

602 Chestnut Street
Thayer, MO 65791
January 17, 2007
203 823-8390

The Honorable Coleen M. Dale, Secretary
Missouri Public Service Commission
Post Office Box 360
Jefferson City, Missouri 65102

FILED

JAN 23 2007

Missouri Public
Service Commission

Dear Judge Dale:

Enclosed please find eight copies of my complaint, as well as a copy of the letter I received from Gay Fred in which I have highlighted the language, as per instruction of the Public Counsel.

I would like to request that my participation in this matter be conducted by telephone.

If you have any further question, or if you require any further information, please feel free to contact my by letter of telephone.

Thank you for your consideration of this matter.

Respectfully yours,



Christiane Rossetti

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Christiane Rossetti

Complainant

Case No.

vs.

CenturyTel of Missouri, LLC

Respondent

FILED

JAN 23 2007

COMPLAINT

Complainant resides at 602 Chestnut Street, Thayer, MO 65791. Missouri Public Service Commission

1. Respondent, CenturyTel of Missouri, LLC, is a public utility under the jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

Since I moved to the Midwest in November, 2005, I have been refused ground line telephone service by CenturyTel. I made three requests in Arkansas and three requests in Missouri.

The first thing they ask for is a social security number and birth date. They claim to need that for a credit check. I told them I do not give out my social security number and birth date because of the risk. Then they demanded copies of my passport and driving license, saying that they need to verify my identity. They wanted two forms of government issued identification. There is no other type of identification they would accept. Many driving licenses contain the social security number, and they all contain birth dates. I told them that it is not safe to give them this information because it places me at risk of identity theft and places my safety at risk. I told them that these documents are my property and not the property of CenturyTel. I offered them a letter of credit from my bank and I offered to pay the deposit. My bank credit is also my business, not theirs, and providing that to them also places me at some risk if unauthorized persons were to become aware it. I informed them at the corporate office that my check would certainly verify my identity because opening any type of checking account requires identification, which has already been verified by the bank. When they indicated that this would not be acceptable, I realized that CenturyTel is engaged in the theft of personal information. Their corporate attorneys refused service because I would not allow them to steal my personal information. I told them I am disabled and have been unable to get medical care because of lack of telephone service. This did not make any difference to them. They asked for a medicaid card (I do not have a medicaid card, and I do not collect any disability benefits).

CenturyTel falsely states on page 6 of the Ozarks Heritage Regional directory that service may be established by paying a deposit or, by having the name of a guarantor. I offered to furnish a guarantor, to send a letter of credit and to pay the deposit. Even with all of that, they refused service.

CenturyTel is in violation of Amendment IV of the Constitution of the United States of America, which states

"The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures,..."

"Papers" includes all government documents, as well as the information contained therein. It is my contention that CenturyTel's demand for these documents constitutes unreasonable seizure.

Furthermore, CenturyTel is in violation of the Geneva Conventions entitled "The United Nations International Covenant on Economic, Social and Cultural Rights", Article 15, which states that:

1. The state parties to the present covenant recognize the right of everyone...

...2. To enjoy the benefits of scientific progress and its applications.

CenturyTel has violated my right to internet access in my home, and therefore, has made it impossible for me to start a business during the past year, thereby also violating my right to work so that I can earn income, which right is also protected under the Geneva Conventions.

In addition, CenturyTel is in violation of the Americans With Disabilities Act for refusing service to a person with a disability, and/or refusing to make an special exception to their policy in consideration of disability.

3. The Complainant has taken the following steps to present this complaint to the respondent:

I contacted CenturyTel three times while living in Arkansas, and I called a regional manager. Recently, I contacted CenturyTel twice at their call center. I then contacted the Public Service Commission, and Gay Fred called CenturyTel. She gave me a telephone number for the corporate office in Louisiana. I called the corporate headquarters and spoke with Sally McConnell. She contacted the corporation counsel. The response did not change at the executive level of this company. CenturyTel insists upon the blatant theft of personal data and documents.

WHEREFORE, Complainant now requests the following relief:

1. The replacement of CenturyTel in the State of Missouri with

a company that will be able to provide service without stealing personal information.

2. If presently, it is not possible to replace CenturyTel, I am requesting that the commission open a formal investigation into CenturyTel's practice of requiring a social security number and birth date, or government documents containing such information, and Whether their practices are necessary or reasonable.

3. If necessary, I am requesting that the commission institute regulations to protect the consumers' right to privacy of their personal information, i.e., financial information, social security number, birth date, photograph.

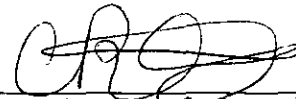
4. If CenturyTel feels an overwhelming concern about the possible loss of \$16.34, perhaps they should be required to offer pre-paid service at the same price, or convert to and offer exclusively prepaid service.

5. Punitive Damages.

6. Compensatory Damages.

1-17-07

Date



Signature of Complainant



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

STEVE GAW

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

WESS A. HENDERSON
Executive Director

DANA K. JOYCE
Director, Administration

ROBERT SCHALLENGER
Director, Utility Services

WARREN WOOD
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

December 20, 2006

Christiane Rossetti
602 Chestnut St.
Thayer, MO 65791

Dear Ms. Rossetti:

This letter is in response to your complaint filed with the Missouri Public Service Commission (MPSC) on December 1, 2006. In your complaint you stated that CenturyTel of Missouri (CenturyTel), was refusing to provide you service without photo ID, Social Security Number or a copy of your Driver's License. I contacted CenturyTel and CenturyTel's legal department, following are their comments.

CenturyTel is not going to make any exceptions for any customer to produce a photo ID such as a driver's license or passport. Ms. Rossetti does not explain why she won't give CenturyTel any photo ID except for security reasons. She is living in a home with an elderly lady and she doesn't want to put the service in that ladies' name. CenturyTel explained we respect her privacy and we certainly understand her fear of possible identity theft. However, due to fraud CenturyTel must have something besides a check. CenturyTel's legal department also advised that unless Ms. Rossetti can provide CenturyTel with some form of photo ID, CenturyTel can not set up service with just a deposit and letter of credit from a bank.

???
I live
alone
CR

Since our last conversation on December 14, 2006, I have received your correspondence with the copy of CenturyTel's directory page 6, on Requesting Service and Establishing Credit. A review of this page along with that of CenturyTel's filed tariff and the Commission's rule 4 CSR 240-33 regarding Service and Billing Practices for Telecommunications Companies has been conducted. The Staff of the MPSC has not found in CenturyTel's tariff, language which requires a customer to provide photo ID to establish service. Nor has Staff found any Commission rule that states the same requirement. Therefore, with no rule or tariff language, the Staff can not find authority to direct CenturyTel to establish service with or without a photo ID. However, given Staff can not find a baseline for authority, it would recommend that you consider filing a formal complaint case against CenturyTel to allow the Commission the opportunity to establish a line of authority over this matter.

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December 20, 2006
Christiane Rossetti

A formal complaint must be filed in written form including an original or duplicate original and eight (8) copies addressed to Secretary of the Missouri Public Service Commission, ATTN: Data Center, P.O. Box 360, Jefferson City MO 65102-0360. After filing, the Commission will give the company thirty (30) days to either satisfactorily resolve the complaint or respond in writing with the company position. If the complaint is not settled and the company responds denying the allegations, the Commission may order the Staff to conduct an investigation and may schedule a hearing.

The hearing is very similar to a trial in a court of law. At the time of the hearing, state law requires that you present evidence, which will substantiate your claim against the company. The company also will be given the opportunity to present evidence discounting your claims. All parties, including the Commission's Staff, will have the opportunity to cross-examine the other parties' witnesses. Further, any person as defined in 4 CSR 240-2.010(11), other than an individual, must be represented by an attorney. Your participation in this matter can be conducted by telephone if you so request.

Please note further filing requirements in the enclosed Chapter 2 - Rules of Practice and Procedure in addition to a formal complaint form.

It appears that at this time, CenturyTel will not establish residential service for you without some form of photo ID. I regret that we have not been able to resolve this matter for you, however, would encourage you to consider filing a formal complaint against CenturyTel on this matter.

If uncertain of your approach I would recommend you contact and consult with the consumer advocate group in the state, which is the Office of the Public Counsel. There contact information follows:

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Christiane Rossetti

Office of Public Counsel
Governor Office Bldg., Suite 650
P.O. Box 2230
Jefferson City, MO 65102-2230

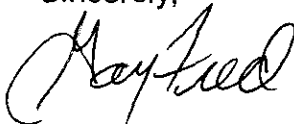
Phone: 573-751-4857
Fax: 573-751-5562

<http://www.mo-opc.org/>

Email to OPC: mopco@ded.mo.gov

This concludes our investigation of your informal complaint. Receipt of this letter serves as your notice of closure into this matter. If you are dissatisfied with the resolution, it is our responsibility to advise you that under Commission rule 4 CSR 240-13.070 (4), you may file a formal complaint. If I can assist you further in any way, please do not hesitate to contact me at 1-800-392-4211.

Sincerely,

A handwritten signature in black ink, appearing to read "Gay Fred", written in a cursive style.

Gay Fred
Consumer Services Manager

Enc – Formal Complaint Form
Chapter 2 Practice and Procedure Rule
Chapter 33 – Service and Billing Practices for Telecommunications Companies