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December 28, 1999

**GORDON L. PERSINGER**  
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**DALE HARDY ROBERTS**  
Secretary/Chief Regulatory Law Judge

**DANA K. JOYCE**  
General Counsel

Jim Levin, Director  
Center for Dispute Resolution  
University of Missouri School of Law  
206 Hulston Hall  
Columbia, Missouri 65211

Re: Said v. Southwestern Bell Telephone Company  
Case No. TC-2000-36

Dear Mr. Levin:

Thank you for your recent assistance with the case noted above. Pursuant your letter we have closed the case.

The Commission is pleased to have mediation as an additional option available to resolve these types of cases. This process is consumer friendly and focused on a positive outcome for all interested parties.

Respectfully yours,

Dale Hardy Roberts  
Chief Regulatory Law Judge  
Secretary of the Commission

DHR:dlp

cc: Records  
Parties to TC-2000-36

**FILED<sup>2</sup>**

DEC 29 1999

Missouri Public  
Service Commission