

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
JEFFERSON CITY
May 23, 2000**

CASE NO: TC-2000-767

Office of the Public Counsel
P.O. Box 7800
Jefferson City, MO 65102

General Counsel
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

GTE Midwest Incorporated
1000 GTE Drive
Wentzville, MO 63385

Southwestern Bell Telephone Company
One Bell Center
St. Louis, MO 63101

Mark Rundel
Stone County Emergency Services
PO Box 206
Galena, MO 65656

Enclosed find certified copy of a NOTICE in the above-numbered case(s).

*Sincerely,
Dale Hardy Roberts*

**Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge**

not the other parties are also willing to submit to voluntary mediation. If the other parties agree to mediation, the time period within which an answer is due will be suspended while the mediation process proceeds. Additional information regarding the mediation process is enclosed.

If the other parties decline the opportunity to seek mediation, GTE Midwest Incorporated and Southwestern Bell Telephone Company 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
P.O. Box 360
Jefferson City, Missouri 65102-0360

A copy of all pleadings shall be served upon Stone County Emergency Services through its attorney, Mark Rundel, P.O. Box 206, Galena, Missouri 65656. A copy of this notice has been mailed to the Complainant.

BY THE COMMISSION



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

(S E A L)

Dated at Jefferson City, Missouri,
on this 23rd day of May, 2000.

Copy to: Mark Rundel
Attorney for Stone County Emergency Services

Woodruff, Regulatory Law Judge

FILED³

MAY 18 2000

BEFORE THE PUBLIC SERVICE COMMISSION OF
THE STATE OF MISSOURI

Missouri Public
Service Commission

STONE COUNTY EMERGENCY SERVICES

Complainant,

v.

Case Number:

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MAY 11 2000

GTE Mid-West and
SouthWestern Bell

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

Respondents.

COMPLAINT

TC-2000-767

Complainant resides at 105 StoneBridge Parkway, Reeds Spring, Missouri 65737 and is a duly constituted political subdivision located in Stone County, Missouri.

1. Respondent, GTE Mid-West of Wentzville, Missouri, herein after GTE and SouthWestern Bell, herein after SWB are public utilities 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:
 - a) GTE and SWB fail to provide 911 service to certain customers of GTE in Stone County, Missouri.
 - b) GTE and SWB have erroneously collected taxes for 911 services for other counties from citizens who reside in Stone County.
 - c) GTE and SWB fail to deliver enhanced 911 service to the Stone County 911 Center (PSAP), specifically ALI (automatic location identification) is not provided as required by contract.
 - d) GTE and SWB refuse to correct their respective data bases even though corrective information as to addresses and other information has been provided by Complainant and said companies insist that all costs associated with said corrective action be paid by Complainant.
3. The complainant has taken the following steps to present this complaint to the Respondent:
 - a) Three years of documentation, formal letters, hand written notes, telephone calls, minutes taken during formal meetings, e-mail, fax communications, notes from meetings and public statements made by telephone company personnel.

WHEREFORE, Complainant now requests the following relief.

That GTE and SWB be required to immediately correct data information and provide the contracted services for enhanced 911 services, that the companies be directed to cease assessing taxes to the residents of Stone County for 911 service centers located in other counties, that 911 service be provided to all customers located within Stone County, that all these services be provided

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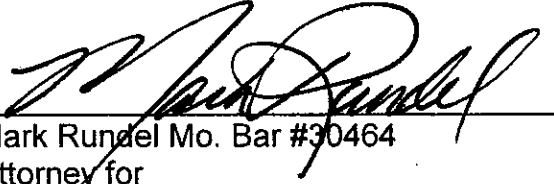
MAY 17 2000

Adjudication Division
Public Service Commission

immediately in the interest of public safety and for such other relief as the Commission deems to be just and proper.

DATE

9 May 2000


Mark Rundel Mo. Bar #30464
Attorney for
Stone County Emergency Services
P.O. Box 206
Galena, MO 65656
(417) 357-6180



Commissioners

SHEILA LUMPE
Chair

HAROLD CRUMPTON

CONNIE MURRAY

ROBERT G. SCHEMENAUER

M. DIANNE DRAINER
Vice Chair

Missouri Public Service Commission

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

BRIAN D. KINKADE
Executive Director

GORDON L. PERSINGER
Director, Research and Public Affairs

WESS A. HENDERSON
Director, Utility Operations

ROBERT SCHALLENBERG
Director, Utility Services

DONNA M. KOLILIS
Director, Administration

DALE HARDY ROBERTS
Secretary/Chief Regulatory Law Judge

DANA K. JOYCE
General Counsel

Information Sheet Regarding Mediation of Commission Formal Complaint Cases

Mediation is process whereby the parties themselves work to resolve their dispute with the aid of a neutral third-party mediator. This process is sometimes referred to as "facilitated negotiation." The mediator's role is advisory and although the mediator may offer suggestions, the mediator has no authority to impose a solution nor will the mediator determine who "wins." Instead, the mediator simply works with both parties to facilitate communications and to attempt to enable the parties to reach an agreement which is mutually agreeable to both the complainant and the respondent.

The mediation process is explicitly a problem-solving one in which neither the parties nor the mediator are bound by the usual constraints such as the rules of evidence or the other formal procedures required in hearings before the Missouri Public Service Commission. Although many private mediators charge as much as \$250 per hour, the University of Missouri-Columbia School of Law has agreed to provide this service to parties who have formal complaints pending before the Public Service Commission at no charge. Not only is the service provided free of charge, but mediation is also less expensive than the formal complaint process because the assistance of an attorney is not necessary for mediation. In fact, the parties are encouraged not to bring an attorney to the mediation meeting.

The formal complaint process before the Commission invariably results in a determination by which there is a "winner" and a "loser" although the value of winning may well be offset by the cost of attorneys fees and the delays of protracted litigation. Mediation is not only a much quicker process but it also offers the unique opportunity for informal, direct communication between the two parties to the complaint and mediation is far more likely to result in a settlement which, because it was mutually agreed to, pleases both parties. This is traditionally referred to as "win-win" agreement.

The traditional mediator's role is to (1) help the participants understand the mediation process, (2) facilitate their ability to speak directly to each other, (3) maintain order, (4) clarify misunderstandings, (5) assist in identifying issues, (6) diffuse unrealistic expectations, (7) assist in translating one participant's perspective or proposal into a form that is more understandable and acceptable to the other participant, (8) assist the participants with the actual negotiation process, (9) occasionally a mediator may propose a possible solution, and (10) on rare occasions a mediator may encourage a participant to accept a particular solution. The mediator will not possess any specialized knowledge of the utility industry or of utility law.

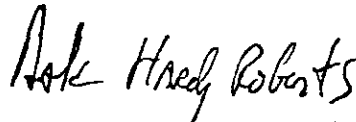
In order for the Commission to refer a complaint case to mediation, the parties must both agree to mediate their conflict in good faith. The party filing the complaint must agree to appear and to make a good faith effort to mediate and the utility company against which the complaint has been filed must send a representative who has full authority to settle the complaint case. The essence of mediation stems from the fact that the participants are both genuinely interested in resolving the complaint.

Because mediation thrives in an atmosphere of free and open discussion, all settlement offers and other information which is revealed during mediation is shielded against subsequent disclosure in front of the Missouri Public Service Commission and is considered to be privileged information. The only information which must be disclosed to the Public Service Commission is (a) whether the case has been settled and (b) whether, irrespective of the outcome, the mediation effort was considered to be a worthwhile endeavor. The Commission will not ask what took place during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the complainant in order for the Commission to dismiss the formal complaint case.

If the dispute is not resolved through the mediation process, neither party will be prejudiced for having taken part in the mediation and, at that point, the formal complaint case will simply resume its normal course.

Date: January 25, 1999



Dale Hardy Roberts
Secretary of the Commission

US Postal Service
Receipt for Certified Mail
 No Insurance Coverage Provided.
 Do not use for International Mail (See reverse)

Sent to	
Southwestern Bell Center	
Street & Number	
One Bell Center	
Post Office, State, & ZIP Code	
St. Louis, MO 63101	
Postage	\$
Certified Fee	
Special Delivery Fee	
Restricted Delivery Fee	
Return Receipt Showing to Whom & Date Delivered	
Return Receipt Showing to Whom, Date, & Addressee's Address	
TOTAL Postage & Fees	\$
Postmark or Date	

PS Form 3800, April 1995

**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 23rd day of May 2000.



Dale Hardy Roberts

Dale Hardy Roberts
 Secretary/Chief Regulatory Law Judge