton, Bollinger, Boone, Butler, Callaway, Camden, Cape Girardeau, Carroll, Carter, Cedar, Chariton, Christian, Clark, Cole, Cooper, Crawford, Dade, Hickory, Holt, Howard, Howell, Iron, Jasper, Jefferson, Knox, Laclede, Lawrence, Lewis, Lincoln, Linn, Livingston, McDonald, Macon, Madison, Maries, Marion, Mercer, Miller, Mississippi, Perry, Phelps, Pike, Polk, Pulaski, Putnam, Ralls, Randolph, Reynolds, Ripley, St. Charles, St. Clair, Ste. Genevieve, St. Francois, St. Louis, Schuyler, Scotland, Scott, Shannon, Shelby, Stoddard, and Stone.

d. To the following cities, with populations of more than 5,000: Arnold, Aurora, Ballwin, Bellefontaine Neighbors, Berkeley, Black Jack, Bolivar, Bonne Terre, Booneville, Bowling Green, Branson, Brentwood, Cape Girardeau, Carl Junction, Carthage, Caruthersville, Charleston, Chesterfield, Chillicothe, Clayton, Columbia, Crestwood, Creve Coeur, Dardenne Prairie, DeSoto, Des Peres, Desloge, Dexter, Ellisville, Eureka, Farmington, Ferguson, Festus, Florissant, Fulton, Glendale, Hannibal, Hazelwood, Jackson, Jefferson City, Jennings, Joplin, Kennett, Kirksville, Ladue, Lake St. Louis, Lebanon, Macon, Manchester, Maplewood, Marshall, Marshfield, Maryland Heights, Maryville, Mexico, Moberly, Monett, Neosho, Nevada, Nixa, O'Fallon, Olivette, Overland, Ozark, Pacific, Park Hills, Perryville, Pevely, Poplar Bluff, Republic, Richmond Heights,

Rolla, Shrewsbury, Sikeston, Springfield, St. Ann, St. Charles, Ste. Genevieve, St. John, St. Louis City, St. Peters, Sullivan, Sunset Hills, Town and Country, Trenton, Troy, Union, University City, Valley Park, Warrenton, Washington, Webb City, Webster Groves, Weldon Spring, Wentzville, West Plains and Wildwood.

2. The United Way of Greater St. Louis, Inc. shall notify all of the agencies it funds.

3. Any requests to intervene shall be filed no later than February 23, 2011, with:

Secretary
Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102

4. This order shall become effective upon issuance.

BY THE COMMISSION



Steven C. Reed
Secretary

(SEAL)

Kennard L. Jones, Senior Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2000.

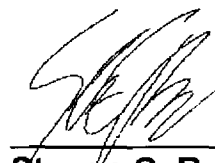
Dated at Jefferson City, Missouri,
on this 24th day of January, 2011.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 24th day of January 2011.

A handwritten signature in black ink, appearing to read 'S. Reed', is written over a horizontal line.

Steven C. Reed
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

January 24, 2011

File No. AO-2011-0155

General Counsel's Office
P.O. Box 360
200 Madison Street, Suite 800
Jefferson City, MO 65102

Lewis R. Mills, Jr.
P.O. Box 2230
200 Madison Street, Suite 650
Jefferson City, MO 65102

City of Arnold, Missouri
Legal Department
2101 Jeffco Blvd.
Arnold, MO 63010

City of Aurora, Missouri
Legal Department
2 W Pleasant
Aurora, MO 65605

City of Ballwin
Legal Department
14811 Manchester Road
Ballwin, MO 63011

City of Bellefontaine Neighbors, Missouri
Legal Department
9641 Bellefontaine Road
Bellefontaine Neighbors, MO 63137

City of Berkeley, Missouri
Legal Department
6140 N. Hanley Road
Berkeley, MO 63134

City of Black Jack, Missouri
Legal Department
12500 Old Jamestown Road
Black Jack, MO 63033

City of Bolivar, Missouri
Legal Department
345 S. Main Ave.
Bolivar, MO 65613

City of Bonne Terre, Missouri
Legal Department
118 N. Allen Street
Bonne Terre, MO 63628

City of Boonville, Missouri
Legal Department
525 E. Spring Street
Boonville, , MO 65233

City of Bowling Green, Missouri
Legal Department
16 W Church Street
Bowling Green, MO 63334-1612

City of Branson, Missouri
Legal Department
110 W Maddux St., #210
Branson, MO 65616

City of Brentwood, Missouri
Legal Department
2348 S. Brentwood Boulevard
Brentwood, MO 63144

City of Cape Girardeau, Missouri
Legal Department
401 Independence
P.O. Box 617
Cape Girardeau, MO 63703

City of Carl Junction, Missouri
Legal Department
303 N. Main Street
Carl Junction, MO 64834

City of Carthage, Missouri
Legal Department
149 East Third Street
Carthage, MO 64836

City of Caruthersville, Missouri
Legal Department
200 West Third Street
Caruthersville, MO 63830

City of Charleston, Missouri
Legal Department
204 N. Main St.
Charleston, MO 63834

City of Chesterfield, Missouri
Legal Department
690 Chesterfield Parkway
Chesterfield, MO 63017

City of Chillicothe, Missouri
Legal Department
715 Washington
Chillicothe, MO 64601

City of Clayton, Missouri
Legal Department
10 N. Bemiston Avenue
Clayton, MO 63105

City of Columbia, Missouri
Legal Department
701 E. Broadway
P.O. Box 6015
Columbia, MO 65205

City of Crestwood, Missouri
Legal Department
1 Det Jen Drive
Crestwood, MO 63126

City of Creve Coeur, Missouri
Legal Department
300 North New Ballas Road
Creve Coeur, MO 63141

City of Dardenne Prairie, Missouri
Legal Department
2032 Hanley Road
Dardenne Prairie, MO 63368

City of Des Peres, Missouri
Legal Department
12325 Manchester Road
Des Peres, MO 63131

City of Desloge, Missouri
Legal Department
300 North Lincoln Street
Desloge, MO 63601

City of DeSoto, Missouri
Legal Department
17 Boyd Street
De Soto, MO 63020

City of Dexter, Missouri
Legal Department
301 East Stoddard Street
Dexter, MO 63841-1341

City of Ellisville, Missouri
Legal Department
1 Weis Avenue
Ellisville, MO 63011

City of Eureka, Missouri
Legal Department
P.O. Box 125
Eureka, MO 63025

City of Farmington, Missouri
Legal Department
110 West Columbia Street
Farmington, MO 63640

City of Ferguson, Missouri
Legal Department
110 Church Street
Ferguson, MO 63135

City of Festus, Missouri
Legal Department
711 West Main Street
Festus, MO 63028-1700

City of Florissant, Missouri
Legal Department
955 Rue St. Francois
Florissant, MO 63031

City of Fulton, Missouri
Legal Department
4th and Market Streets
Fulton, MO 65251

City of Glendale, Missouri
Legal Department
424 North Sappington Rd.
Kirkwood, MO 63122-4799

City of Hannibal, Missouri
Legal Department
3 Industrial Loop Drive
Hannibal, MO 63401

City of Hazelwood, Missouri
Legal Department
415 Elm Grove Lane
Hazelwood, MO 63042-1917

City of Jackson, Missouri
Legal Department
101 Court Street
Jackson, MO 63755-1807

City of Jefferson, Missouri
Legal Department
320 E. McCarty
Jefferson City, MO 65101

City of Jennings, Missouri
Legal Department
2120 Hord Ave.
Saint Louis, MO 63136-3898

City of Joplin, Missouri
Legal Department
Unknown
Jefferson City, MO 65101

City of Kennett, Missouri
Legal Department
P.O. Box 189
200 Cedar Street
Kennett, MO 63857

City of Kirksville, Missouri
Legal Department
109 West Washington Street
Kirksville, MO 63501-2873

City of Ladue, Missouri
Legal Department
9345 Clayton Road
Ladue, MO 63124

City of Lake St. Louis, Missouri
Legal Department
6801 Delmar Blvd.
Saint Louis, MO 63130-3104

City of Lebanon, Missouri
Legal Department
400 South Madison Ave.
Lebanon, MO 65536-3154

City of Macon, Missouri
Legal Department
106 West Bourke Street
Macon, MO 63552-1502

City of Manchester, Missouri
Legal Department
14318 Manchester Road
Manchester, MO 63011

City of Maplewood, Missouri
Legal Department
7601 Manchester Road
Saint Louis, MO 63143-2840

City of Marshall, Missouri
Legal Department
214 N. Lafayette Ave. # A
Marshall, MO 65340-1715

City of Marshfield, Missouri
Legal Department
798 S. Marshall
Marshfield, MO 65706

City of Maryland Heights, Missouri
Legal Department
11911 Dorsett Road
Maryland Heights, MO 63043

City of Maryville, Missouri
Legal Department
415 North Market Street
Maryville, MO 64468-1614

City of Mexico, Missouri
Legal Department
300 N Coal St
Mexico, MO 65265

City of Moberly, Missouri
Legal Department
101 West Reed Street
Moberly, MO 65270

City of Monett, Missouri
Legal Department
217 Fifth Street
Monett, MO 65708-0110

City of Neosho, Missouri
Legal Department
203 East Main Street
Neosho, MO 64850-1812

City of Nevada, Missouri
Legal Department
110 South Ash Street
Nevada, MO 64772-3117

City of Nixa, Missouri
Legal Department
P.O. Box 395
Nixa, MO 65714-0395

City of O'Fallon, Missouri
Legal Department
100 North Main
O'Fallon, MO 63366

City of Olivette, Missouri
Legal Department
9473 Olive Boulevard
Olivette, MO 63132

City of Overland, Missouri
Legal Department
8374 Midland Blvd.
Overland, MO 63114-5999

City of Ozark, Missouri
Legal Department
205 North 1st Street
Ozark, MO 65721-7311

City of Pacific, Missouri
Legal Department
300 Hoven Dr.
Pacific, MO 63069-1157

City of Park Hills, Missouri
Legal Department
7 Wood Drive
Park Hills, MO 63601-2064

City of Perryville, Missouri
Legal Department
215 North West Street
Perryville, MO 63775-1327

City of Pevely, Missouri
Legal Department
401 Main Street
Pevely, MO 63070-3309

City of Poplar Bluff, Missouri
Legal Department
101 Oak Street
Poplar Bluff, MO 63901

City of Republic, Missouri
Legal Department
213 North Main Ave.
Republic, MO 65738-1472

City of Richmond Heights, Missouri
Legal Department
1330 S. Big Bend Blvd.
Richmond Heights, MO 63117

City of Rolla, Missouri
Legal Department
P.O. Box 979
Rolla, MO 65402

City of Shrewsbury, Missouri
Legal Department
5200 Shrewsbury Ave.
Saint Louis, MO 63119-4398

City of Sikeston, Missouri
Legal Department
521 Greer Ave.
P.O. Box 921
Sikeston, MO 63801

City of Springfield, Missouri
Legal Department
301 East Central
P.O. Box 551
Springfield, MO 65801-0551

City of St. Ann, Missouri
Legal Department
10405 St. Charles Rock Road
St. Ann, MO 63074

City of St. Charles, Missouri
Legal Department
200 North 2nd Street
St. Charles, MO 63301-2851

City of St. John
Legal Department
8944 St. Charles Rock Road
St. John, MO 63114

City of St. Louis, Missouri
Legal Department
1200 Market St., Rm 200
St. Louis, MO 63103

City of St. Peters, Missouri
Legal Department
P.O. Box 9
One St. Peters Centre Boulevard
St. Peters, MO 63376

City of Ste. Genevieve, Missouri
Legal Department
165 South 4th Street
Ste. Genevieve, MO 63670-1605

City of Sullivan, Missouri
Legal Department
210 West Washington Street
Sullivan, MO 63080

City of Sunset Hills
Legal Department
3939 S. Lindbergh Blvd.
Sunset Hills, MO 63127

City of Town and Country, Missouri
Legal Department
1011 Municipal Center Drive
Town and Country, MO 63131

City of Trenton
Legal Department
1100 Main Street
PO Box 188
Trenton, MO 64683

City of Troy, Missouri
Legal Department
200 Main Street
Troy, MO 63379-1126

City of Union, Missouri
Legal Department
500 East Locust Street
Union, MO 63084

City of University City, Missouri
Legal Department
6801 Delmar Blvd.
University City, MO 63130

City of Valley Park, Missouri
Legal Department
320 Benton St. #A
Valley Park, MO 63088-1735

City of Warrenton, Missouri
Legal Department
200 West Main Street
Warrenton, MO 63383-1930

City of Washington, Missouri
Legal Department
405 Jefferson Street
Washington, MO 63090-2607

City of Webb City
Legal Department
200 South Main St
PO Box 30
Webb City, MO 64870

City of Webster Groves, Missouri
Legal Department
4 East Lockwood Ave.
Webster Groves, MO 63119-3088

City of Weldon Springs, Missouri
Legal Department
5490 5th Street
Cottleville, MO 63304

City of Wildwood, Missouri
Legal Department
16962 Manchester Road
Wildwood, MO 63040

County of Audrain, Missouri
County Commission Clerk
101 N. Jefferson, Room 101
Audrain County Courthouse
Mexico, MO 65265

County of Benton, Missouri
County Commission Clerk
316 Van Buren Street - Benton
County Courthouse
P.O. Box 1238
Warsaw, MO 65355

County of Butler, Missouri
County Commission Clerk
100 N. Main, Room 202
Butler County Courthouse
Poplar Bluff, MO 63901

County of Cape Girardeau, Missouri
County Commission Clerk
1 Barton Square
Cape Girardeau County
Administration Bldg.
Jackson, MO 63755

County of Cedar, Missouri
County Commission Clerk
113 South St., Cedar County
Courthouse
P.O. Box 665
Stockton, MO 65785

County of Clark, Missouri
County Commission Clerk
111 E. Court, Suite 4
Clark County Courthouse
Kahoka, MO 63445

County of Crawford, Missouri
County Commission Clerk
203 Main Street, Crawford County
Courthouse
P.O. Box AS
Steelville, MO 65565

County of Holt, Missouri
County Commission Clerk
102 Nodaway, Holt County
P.O. Box 437
Oregon, MO 64473

County of Iron, Missouri
County Commission Clerk
250 S Main St, Iron County Courthouse
P.O. Box 42
Ironton, MO 63650

City of Wentzville, Missouri
Legal Department
310 West Pearce Boulevard
Wentzville, MO 63385-1422

County of Adair, Missouri
County Commission Clerk
106 W. Washington Street, 2nd Fl.
Kirksville, MO 63501

County of Barry, Missouri
County Commission Clerk
700 Main, Suite 2
Barry County Courthouse
Cassville, MO 65625

County of Bollinger, Missouri
County Commission Clerk
204 High - Bollinger County
Suite 5
Marble Hill, MO 63764

County of Callaway, Missouri
County Commission Clerk
10 E Fifth St.
Callaway County Courthouse
Fulton, MO 65251

County of Carroll, Missouri
County Commission Clerk
8 South Main, Ste. 6
Carroll County Courthouse
Carrollton, MO 64633

County of Chariton, Missouri
County Commission Clerk
306 S. Cherry
Chariton County Courthouse
Keytesville, MO 65261

County of Cole, Missouri
County Commission Clerk
311 E High St., Rm 201
Cole County Courthouse Annex
Jefferson City, MO 65101

County of Dade, Missouri
County Commission Clerk
300 W Water St.
Dade County Courthouse
Greenfield, MO 65661

County of Howard, Missouri
County Commission Clerk
1 Courthouse Sq.
Howard County Courthouse
Fayette, MO 65248

County of Jasper, Missouri
County Commission Clerk
302 S Main St., Rm 102
Jasper County Courthouse
Carthage, MO 64836

City of West Plains, Missouri
Legal Department
P.O. Box 710
West Plains, MO 65775

County of Atchison, Missouri
County Commission Clerk
400 S. Washington - Atchison County
Courthouse
P.O. Box 280
Rock Port, MO 64482
County of Barton, Missouri
County Commission Clerk
1004 Gulf, Room 104
Barton County Courthouse
Lamar, MO 64759

County of Boone, Missouri
County Commission Clerk
801 E. Walnut, Rm. 236
Boone County Government Center
Columbia, MO 65201

County of Camden, Missouri
County Commission Clerk
1 Court Circle, Ste. 2
Camdenton, MO 65020

County of Carter, Missouri
County Commission Clerk
105 Main St., Carter County
Courthouse
P.O. Box 517
Van Buren, MO 63965

County of Christian, Missouri
County Commission Clerk
100 W Church, Rm. 206
Christian County Courthouse
Ozark, MO 65721

County of Cooper, Missouri
County Commission Clerk
200 Main Street, Room 23
Cooper County Courthouse
Boonville, MO 65233

County of Hickory, Missouri
County Commission Clerk
Hickory County Courthouse, Spring
and Dallas
P.O. Box 3
Hermitage, MO 65668

County of Howell, Missouri
County Commission Clerk
1 Courthouse
West Plains, MO 65775

County of Jefferson, Missouri
County Commission Clerk
729 Maple, Jefferson County Admin.
Bldg.
PO Box 100
Hillsboro, MO 63050

County of Knox, Missouri
County Commission Clerk
107 N Fourth St.
Knox County Courthouse
Edina, MO 63537

County of Lewis, Missouri
County Commission Clerk
100 E. Lafayette; Lewis County
Courthouse
PO Box 67
Monticello, MO 63457

County of Livingston, Missouri
County Commission Clerk
700 Webster St., Ste. 10
Livingston County Courthouse
Chillicothe, MO 64601

County of Maries, Missouri
County Commission Clerk
211 Fourth Street, Maries County
Courthouse
P.O. Box 205
Vienna, MO 65582

County of Mercer, Missouri
County Commission Clerk
802 Main Street
Mercer County Courthouse
Princeton, MO 64673

County of Perry, Missouri
County Commission Clerk
321 N. Main St., No. 2
Perry County Administration Bldg
Perryville, MO 63375

County of Polk, Missouri
County Commission Clerk
102 E Broadway, Rm 11
Polk County Courthouse
Bolivar, MO 65613

County of Ralls, Missouri
County Commission Clerk
311 S Main, Ralls County Courthouse
PO Box 400
New London, MO 63459

County of Ripley, Missouri
County Commission Clerk
100 Courthouse Sq., Ste. 2
Ripley County Courthouse
Doniphan, MO 63935

County of Scott, Missouri
County Commission Clerk
131 S Winchester, Scott County
Courthouse
PO Box 188
Benton, MO 63736

County of St. Charles, Missouri
County Commission Clerk
201 North Second Street, Room 529
c/o County Registrar
St. Charles, MO 63301

County of Laclede, Missouri
County Commission Clerk
200 N. Adams Ave.
Laclede County Government Center
Lebanon, MO 65536

County of Lincoln, Missouri
County Commission Clerk
201 Main St.
Lincoln County Courthouse
Troy, MO 63379

County of Macon, Missouri
County Commission Clerk
101 E Washington, Bldg. 1
P.O. Box 96
Macon, MO 63552

County of Marion, Missouri
County Commission Clerk
100 S Main
Marion County Courthouse
Palmyra, MO 63461

County of Miller, Missouri
County Commission Clerk
2001 Hwy. 52, Miller County
Courthouse
PO Box 12
Tuscumbia, MO 65082

County of Phelps, Missouri
County Commission Clerk
200 N. Main Street, Suite 102
Phelps County Courthouse
Rolla, MO 65401

County of Pulaski, Missouri
County Commission Clerk
301 Historic Rt. 66 E., Ste. 101
Pulaski County Courthouse
Waynesville, MO 65583

County of Randolph, Missouri
County Commission Clerk
110 S. Main St.
Randolph County Courthouse
Huntsville, MO 65259

County of Schuyler, Missouri
County Commission Clerk
PO Box 187
Schuyler County Courthouse
Lancaster, MO 63548

County of Shannon, Missouri
County Commission Clerk
106 Main, Shannon County Courthouse
P.O. Box 187
Eminence, MO 65466

County of St. Clair, Missouri
County Commission Clerk
655 Second St., St. Clair County
Courthouse
P.O. Box 525
Osceola, MO 64776

County of Lawrence, Missouri
County Commission Clerk
1 E Courthouse Sq., Ste. 101
Lawrence County Courthouse
Mt. Vernon, MO 65712

County of Linn, Missouri
County Commission Clerk
108 N High, Rm 102.
PO Box 92
Linneus, MO 64653

County of Madison, Missouri
County Commission Clerk
1 Courthouse Sq.
Madison County Courthouse
Fredericktown, MO 63645

County of McDonald, Missouri
County Commission Clerk
602 Main St., McDonald Co.
Courthouse
PO Box 665
Pineville, MO 64856

County of Mississippi, Missouri
County Commission Clerk
Mississippi County Courthouse
PO Box 369
Charleston, MO 63834

County of Pike, Missouri
County Commission Clerk
115 W Main
Pike County Courthouse
Bowling Green, MO 63334

County of Putnam, Missouri
County Commission Clerk
Putnam County Courthouse, Room 204
Unionville, MO 63565

County of Reynolds, Missouri
County Commission Clerk
Reynolds County Courthouse
PO Box 10
Centerville, MO 63663

County of Scotland, Missouri
County Commission Clerk
117 S Market St., Ste 100
Scotland County Courthouse
Memphis, MO 63555

County of Shelby, Missouri
County Commission Clerk
100 E. Main, Shelby County
Courthouse
P.O. Box 186
Shelbyville, MO 63469

County of St. Francois, Missouri
County Commission Clerk
1 N. Washington, Ste 206
St. Francois County Courthouse
Farmington, MO 63640

County of St. Louis, Missouri
County Commission Clerk
41 S. Central Avenue
Lawrence K. Roos County Gov Center
Clayton, MO 63105

County of Stone, Missouri
County Commission Clerk
PO Box 45
Stone County Courthouse
Galena, MO 65656

County of Ste. Genevieve, Missouri
County Commission Clerk
55 S. Third
Ste. Genevieve County Courthouse
Ste. Genevieve, MO 63670

United Way of Greater St. Louis, Inc.
Mark Comley
601 Monroe Street., Suite 301
P.O. Box 537
Jefferson City, MO 65102-0537

County of Stoddard, Missouri
County Commission Clerk
316 S Prairie
PO Box 110
Bloomfield, MO 63825

Enclosed find a certified copy of an ORDER in the above-numbered matter(s).

Sincerely,



Steven C. Reed
Secretary

Uncertified Copies: To Missouri Certified Telecommunications Companies.