

FILED<sup>3</sup>

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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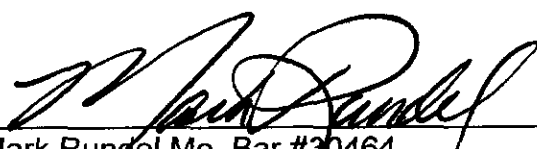
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Adjudication Division  
Public Service Commission

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*

  
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