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

Euless Swindle, Jr.,

Complainant,

v.

Southwestern Bell Telephone Company,

Respondent.

Case No. TC-98-352

NOTICE OF COMPLAINT

Paul G. Lane
General Attorney-Missouri
Southwestern Bell Telephone Company
100 North Tucker Boulevard
St. Louis, Missouri 63101

CERTIFIED MAIL

Euless Swindle, Jr. filed a complaint with the Missouri Public Service Commission against Southwestern Bell Telephone Company on February 13, 1998, a copy of which is enclosed. Commission rule 4 CSR 240-2.070 allows the Respondent 30 days after notice to file an answer stating legal and factual defenses, and/or describing the measures taken to satisfy the complaint. The Respondent shall file an answer on or before March 23, 1998, with the Secretary of the Missouri Public Service Commission, P.O. Box 360, Jefferson City, MO 65102, and send a copy to the Complainant. A copy of this Notice was sent to the Complainant by First Class mail.

BY THE COMMISSION

(S E A L)

Dale Hardy Roberts

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

Dated at Jefferson City, Missouri,
on this 19th day of February, 1998.

Randles, Regulatory Law Judge

Copy to: Euless Swindle, Jr.
HC02 Box 919
Zalma, Missouri 63787

BEFORE THE PUBLIC SERVICE COMMISSION OF THE
STATE OF MISSOURI

FILED
FEB 13 1998
MISSOURI
PUBLIC SERVICE COMMISSION

Eulless Swindle, Jr)
(your name))
Complainant)

vs.

) Case No. TC-98-352
)
)

Southern Western Bell)
(company name))
)

Respondent.)

COMPLAINT

Complainant resides at HCO 2 BOX 919, 2 ALMA, MO. 63787

1. Respondent, Southern Western Bell
(company name)
of CAPE GIRARDEAU REGION, 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:

HAVE had Several Problems With my PHone
Service, From the First DAY it was installed,
And is still HAVEing Problems.
① CALLS not Being Put through, ② CALLS not coming in,
③ CONNECTIONS Being cut OFF in middle of CALL,
④ NO PHone Books being sent to me. ⑤ NOISE ON
2 lines, ⑥ Plus several more Problems, ⑦ Also HAVEing
Problems with computer connections & DIAL-up speeds,

① HAVE ALSO TALKED TO 11117 PONTIAC - WASHINGTON, D.C.

F.C.C. - 1-888-225-5322 - 6-30-97

② HAVE FILED COMPLAINT WITH - JEREMIAH W. (JAY) NIXON

3. The complainant has taken the following steps to present this complaint to the ^{STATE ATT. GEN} respondent: ^{JEFF CITY, MO.}

HAVE TALKED TO THE FOLLOWING PEOPLE THAT WORK 65102

FOR PHONE CO.

DONNA BURK - Sikeston, MO. - 573-472-1823 - ^{DATE CALLED} 3-1-96

PAUL GAINES - ST. LOUIS - DIALO - ASK FOR HIM - 2-29-96

PALE HEWITT - NO PHONE # OR DATE

SUPERVISOR - NO NAME - 1-800-392-2608

DERRICK WILSON - Sikeston - 1-800-698-9468 - 4-11-95

MITCH PROBST - JACKSON - 1-800-264-2535 - PAGER NO. 8826
573-243-3518

FIRST CONS. WITH THIS MAN ON 2-16-96

ELB A POLK - OPERATOR REPAIR SER. - 1-573-571-1400 - 2-16-96

DABBIE ? OPERATOR TO CONNECT ME TO MR. PROBST - 1-800-20340

TIM VINCENT - 1-800-818-7411 - EXT. 51036

JESSIE BROWN - 1-800-283-6407 - 11-3-97

STEVE BARROW - ST. LOUIS - CHARLES NUTSCH - ST. LOUIS

MARGIE AMAN - ST. LOUIS - 1-800-818-7411 - EXT. 51073 - 2-4-98

DORIS HEVTEL - CUSTOMER SER. REPAIR LOCATION? - 2-4-98

WHEREFORE, Complainant now requests the following relief: MYRON F. COUCH - P.S.C.
314-751-8519 - 6-27-97

- ① JUST WANT PHONE TO WORK PROPERLY.
- ② AND COMPUTER SPEEDS TO WORK PROPERLY.
- ③ AND (1) OF THESE SERVICES FREE FOR (1) YEAR - MY CHOICE.

2-5-98

Date

Euliss Swindolph

Signature of Complainant

NOTE: PHONE WENT DEAD AT 11:45 A.M. - 2-5-98

CALLED FROM NEIGHBORS - TALKED TO - MARGIE AMAN

RECEIVED

FEB 19 1998

COMMISSION COUNSEL
PUBLIC SERVICE COMMISSION