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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

At a session of the Public Service
Commission held at its office
in Jefferson City on the 14th
day of July, 1998.

Joyce Napier,)	
)	
Complainant,)	
)	
v.)	<u>Case No. TC-98-519</u>
)	
GTE Midwest Incorporated,)	
)	
Respondent.)	
)	

ORDER DIRECTING STAFF INVESTIGATION

Joyce Napier (Complainant) filed a Complaint against GTE Midwest Incorporated (GTE) on May 19, 1998. The Complaint alleges that GTE violated Commission rules regarding service and billing. The Commission issued notice of the Complaint.

GTE filed an answer and motion to dismiss on June 26, 1998, denying that it had violated any Commission rule. GTE also requested that the Commission dismiss the complaint for lack of subject matter jurisdiction and for failure to state a claim upon which relief may be granted.

The Commission finds that there are factual issues in dispute within the Commission's jurisdiction and that the Commission's Staff should conduct an investigation. Specifically, Staff should determine whether GTE violated the Commission's rules regarding service and whether there have been errors in billing. Staff shall file a memorandum setting out the results of the investigation.

IT IS THEREFORE ORDERED:

1. That the Staff of the Commission shall conduct an investigation of the facts alleged in this complaint case and file a memorandum report of its findings no later than October 13, 1998.
2. That GTE Midwest Incorporated and Complainant may file their responses to Staff's memorandum no later than November 12, 1998.
3. That this order shall become effective on July 14, 1998.

BY THE COMMISSION



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

(S E A L)

Lumpe, Ch., Crumpton, Drainer,
Murray and Schemenauer, CC.,
concur.

Dippell, Regulatory Law Judge

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