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September 30, 2002

Mr. Dale Hardy Roberts
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

FILED³
SEP 30 2002

Re: Case No. TC-2002-349

Missouri Public
Service Commission

Dear Mr. Roberts:

Enclosed for filing on behalf of Spectra Communications Group, LLC d/b/a CenturyTel ("Spectra"), please find an original and eight (8) copies of a Motion to Dismiss Complaint and Response to Staff Questions.

Would you please see that this filing is brought to the attention of the appropriate Commission personnel.

I thank you in advance for your cooperation in this matter.

Sincerely yours,

BRYDON, SWEARENGEN & ENGLAND P.C.

By:

Sandra Morgan

Sondra B. Morgan

SBM/lar
Enclosure

cc: Bruce Bates
Michael F. Dandino
Frances Langerud

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

FILED³
SEP 3 0 2002

Frances Langerud,)
)
Complainant,)
)
v.)
)
CenturyTel,)
)
Respondent.)

Case No. TC-2002-349

Missouri Public
Service Commission

**MOTION TO DISMISS COMPLAINT
AND RESPONSE TO STAFF QUESTIONS BY
SPECTRA COMMUNICATIONS GROUP, LLC d/b/a CENTURYTEL**

Comes now Spectra Communications Group, LLC d/b/a CenturyTel ("CenturyTel") and for its Motion to Dismiss Complaint and Response to Staff Questions states to the Missouri Public Service Commission ("Commission") as follows:

1. On January 19, 2002, Ms. Frances Langerud filed a Complaint with the Commission in which she disputed the late charges which had been assessed on her billing statement prior to the 31st past due day. She attached copies of her billing statements for September, October and November of 2001 and January of 2002. Ms. Langerud disputed the \$1.20 late fee assessed on these statements as well as the fact that her bill was considered past due in less than thirty (30) days. After CenturyTel was made aware of this Complaint and after review of the Complaint and researching the customer's account, CenturyTel filed a Response on June 7, 2002.

2. On her July bill, Ms. Langerud was issued a credit of \$4.80 for the late payment fees which had been billed inaccurately as well as a \$25.00 credit to compensate her for her inconvenience. On September 17, 2002, Ms. Langerud sent a letter to the Commission in which

she stated that she was satisfied with the adjustment to her CenturyTel bill and asking that her issue be dismissed from the Complaint.

Motion to Dismiss

3. Since Ms. Langerud has indicated that she is satisfied with the adjustment made to her bill and requested that she be dismissed from the Complaint, CenturyTel respectfully requests that the Commission dismiss the Complaint.

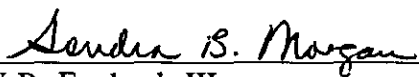
Response to Staff Questions

4. In the Staff Recommendation filed on August 12, 2002, the Staff raised additional questions regarding CenturyTel's treatment of the late fee charges which were made in error and requested that the company be directed to review its billing records and determine which customers were charged the late payment fee in error and report back to the Commission. Staff also recommended that CenturyTel issue credits to those customers as soon as possible.

5. In response to Staff's concerns raised in its Recommendation, CenturyTel states that 83,670 customers have been charged the late fees in error. And, although CenturyTel stated in its Response dated August 7 that the programming error had been corrected in March of 2002, upon closer review it was found that the error had only been partially corrected on that date, and some inaccurate charges continued to be assessed. CenturyTel has now fully corrected the programming error and has started the refund process. CenturyTel expects that all refunds will be completed during the October billing cycle. When this process is completed, CenturyTel will report to the Staff the number of customers affected and the total amount of the credits.

For all of the reasons stated above, CenturyTel respectfully requests that the Commission dismiss the complaint and close the case.

Respectfully submitted,


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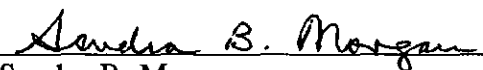
CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the above and foregoing document was sent by U.S. Mail, postage prepaid, or hand-delivered on this 30th day of September, 2002, to the following parties:

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