

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Christiane Rossetti, Complainant,  
V.  
CenturyTel of Missouri, LLC, Respondent.  
Case No. IC-2007-0274

**FILED**

MAR 06 2007

ANSWER TO C-TEL'S ANSWER 3/1/07

Missouri Public  
Service Commission

1. Each and every allegation and statement made in my complaint is true and accurate.

2. CenturyTel does not give a legal address, but if they did, I would have no proof whatsoever that their address exists, except their word.

4. I do not know where CenturyTel came up with this fabrication about the elderly person living in my house. Nor do I understand what difference it should make. However, there is no elderly lady living in my house, nor has there ever been. During the entire year and 3 months that I have been denied telephone service by CenturyTel, I have lived alone. I told them when I called to request telephone service that I LIVE ALONE, and that fact remains as of the date of this Answer.

Furthermore, CenturyTel states that they gave me the option of a Letter of Credit from a bank. That is a lie. I offered them A LETTER OF CREDIT FROM MY BANK and A CHECK FOR THE DEPOSIT. They refused service with those two items, which certainly verify my identity. If they had accepted the Letter of Credit, this complaint would not have been filed. I even called the corporate office to ask them to reconsider, and additionally offered them a GUARANTOR. This Guarantor would have verified the address, if they felt the need for that. THEY REFUSED!

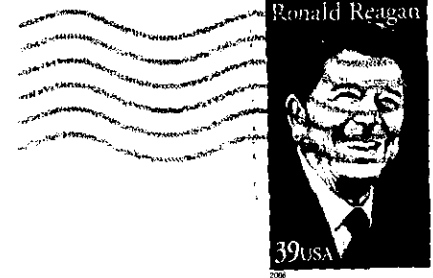
5. They can deny it from now until the end of time. The allegations are true. If they were not, this complaint would not be on file.

6. I am entitled to relief. I have lived without a ground line telephone and internet service since November, 2005 because of CenturyTel's draconian policies, which include the theft of my personal information. This has had a detrimental effect on my finances, my health and my social life.

I do not want my case dismissed. CenturyTel is very unreasonable and should not have any judicial powers, inasmuch as their use of such have been unjust. It is necessary for the Commission to regulate CenturyTel in order to achieve fairness for the consumer. CenturyTel's presence in southeast Missouri is very detrimental to the economy of the area, because no one with the means to influence the economy in a positive way would ever tolerate such a hateful and condescending attitude on the part of a utility company.

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