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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 9th
day of September, 1998.

In the Matter of the Application of Mark)
Twain Communications Company for a Certificate)
of Service Authority to Provide Basic Local) Case No. TA-98-305
Telecommunications Service in Portions of the)
State of Missouri and to Classify Said)
Services and the Company as Competitive.)

ORDER APPROVING REVISED STATEMENT OF CUSTOMER RIGHTS AND
RESPONSIBILITIES

On July 23, 1998, the Commission approved the basic local tariff filed by Mark Twain Communications Company (MTCC). In its order, the Commission denied the application to intervene filed by Southwestern Bell Telephone Company (SWBT)¹ and conditionally approved MTCC's tariff sheets to become effective on July 28. Pursuant to the recommendation of the Staff of the Commission (Staff), the Commission conditioned its approval of the tariff on MTCC filing a revised statement of customer rights and responsibilities (revised statement) and on Commission approval of the revised statement. The Commission ordered MTCC to file its revised statement no later than August 10, so that the Commission could rule on the revised statement in time for MTCC to have the statement printed in its next directory, to be published on September 15.

MTCC filed its revised statement on August 10, together with a motion for its approval. MTCC stated that it has worked with the Staff

¹SWBT filed an application for rehearing on July 27, and MTCC filed a response to the application on August 5. SWBT's application for rehearing will be taken up in a separate Commission order.

of the Commission to revise the customer statement to be printed in the directory distributed by MTCC as well as other local exchange companies in the area.

On August 20, Staff filed a recommendation to approve the revised statement submitted by MTCC. Staff stated that the revised statement meets the requirements of 4 CSR 240-33.060(3). Staff recommended unconditional approval of MTCC's tariff.

The Commission has reviewed MTCC's motion, its revised statement, and the Staff's recommendation and finds that MTCC's revised statement meets the requirements of 4 CSR 240-33.060(3). The Commission finds that MTCC's motion should be granted, that the revised statement should be approved and that the Commission's approval of MTCC's tariff should be made unconditional.

IT IS THEREFORE ORDERED:

1. That the Motion to Approve Revised Statement of Customer Rights and Responsibilities filed by Mark Twain Communications Company on August 10, 1998 is granted.

2. That the conditions placed on the Commission's July 23, 1998 approval of the tariff sheets filed by Mark Twain Communications Company on April 29, 1998 have been fulfilled.

3. That this order shall become effective on September 22, 1998.

BY THE COMMISSION

A handwritten signature in black ink that reads "Dale Hardy Roberts". The signature is written in a cursive style with a large initial "D".

Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

(S E A L)

Lumpe, Ch., Schemenauer and Drainer, CC., concur.
Crompton and Murray, CC., absent.

Randles, Regulatory Law Judge

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COMMISSION COUNSEL
PUBLIC SERVICE COMMISSION