

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

Christiane Rossetti,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>Case No. IC-2007-0274</u></b>
	)	
CenturyTel of Missouri, LLC,	)	
	)	
Respondent.	)	

**NOTICE OF COMPLAINT AND**  
**ORDER DIRECTING STAFF INVESTIGATION**

Issue Date: January 24, 2007

Effective Date: January 24, 2007

CenturyTel of Missouri, LLC  
220 Madison Street  
Jefferson City, Missouri 65101  
**CERTIFIED MAIL**

On January 23, 2007, Christiane Rossetti filed a complaint with the Missouri Public Service Commission against CenturyTel of Missouri, LLC, a copy of which is enclosed. Pursuant to 4 CSR 240-2.070, Respondent CenturyTel shall have 30 days from the date of this notice to file an answer or to file notice that the complaint has been satisfied.

In the alternative, the Respondent may file a written request that the complaint be referred to a neutral third-party mediator for **voluntary mediation** of the complaint. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether or not the Complainant is willing to submit to voluntary mediation. If the Complainant agrees to mediation, the time period within which an answer

is due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

If the Complainant declines the opportunity to seek mediation, the Respondent will be notified in writing that the tolling has ceased and will also be notified of the date by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

All pleadings (the answer, the notice of satisfaction of complaint or request for mediation) shall be mailed to:

Secretary of the Public Service Commission  
Post Office Box 360  
Jefferson City, Missouri 65102-0360

A copy shall be served upon the Complainant at the Complainant's address as listed within the enclosed complaint. A copy of this notice has been mailed to the Complainant.

Further, the Commission will direct the Staff of the Commission to investigate the facts in this case and to file a report. Under Commission rule 4 CSR 240-2.070(10), after a formal complaint has been filed, the Commission may request an analysis by its Staff for the reasons underlying the complaint. The Staff must then file its findings with the Commission and serve copies on the other parties.

The Commission views its Staff as an unbiased third party in this complaint case and will direct the Staff to investigate the contested issues set out in the pleadings and to file a report of its findings with the Commission. Staff also has the discretion to report its findings as to any other contested issue in this case, which issue may appear during its investigation.

The Commission will direct the Staff to file its report and will allow the parties to file responses to that report.

**IT IS ORDERED THAT:**

1. CenturyTel of Missouri, LLC, shall, no later than February 23, 2007, file a response to this complaint.
2. The Staff of the Commission shall, no later than February 28, 2007, file a report of its investigation in this matter.
3. Any party may file a response to Staff's report no later than March 12, 2007.
4. This order shall become effective on January 24, 2007.

**BY THE COMMISSION**

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

Colleen M. Dale  
Secretary

( S E A L )

Nancy Dippell, Deputy Chief 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, 2007.