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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 24th day of November, 1998.

Patricia A. Jones,	)	
	)	
Complainant,	)	
	)	
v.	)	<u>Case No. TC-99-59</u>
	)	
GTE Midwest Incorporated,	)	
	)	
Respondent.	)	

ORDER DIRECTING STAFF INVESTIGATION

Patricia A. Jones (Complainant) filed a complaint against GTE Midwest Incorporated (GTE) on August 13, 1998. The Complainant alleges that GTE issued her a phone number in the Raymondville exchange and subsequently changed her number to a Summerville exchange. The Commission issued notice of the complaint on August 19, 1998.

GTE filed an answer and motion to dismiss on September 18, 1998, denying that any Commission rule or other rule of law had been violated and asking that the Commission dismiss the complaint for failure to state a claim upon which relief may be granted.

The Commission finds that there are factual issues in dispute and that the Commission's Staff should conduct an investigation. Specifically, the Staff should determine whether GTE violated the Commission's rules by changing the Complainant's phone number to a Summerville

exchange. 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 the complaint and file a memorandum report of its findings no later than February 12, 1999.

2. That GTE Midwest Incorporated and Complainant may file their responses to Staff's memorandum no later than March 12, 1999.

3. That this order shall become effective on November 24, 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.

Gandhi, Regulatory Law Judge

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COMMISSION COUNSEL  
PUBLIC SERVICE COMMISSION