

Albert Silk,
Complainant,
v.
CenturyLink,
Respondent.

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File No. IC-2012-0268

³ 4 CSR 240-2.070(15).

request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether or not the Complainant is also willing to submit to voluntary mediation. If 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 Complainant declines the opportunity to seek mediation, 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.

As required by Section 536.067(2)(f), RSMo 2000, the Commission informs the parties that the Commission's provisions governing procedures before the Commission, including provisions relating to discovery, are found at Commission Rule 4 CSR 240-2. Because the Complainant is not a regulated utility, the 60-day notice requirement established by Commission Rule 4 CSR 240-4.020(2) does not apply.

The Commission will also set a deadline for its Staff to complete an investigation and file a report.

THE COMMISSION ORDERS THAT:

1. The Commission's Data Center shall send, by certified mail, a copy of this notice and order and a copy of the complaint to CenturyLink at:

CenturyLink (CenturyTel of Missouri)
PO Box 4065
100 CenturyLink Drive
Monroe, LA 71203

2. CenturyLink shall file an answer to this complaint, notice of satisfaction of the complaint, or request for mediation no later than March 3, 2012, and serve a copy upon the

Complainant at the address listed within the enclosed complaint. All pleadings (the answer, notice of satisfaction of complaint, or request for mediation) shall be mailed to:

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

or use the Commission's electronic filing and information service.

3. The Staff of the Missouri Public Service Commission shall investigate this complaint and file a report with the Commission no later than March 16, 2012.

4. The Commission's Data Center shall send a copy of this notice to the Complainant.

5. This order shall become effective immediately upon issuance.

BY THE COMMISSION



Steven C. Reed
Secretary

(S E A L)

Michael Bushmann, Regulatory Law Judge
by delegation of authority pursuant to
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 2nd day of February, 2012.