

Prehearing

BEFORE THE PUBLIC SERVICE COMMISSION  
STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS  
PRE-HEARING CONFERENCE

March 23, 2016  
Jefferson City, Missouri  
Volume 1

DELANA SMITH-SATTARIN,	)	Case No. TC-2015-0205
Complainant,	)	
vs.	)	
SOUTHWESTERN BELL COMPANY,	)	
d/b/a AT&T MISSOURI,	)	
Respondent.	)	

KIM BURTON, presiding  
REGULATORY LAW JUDGE.

REPORTED BY:  
LISA M. BANKS, CCR  
TIGER COURT REPORTING, LLC

A P P E A R A N C E S

LEO BUB, Counsel  
909 Chestnut, Room 3558  
St. Louis, Missouri 63101  
314-235-2508

FOR: Southwestern Bell

COLLEEN DALE, general Counsel  
WHITNEY PAYNE, general counsel  
P.O. Box 360  
Jefferson City, Missouri 65102  
573-751-3234

FOR: Staff of the Missouri Public Service Commission

DELANA SMITH-SATTARIN, Complainant (via telephone)  
8807 East Gregory Boulevard  
Raytown, Missouri 64133

## Prehearing

### PROCEEDINGS

JUDGE BURTON: I'm going to go ahead and go on the record in File Number TC-2016-0205 in the matter of DeLana Smith-Sattarin versus Southwestern Bell Telephone Company doing business as AT&T Missouri, Respondent. At this time, I'm going to go ahead and state that the Commission has set this time, which is 12:30 p.m. on March 23rd, 2016 for a prehearing conference in Ms. Sattarin's complaint.

I'm going to have the parties enter their appearance for the record and I'll start with you, Ms. Sattarin, as the complainant. Could you just state your name for the record. And for the court reporter, I might ask that you speak up a little bit and spell your name and address.

MS. SATTARIN: DeLana Sattarin, S-a-t-t-a-r-i-n. I reside in Kansas City, Missouri. Actually, Raytown, Missouri, which is in Kansas City, Missouri. 8807 East Gregory Boulevard. And the zip code is 64133.

JUDGE BURTON: Okay. Thank you. And on behalf of the respondents, Southwestern Bell Telephone Company, d/b/a AT&T Missouri?

MR. BUB: Good afternoon, Judge. Leo Bub for AT&T Missouri. Our address is 909 Chestnut Street, St. Louis, Missouri, 63101.

JUDGE BURTON: Thank you. On behalf of the Staff of the Missouri Public Service Commission?

## Prehearing

1 MS. PAYNE: Whitney Payne for the Staff of the  
2 Missouri Public Service Commission.

3 MS. DALE: And Colleen M. Dale, P.O. Box 360,  
4 Jefferson City, Missouri, 65102.

5 JUDGE BURTON: Okay. Now, Ms. Sattarin, I  
6 apologize. I've been pronouncing your name Ms. Sattarin. I'm  
7 going to actually move over to the table, so that you can hear  
8 me a little bit better.

9 MS. SATTARIN: Thank you so much. I was just  
10 going to mention that.

11 JUDGE BURTON: That's quite all right. Now, the  
12 reason that we're having this pre-hearing conference is because  
13 you filed a complaint against AT&T Missouri and I know that  
14 you've seen some of the filings and that Staff has submitted  
15 their own recommendations. And so right now we're looking to  
16 see about whether or not we want to pursue going to hearing.  
17 But before I ask you that, I just want to allow the attorney for  
18 Staff to make a statement because she's previously requested to  
19 do that.

20 MS. SATTARIN: Okay.

21 MS. DALE: Shall I go now?

22 JUDGE BURTON: Yeah.

23 MS. DALE: Okay. I would like to read into the  
24 record Statute 392.611 of the Revised Statutes of Missouri.

25 Number 1: A telecommunications company

1 certified under this chapter or holding a state charter  
2 authorizing it to engage in the telephone business shall not be  
3 subject to any statute in Chapter 386 or this chapter, nor any  
4 rule promulgated or order issued under such chapter that imposes  
5 duties, obligations, conditions or regulations on the retail  
6 telecommunication services provided to end user customers.

7 And then it goes on to provide certain  
8 exceptions pertaining to federal law and wholesale services.  
9 In Subsection 3, the last sentence says: Notwithstanding any  
10 other provision of this section, nothing in this section  
11 extends, modifies or restricts any authority the Commission may  
12 have arising under state law relating to interconnection  
13 obligations or other inter-carrier issues including but not  
14 limited to inter-carrier compensation, network configuration or  
15 other such matters.

16 Telecommunication companies may elect in writing  
17 to be subject to the service requirements set forth in 4CSR  
18 240-28.060 (3) A through D, but all of them are subject to  
19 Paragraph 1, which states that any company providing intra-state  
20 telecommunication service shall comply with the safety standards  
21 identified in 4CSR 240-18.010. Essentially, we require that the  
22 companies properly bond -- ground and bond their service  
23 connections, not because we are regulating a retail service, but  
24 because such proper bonding and grounding is necessary for the  
25 integrity of both the public switch network and the electric

1 grid.

2                   There are no other service requirements in 386  
3 or 392 or the new Chapter 28 that apply any service standards to  
4 the retail service provided by AT&T in Missouri.

5                   Thank you.

6                   JUDGE BURTON: Okay. Ms. Sattarin, did you  
7 understand what counsel for Staff has just stated?

8                   MS. SATTARIN: To be quite honest with you, not  
9 really. I mean, I was hearing a lot of what she was saying, but  
10 if you could clarify it I would greatly appreciate it.

11                   JUDGE SATTARIN: Well, I kind of figured that so  
12 I'm going to allow Ms. Dale to do that.

13                   MS. DALE: Basically, a few years ago the  
14 legislature passed a law that said that the Commission could no  
15 longer regulate retail telecommunication services.

16                   MS. SATTARIN: Okay.

17                   MS. DALE: Which means essentially the service  
18 they provide to you. We can get involved in matters between  
19 AT&T and another phone company or we can become involved in  
20 matters that are specifically delegated by federal authority.  
21 But beyond that, the Commission has no authority to impose any  
22 standards on retail telecommunications service.

23                   MS. SATTARIN: Okay.

24                   MS. DALE: So even though the Staff isn't really  
25 a party to this, we're simply an advisory staff.

Prehearing

1 MS. SATTARIN: Right.

2 MS. DALE: The bottom line is that we believe  
3 the Commission does not have jurisdiction to proceed in this  
4 matter.

5 MS. DALE: Okay.

6 JUDGE BURTON: And just to emphasize what  
7 Ms. Dale has just stated there, they're not -- what she's  
8 stating is the opinion of Staff. And I'm assuming Mr. Bub, that  
9 AT&T Missouri agrees in that interpretation?

10 MR. BUB: Yes. It's the jurisdictional question  
11 in our view is that none of the allegations in the complaint are  
12 cognizable by the Commission and that -- because it lacks  
13 jurisdiction over billing, for example, also over quality of  
14 service standards, which are the allegations in this complaint.

15 JUDGE BURTON: Okay. So Ms. Sattarin, what this  
16 means is that if you dispute this and the jurisdictional issues  
17 that Staff has addressed and that Mr. Bub from AT&T Missouri has  
18 also consented to, these are their positions. These are their  
19 arguments. And I'm not going to be making a ruling on that.  
20 That's going to be something that if you would like, we could go  
21 to the Commission for.

22 MS. SATTARIN: Okay.

23 JUDGE BURTON: For an assessment on. But I want  
24 to just back track just a little bit because I know that this  
25 case has been going on for a while and we've been trying to

1 correct some issues you've had with the quality of the service.  
2 And I know that Staff previously investigated that and that the  
3 company also sent someone out to look at the quality. So I just  
4 wanted to touch base with you and see where you're at with that  
5 issue.

6 MS. SATTARIN: Okay. Before we -- before I  
7 share some things with you, do you hear clicking in the phone.  
8 Is that on your side, is that the recording going on on your  
9 end?

10 JUDGE BURTON: I hear a little bit of a  
11 stuttering. Is that what you're referring to?

12 MS. SATTARIN: Yes. It's like a -- it's a  
13 clicking sound. I know that the hearing is being recorded.  
14 That's not a problem. You know, I don't have anything to say  
15 about that, but I just did hear the clicking and I wanted to  
16 share that with you, if you heard that. So you know, if  
17 something happens where I'm not being heard or something or you  
18 want me to repeat something, then I just wanted to share that  
19 with you.

20 JUDGE BURTON: No. I can understand you and I  
21 can hear you.

22 MS. SATTARIN: Okay.

23 JUDGE BURTON: I'll just let the parties state  
24 verbally if they can hear you and understand you as well.

25 MS. SATTARIN: Okay. Very good. Yes. Okay.



Prehearing

1 You were asking me about the phone service and how it's doing  
2 now or just am I satisfied with the quality? I mean, is that  
3 what you are wanting to know now?

4 JUDGE BURTON: Yeah. You filed a complaint --

5 MS. SATTARIN: Right.

6 JUDGE BURTON: -- against the company.

7 MS. SATTARIN: Right.

8 JUDGE BURTON: And I know that there were issued  
9 that were still unresolved the last that I'd heard.

10 MS. SATTARIN: Right.

11 JUDGE BURTON: And that there were attempts at  
12 mediation and attempts, what in December, for Staff to try to  
13 investigate further.

14 MS. SATTARIN: Right. Well, you know, I  
15 appreciate AT&T's efforts in trying to resolve the matter with  
16 the phone, with you know, the clicking and the, you know, pretty  
17 much what you're hearing now in the phone but just the other  
18 problems I've been having.

19 JUDGE BURTON: I'm just -- wait. I'm sorry, but  
20 I'm going to interrupt real quickly. Are you calling from the  
21 phone line where --

22 MS. SATTARIN: Yes, I am.

23 JUDGE BURTON: Okay.

24 MS. SATTARIN: I'm calling from my home line.

25 JUDGE SATTARIN: Okay.

1 MS. SATTARIN: Yes. And so as I was saying yes,  
2 there's still some issues that are going on. Now, one of the  
3 issues that I will bring up, what I've been hearing recently --  
4 and I thought maybe it was just the cordless phone because I  
5 have an AT&T phone that I had purchased because one of the  
6 technicians goofed up the phone back -- some time last year.  
7 But anyway -- and then I have a cordless phone and then I have  
8 another phone in the home.

9 But I still get the issues now, what the biggest  
10 issue is, is that if the phone is ringing, it'll ring -- it'll  
11 do like these intermittent short rings on the phone. And I  
12 thought maybe it had been the cordless phone because I just have  
13 that hooked up in one part of the room for the longest time and  
14 so it wasn't, but that's been the issue. One of the other  
15 issues was that I don't have Internet service with AT&T. I have  
16 another -- I have it with another provider.

17 And sometimes when I'm online because I'm  
18 handling business and so forth, I can be on there for -- I just  
19 turn on the computer, boot the internet up and then all of the  
20 sudden it'll be on for like two or three minutes and then it  
21 will shut down. And then it will go back and forth, back and  
22 forth, back and forth, back and forth. And it's almost taking  
23 me probably two or three days to try to get at least one --  
24 something done, you know, business-wise for my son or for  
25 myself.

1                   And then like pretty much what we're hearing on  
2 the phone right now. Sometimes there's a clicking on the phone  
3 when I'm talking to someone. Just a couple of days ago I was  
4 talking to a family friend that I hadn't talked to in a good  
5 while. She called me from Atlanta. And she called me around  
6 4:30 that afternoon. We were talking and then we talked for a  
7 good two hours and then all of the sudden the phone goes dead.

8                   And then she could ring the phone. The phone is  
9 ringing. She could hear the phone ringing on her end, but I  
10 can't get anything because the phone is completely dead.  
11 There's no dial tone. There's nothing. It's just dead air.  
12 And so I had to wait a few minutes and then maybe like a couple,  
13 I'd say about two or three minutes later, then she called back  
14 and we were able to resume our conversation. Of course we  
15 didn't stay on the phone much longer. So it's just things like  
16 that.

17                  And like I said, I appreciate all the things  
18 that AT&T has done in trying to help. They've come out and  
19 they've sent lines out. They've sent technicians out. They've  
20 been in the house. They've, you know, reevaluated the wiring in  
21 the box and all that kind of thing. But they're still, you  
22 know, these kinds of issues that are going on. So you know, I  
23 didn't anticipate this going as long as it is. But you know,  
24 when things are not -- when I'm running -- when one thing is  
25 being fixed, then there's another problem and then it's almost

1 like -- it kind of appears that I'm just doing a lot of  
2 complaining. And I would just like to get passed this, but  
3 there seems to be other issues.

4 The last issue that I will mention too, is the  
5 thing that I'm not appreciating with AT&T is that just from the  
6 moment that I opened up this case, I have been getting --  
7 actually, let me take that back. Probably in the last, I would  
8 say, seven or eight months, I have been getting these constant  
9 disconnect notices and just for little small amounts, say \$50 or  
10 say \$20 or something like this. Just disconnect notices. And  
11 I'm getting these disconnect notices the day before it's due or  
12 two days before it's due. Usually it's two days before it's  
13 due.

14 And then I have -- I'm having to call to make  
15 arrangements and that kind of thing and that just kind of takes  
16 out too much of my time out of the day and having to make that  
17 call and everything. So those are just some of the issues that  
18 I'm dealing with right now.

19 JUDGE BURTON: Okay. This is where we have to  
20 come to a decision as far as how you would like to proceed  
21 because I know that there have been attempts at mediation.  
22 There have been attempts by AT&T Missouri to resolve the issues.  
23 So you've heard the issues that the Staff for -- I'm going to  
24 take a break real quick and let you know that one of the  
25 attorney's for Staff has actually requested in writing to leave

## Prehearing

1 due to a conflict. And so that's Ms. Dale who's leaving, but we  
2 do have another attorney for Staff who's here.

3 MS. SATTARIN: And I'm sorry. What is her name,  
4 again?

5 MS. DALE: Colleen Dale.

6 MS. SATTARIN: Okay. Thank you.

7 JUDGE SATTARIN: I just wanted you to know,  
8 since you can't see this.

9 So we need to decide how we're going to proceed.  
10 And so the reason I called this prehearing conference is to see  
11 what the status was and to see if you wanted to get this set up  
12 for an actual hearing where we would hear evidence on the record  
13 and then after which the Commission could make a decision. But  
14 they would also, I'm assuming, be presented with the issue of  
15 whether or not the Commission itself has the jurisdiction to  
16 hear this complaint.

17 And that goes back to the long statute that  
18 Ms. Dale was reading to you earlier about whether or not  
19 legislative changes have made it so that the Commission, with  
20 whom you've filed this complaint, still has authority to hear  
21 this complaint. So I just want you to know that might be an  
22 issue, that if we go to hearing, will be presented. And I'm the  
23 judge in this matter, but I have no final say in to how the  
24 Commission would rule on that.

25 MS. SATTARIN: Okay.

Prehearing

1 JUDGE SATTARIN: So my question for you,  
2 Ms. Sattarin, is how would you like to proceed? You can say  
3 this is it. I'd like to dismiss my case. I'd like to try to  
4 see, you know, request further mediation. I don't know if that  
5 would resolve anything because I think everyone has attempted to  
6 resolve these issues. Or you could try to request a hearing  
7 date and I can set one right now and at that point the parties  
8 can file any briefs or any motions or present any evidence and  
9 prepare it for an actual hearing date.

10 MS. SATTARIN: Well, I would just be satisfied  
11 if they would just fix the issues, that they would address these  
12 issues.

13 JUDGE BURTON: Mr. Bub, did you want to comment  
14 on this?

15 MR. BUB: Sure. Ms. Sattarin, this is Leo Bub.  
16 As you know, we've been out there several times to try and  
17 address the problems. We've replaced the wire that goes into  
18 your house. Our people have been inside your house. I'll tell  
19 you our responsibility for the lines ends at that little box on  
20 the side of your house. It's called the network interface  
21 device.

22 MS. SATTARIN: Right.

23 MR. BUB: And we've tested it there. Public  
24 Service Commission staff, Mr. Couch, tested it there. And the  
25 service that comes to the end of -- into that box from our

1 perspective is the best we can get it. And our technicians  
2 believe -- and I imagine they probably talked to you about this  
3 -- they believe that it's something -- that the clicking you  
4 hear is something that's emanating from something inside your  
5 house like your computer modem or your computer because we don't  
6 put a tone like that on your computer.

7 MS. SATTARIN: Okay. That's never -- let me  
8 stop you there. That's never been an issue. And that's never  
9 been something that has been brought up, so I'm going to stop  
10 you on that. So I don't think it has anything to do with the  
11 modem or the computer itself. And I can assure you on that,  
12 that I -- just about a year ago I had -- everything had been  
13 changed long before all of this had come up with AT&T. So we're  
14 not even -- going to even --

15 MR. BUB: Yeah. Have you talked to your  
16 internet service provider?

17 MS. SATTARIN: It has nothing to do with the  
18 internet. It has nothing to do with the internet, the computer,  
19 the modem. None of that. I can assure you of that.

20 MR. BUB: Okay. Because you were just telling  
21 us before that you were having problems with your internet  
22 service.

23 MS. SATTARIN: Well, because I have dial up, so  
24 I have to use your line. So it's not the internet. It's your  
25 line.

Prehearing

1 JUDGE BURTON: So you don't have a separate  
2 internet provider?

3 MS. SATTARIN: I have a separate internet  
4 provider, but when I go into the internet I'm using a dial-up,  
5 which means I'm using AT&T lines to dial up to get on the  
6 internet. So if I boot up the computer, get on the internet,  
7 then I'm on there for five, maybe at the most five minutes and  
8 all the sudden it shuts down and it will reboot itself back up  
9 again.

10 And sometimes I mean, this is going on  
11 constantly until the point I just give up and just get off the  
12 computer. So it has nothing to do with any of those things. I  
13 have to stop Mr. Bub on that.

14 JUDGE BURTON: Ms. Sattarin, let me just ask you  
15 real quick. It's Sattarin isn't it. Sorry.

16 MS. SATTARIN: That's okay.

17 JUDGE BURTON: Do you believe that there's  
18 anything else that AT&T Missouri could do?

19 MS. SATTARIN: Well, the things that I just  
20 addressed, the things I just mentioned.

21 JUDGE BURTON: Okay. And it sounds to me like  
22 is what they're saying is they've already attempted to resolve  
23 those issues.

24 MS. SATTARIN: Well, if I'm still -- okay. In  
25 the middle of the day, like I just gave you the example of when



Prehearing

1 I'm talking to a friend of mine on Monday.

2 JUDGE BURTON: Right.

3 MS. SATTARIN: If I'm talking to someone or  
4 let's just say for example we're having this conversation right  
5 now. Okay? And then all of the sudden the phone goes dead, you  
6 would think I hung up on you. Well, no. I didn't hang up on  
7 you because there's something going on with the line. I have no  
8 idea what it is. AT&T obviously can't get to the root of the  
9 problem. So you know, there's still some issue going on.

10 JUDGE BURTON: Is there anything that you can  
11 foresee them being able to do to try to resolve this issue?

12 MS. SATTARIN: Well, if it's a technical thing,  
13 I don't -- I have absolutely no idea. This would be something  
14 on their end. Because I mean, this is not something that I'm  
15 making up. This is not something that's just -- you know, that  
16 I'm saying oh, just to keep this going. This is a serious  
17 issue. Just like when this situation first came up and I would  
18 be talking -- I have an elderly grandmother. My mother and I  
19 between the two of us, we tag team and help take care of her.

20 If I'm back at the house and my mom calls me and  
21 she -- and this is her first opportunity to call me or it's my  
22 first opportunity to call her, we're talking to one another and  
23 then all of the sudden the phone goes dead and then can call --  
24 she's calling my phone. It's ringing. I can't get the call.  
25 Or if there's an emergency. I have an autistic son. If it's an

## Prehearing

1 emergency in the middle of the night, if he should get sick or  
2 if I should get sick, I can't call out. Then I have to rely on  
3 a cell phone to be able to -- to call out to get emergency to  
4 get here (sic.). These are the issues that I'm dealing with,  
5 the things that I've been trying to get across to AT&T.

6 When you guys are gone home to your families and  
7 everything, this is the situation I have to deal with. These  
8 are the issues I have to deal with.

9 MR. BUB: Ms. Sattarin, we absolutely  
10 understand. That's why we've done everything we can.

11 MS. SATTARIN: I understand -- I understand --

12 MR. BUB: We replaced your lines.

13 MS. SATTARIN: -- your position. I understand  
14 this because I've documented everything from Day 1. I've  
15 documented all the times that you guys have sent technicians  
16 out. I think you've sent out 20 technicians.

17 MR. BUB: We've tried.

18 MS. SATTARIN: But there's still a problem.

19 MR. BUB: I can tell you from our end, we're  
20 hearing you loud and clear, really clear.

21 MS. SATTARIN: I hope so.

22 MR. BUB: We do too.

23 MS. SATTARIN: I hope so.

24 MR. BUB: We've done as much as we can and the  
25 service that we drop to the box on your house from our

1 perspective is as good as we can get it. So we think whatever  
2 the problem is, is something on your end. Because you own the  
3 wire inside your house. You own the devices that are connected  
4 to it. But as far as the service that we're bringing to your  
5 house, it's clean to your NID. And we can't find --

6 MS. SATTARIN: Let me stop you there. I've had  
7 at least -- I want to say at least three or four, maybe five  
8 technicians that have actually come in and checked the line and  
9 one of those times was when the phone ended up getting goofed up  
10 and the guy -- I had to end up replacing the phone. You know,  
11 AT&T wouldn't -- wouldn't take care of that cost. But that was  
12 okay. That was just money that was just down the drain. So I  
13 had to end up going and purchasing another phone. So yes, the  
14 line has been checked on the inside. But if I'm telling you  
15 these are issues, if this is a situation -- if I say today,  
16 okay, let's just go ahead and this is a wash, then tomorrow or  
17 this afternoon I may have the same problem. Then I'm back to  
18 square one at calling and bugging you guys about there is a  
19 problem on the line.

20 I know that you guys have done everything that  
21 you possibly could because you have brought -- people have come  
22 out there. It's been an inconvenience for me because I've had  
23 to take time out of my schedule to do this and take time away  
24 from my son to do -- you know, to take care of this or take time  
25 away from my grandmother and my mom, helping to do things with

1     them.

2                     So you know, I don't know what else I can say  
3     about this because these are issues.

4                     JUDGE BURTON: All right. Ms. Sattarin, the  
5     reason why we're here before the Commission is to see if we can  
6     try to attempt to resolve the issue and if we can't -- and it  
7     doesn't sound like we can because you're still having the issues  
8     and AT&T Missouri is saying, we've done everything we possibly  
9     can to locate the issue and it's not on our side. We have a  
10    fundamental conflict hearing that, which means you can decide if  
11    you want to dismiss the complaint because of their statement  
12    that there's nothing else that they can do if you believe that  
13    and their issues with saying that under the statute we don't  
14    have the jurisdiction or you can say, let's go ahead and present  
15    this issue in an evidentiary hearing before the Commission where  
16    the issues would be, you know, on you to establish that they  
17    violated an obligation that they have legally. So what would  
18    you like to do? If you want, I can schedule a hearing today or  
19    if you want a little bit of additional time to think about this.

20                    MS. SATTARIN: I would because -- and let me  
21    just say this, Judge. This is quite unfair. There's nothing  
22    that they've done illegal. I didn't -- this was not what this  
23    was all about. This was about addressing an issue that has been  
24    six years long. Okay. That I have been calling and asking  
25    someone, look, can you send someone out to address the problem.

1 Oh, someone will be out to your home from 8:00 to 8:00. That's  
2 what I've been getting. Or I've asked, well could you just put  
3 a note on the door to let me know they've come in or come by or  
4 something like that. Nobody is ever in the backyard to do  
5 anything. It didn't come to this point until I filed this case.  
6 Okay. So this was never about anybody doing anything illegal.  
7 This was about doing the right thing and trying to resolve the  
8 matter and trying to work with me and I work with these guys.

9 And it was never about any kind of anybody being  
10 confrontational, anybody you know -- just you know, holding  
11 anybody's feet to the fire. It was just trying to get this  
12 matter situated so this doesn't happen because I -- you know,  
13 I'm sure I'm not the only one that's gone -- you know, had to  
14 deal with -- you know, you're talking to someone. You're having  
15 a great conversation and you haven't talked with them in so long  
16 and then all of the sudden something goes bad. That's not a fun  
17 thing.

18 JUDGE SATTARIN: And I understand that. But I  
19 also hope that you understand from my perspective that the  
20 Commission -- when you filed the complaint, which is what the  
21 issue was before us, there are only certain steps that we can  
22 take at this point and it kind of depends on what you would like  
23 to do. And you know, our hands are just as tied as yours might  
24 be in a sense that we're a creature of statute and our authority  
25 is limited by what's designated to us as our obligations and our

1 rights and authorities by the legislature.

2 So we do want to try to ensure that you have the  
3 quality of issues resolved and I think that this case has been  
4 going on and there have been attempts made to resolve those  
5 issues. But now we have to decide -- all of us; you, us as the  
6 Commission and other parties, how we're going to proceed from  
7 here in this formal complaint.

8 MS. SATTARIN: Exactly.

9 JUDGE BURTON: So why don't we do this: Why  
10 don't I give you a little bit of time to think about this and  
11 kind of pursue how -- or consider how you would like to pursue  
12 this as far as the formal complaint before the Commission --

13 MS. SATTARIN: Okay.

14 JUDGE BURTON: -- based on what's been discussed  
15 today. And I'm sure that Mr. Bub and Staff would be willing to  
16 listen if you want to reach out to them informally, not on the  
17 record in front of me, to kind of address some of these issues.  
18 And if you want, after we go off the record here -- and when I  
19 say off the record, it means when I leave the room and whenever  
20 the court reporter stops transcribing -- I'm going to leave the  
21 phone line open so you can still communicate with counsel for  
22 Staff and the attorneys to try to see about potentially  
23 resolving the actual quality issues that you're having to see if  
24 there's anything else that can resolve that. And if you guys  
25 want to try to take another stab at mediation or some other

## Prehearing

1 resolution. I am not saying you have to do this.

2 Then I'm going to say this: I don't have my  
3 calendar in front of me but let me pull up my phone. And I  
4 think you can do that to. I'd ask everyone to. How about just  
5 -- do you think a week would be sufficient time for you to  
6 decide how you would like to proceed as far as the formal  
7 complaint that's pending before the Commission?

8 MS. SATTARIN: Yes. That would be fine.

9 JUDGE BURTON: Okay. Then why don't I say by  
10 March 30th. Can you just -- you know how to use the electronic  
11 filing system with the Commission? The EFIS system?

12 MS. SATTARIN: No. I do not.

13 JUDGE BURTON: Okay. Well, then how about this:  
14 I will have by March 30th, you can send an e-mail to all the  
15 parties and I would ask that you include my e-mail, just stating  
16 how you would like to proceed. And Ms. Payne is the counsel for  
17 Staff. She's here too and she can communicate with you and if  
18 we need to, I would ask that Staff, by March 30th, file a status  
19 report of any communication you might have so that way it's in  
20 the system. And I think you probably get those in e-mails too,  
21 Ms. Sattarin. That's probably how you received a notice about  
22 the prehearing conference. I know we also e-mail them out to  
23 you or mail them out to you as well.

24 MS. SATTARIN: I got it through the mail. If  
25 you don't mind, is there some way that I could just talk to Ms.

Prehearing

1 Payne. We've talked before.

2 JUDGE BURTON: Absolutely.

3 MS. SATTARIN: And I can talk directly to her --

4 JUDGE BURTON: Yeah.

5 MS. SATTARIN: -- and relay the information?

6 JUDGE BURTON: As I said, I'm going to be  
7 leaving the room, going off the record, but Ms. Payne and  
8 Mr. Bub will still be in the room. And if at any point you just  
9 want to talk to Ms. Payne real quick about your contact  
10 information for the status report, you can do that. And I don't  
11 think that Mr. Bub will have any problems with that.

12 MS. SATTARIN: Okay.

13 JUDGE BURTON: He's shaking his head, just for  
14 the record.

15 MR. BUB: No.

16 MS. SATTARIN: Okay. And now you said this was  
17 March 30th?

18 JUDGE BURTON: Yes. So just by March 30th let  
19 me know, let the parties know if you want to, you know, dismiss  
20 this complaint that's pending before the Commission, if you want  
21 to try to see about working out some way to resolve this outside  
22 of the Commission with the parties -- and by parties I mean with  
23 AT&T Missouri -- or if you want the Commission to set a hearing.

24 MS. SATTARIN: Okay.

25 JUDGE BURTON: Which would be an evidentiary



Prehearing

1 hearing that would be in the Kansas City area and again, the  
2 burden would be on you to show legally what the violations  
3 were --

4 MS. SATTARIN: Okay.

5 JUDGE BURTON: -- by the statute or the  
6 regulations as far as quality of service and issues.

7 MS. SATTARIN: Okay. So I'm sorry to interrupt.

8 JUDGE BURTON: No. You're fine.

9 MS. SATTARIN: I can find all of this online or  
10 do I need to go to a law book to find the statutes and so forth  
11 that were read a moment ago, the chapters and so forth.

12 MS. PAYNE: The statutes can be accessed on --

13 JUDGE BURTON: You could go -- through the  
14 Missouri Legislatures website --

15 MS. SATTARIN: Okay. Let me write --

16 JUDGE BURTON: -- there's an opportunity. And  
17 through the Missouri Secretary of States website there's a link  
18 to the code of regulations.

19 MS. SATTARIN: Code of regulations. Okay.

20 MS. PAYNE: And through the General Assembly's  
21 website which is M-0 -- for Missouri -- G-A -- for General  
22 Assembly -- and it's .gov.

23 MS. SATTARIN: You said GOV?

24 MS. PAYNE: Yes.

25 MS. SATTARIN: All right.

## Prehearing

1 MS. PAYNE: At the top of their website page  
2 when you first come to the home page is a link for statutes and  
3 you can view all statutes. And it will take you to the full  
4 listing.

5 MS. SATTARIN: Okay. All right.

6 JUDGE BURTON: And I believe whenever you  
7 initially filed the complaint we provided you with a copy of the  
8 Commission's rules for discovery.

9 MS. SATTARIN: Okay.

10 JUDGE BURTON: So you should have a copy of  
11 that. But again, if you don't, that's -- you can find that  
12 through the Missouri Secretary of State's website.

13 MS. SATTARIN: Okay.

14 JUDGE BURTON: For the code of regulations.

15 MS. SATTARIN: All right. I'm writing all this  
16 down.

17 JUDGE BURTON: Also I believe if you go through  
18 the Commission's website, the Missouri Public Service  
19 Commission.

20 MS. SATTARIN: Okay. I think at some point you  
21 had -- a copy of that was sent to me through the mail and I laid  
22 it down somewhere, but I'll find it.

23 JUDGE BURTON: Okay. Well, again, I believe you  
24 can e-mail with Mr. Bub and Ms. Payne and me as well, if you  
25 would like. If there's any discussions you might have about

1 locating any of that.

2 MS. SATTARIN: Okay.

3 JUDGE BURTON: We're not trying to hide the ball  
4 from you.

5 MS. SATTARIN: No. That's -- I understand.

6 JUDGE BURTON: So before we go off the record --  
7 and again, that's just when I leave the room and the court  
8 reporter stops typing -- is there anything that you would like  
9 to say or any questions you might have?

10 MS. SATTARIN: No. Not at all.

11 JUDGE BURTON: Okay.

12 MS. SATTARIN: I appreciate everybody's time.

13 JUDGE BURTON: All right. Well, thank you very  
14 much.

15 MS. SATTARIN: Thank you.

16 JUDGE BURTON: And is there anything further  
17 that you might have, Mr. Bub or Ms. Payne?

18 MR. BUB: We'd just like to express our  
19 appreciation for the commission staff and especially Myron for  
20 working on this issue with us. Even though we have that view on  
21 jurisdiction, we appreciate being able to take advantage of the  
22 Commission's mediation services to try and get this resolved  
23 because Ms. Sattarin is our customer and really did want to get  
24 her good service and we think we have at this point. But we're  
25 certainly willing to keep talking with her.

Prehearing

1 JUDGE BURTON: Okay. Thank you, Mr. Bub.

2 MS. PAYNE: I think Staff has said everything it  
3 needs to.

4 JUDGE BURTON: Okay. Well, that being said, it  
5 was a pleasure finally talking to you, Ms. Sattarin.

6 MS. SATTARIN: My pleasure.

7 JUDGE BURTON: That being said we're going to go  
8 ahead and conclude today's hearing and we're going to go off the  
9 record.

10 (Off the record.)

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

CERTIFICATE OF REPORTER

I, LISA M. BANKS, a Certified Court Reporter, within and for the State of Missouri, do hereby certify that the witness whose testimony appears in the foregoing deposition was duly sworn by me; that the testimony of said witness was taken by me to the best of my ability and thereafter reduced to typewriting under my direction; that I am neither counsel for, related to, nor employed by any of the parties to the action in which this deposition was taken, and further, that I am not a relative or employee of any attorney or counsel employed by the parties thereto, nor financially or otherwise interested in the outcome of the action.

  
Lisa M. Banks, CCR



# Preheari ng

<b>A</b>	9:15 11:17 27:12,21	<b>authorizing</b> 5:2 <b>autistic</b> 17:25	<b>briefs</b> 14:8 <b>bring</b> 10:3 <b>bringing</b> 19:4 <b>brought</b> 15:9 19:21 <b>Bub</b> 2:2 3:21,21 7:8,10,17 14:13,15,15,23 15:15,20 16:13 18:9,12,17,19 18:22,24 22:15 24:8,11,15 26:24 27:17,18 28:1 <b>bugging</b> 19:18 <b>burden</b> 25:2 <b>BURTON</b> 1:19 3:2,18,24 4:5 4:11,22 6:6 7:6 7:15,23 8:10 8:20,23 9:4,6,8 9:11,19,23 12:19 14:13 16:1,14,17,21 17:2,10 20:4 22:9,14 23:9 23:13 24:2,4,6 24:13,18,25 25:5,8,13,16 26:6,10,14,17 26:23 27:3,6 27:11,13,16 28:1,4,7 <b>business</b> 3:5 5:2 10:18 <b>business-wise</b> 10:24	<b>called</b> 11:5,5,13 13:10 14:20 <b>calling</b> 9:20,24 17:24 19:18 20:24 <b>calls</b> 17:20 <b>care</b> 17:19 19:11 19:24 <b>case</b> 1:11 7:25 12:6 14:3 21:5 22:3 <b>CCR</b> 1:22 29:15 <b>cell</b> 18:3 <b>certain</b> 5:7 21:21 <b>certainly</b> 27:25 <b>CERTIFICATE</b> 29:1 <b>certified</b> 5:1 29:3 <b>certify</b> 29:4 <b>changed</b> 15:13 <b>changes</b> 13:19 <b>chapter</b> 5:1,3,3 5:4 6:3 <b>chapters</b> 25:11 <b>charter</b> 5:1 <b>checked</b> 19:8,14 <b>Chestnut</b> 2:2 3:22 <b>City</b> 1:7 2:6 3:15 3:16 4:4 25:1 <b>clarify</b> 6:10 <b>clean</b> 19:5 <b>clear</b> 18:20,20 <b>clicking</b> 8:7,13 8:15 9:16 11:2 15:3 <b>code</b> 3:17 25:18 25:19 26:14 <b>cognizable</b> 7:12 <b>Colleen</b> 2:5 4:3 13:5 <b>come</b> 11:18
<b>ability</b> 29:7 <b>able</b> 11:14 17:11 18:3 27:21 <b>absolutely</b> 17:13 18:9 24:2 <b>accessed</b> 25:12 <b>action</b> 29:9,13 <b>actual</b> 13:12 14:9 22:23 <b>additional</b> 20:19 <b>address</b> 3:13,22 14:11,17 20:25 22:17 <b>addressed</b> 7:17 16:20 <b>addressing</b> 20:23 <b>advantage</b> 27:21 <b>advisory</b> 6:25 <b>afternoon</b> 3:21 11:6 19:17 <b>ago</b> 6:13 11:3 15:12 25:11 <b>agrees</b> 7:9 <b>ahead</b> 3:2,6 19:16 20:14 28:8 <b>air</b> 11:11 <b>allegations</b> 7:11 7:14 <b>allow</b> 4:17 6:12 <b>amounts</b> 12:9 <b>anticipate</b> 11:23 <b>anybody</b> 21:6,9 21:10 <b>anybody's</b> 21:11 <b>anyway</b> 10:7 <b>apologize</b> 4:6 <b>appearance</b> 3:10 <b>appears</b> 12:1 29:5 <b>apply</b> 6:3 <b>appreciate</b> 6:10	9:15 11:17 27:12,21 <b>appreciating</b> 12:5 <b>appreciation</b> 27:19 <b>area</b> 25:1 <b>arguments</b> 7:19 <b>arising</b> 5:12 <b>arrangements</b> 12:15 <b>asked</b> 21:2 <b>asking</b> 9:1 20:24 <b>Assembly</b> 25:22 <b>Assembly's</b> 25:20 <b>assessment</b> 7:23 <b>assuming</b> 7:8 13:14 <b>assure</b> 15:11,19 <b>AT&amp;T</b> 1:14 3:5 3:20,22 4:13 6:4,19 7:9,17 10:5,15 11:18 12:5,22 15:13 16:5,18 17:8 18:5 19:11 20:8 24:23 <b>AT&amp;T's</b> 9:15 <b>Atlanta</b> 11:5 <b>attempt</b> 20:6 <b>attempted</b> 14:5 16:22 <b>attempts</b> 9:11 9:12 12:21,22 22:4 <b>attorney</b> 4:17 13:2 29:11 <b>attorney's</b> 12:25 <b>attorneys</b> 22:22 <b>authorities</b> 22:1 <b>authority</b> 5:11 6:20,21 13:20 21:24	<b>B</b> <b>back</b> 7:24 10:6 10:21,21,22,22 11:13 12:7 13:17 16:8 17:20 19:17 <b>backyard</b> 21:4 <b>bad</b> 21:16 <b>ball</b> 27:3 <b>BANKS</b> 1:22 29:3 <b>base</b> 8:4 <b>based</b> 22:14 <b>Basically</b> 6:13 <b>behalf</b> 3:18,24 <b>believe</b> 7:2 15:2 15:3 16:17 20:12 26:6,17 26:23 <b>Bell</b> 1:14 2:4 3:4 3:19 <b>best</b> 15:1 29:7 <b>better</b> 4:8 <b>beyond</b> 6:21 <b>biggest</b> 10:9 <b>billing</b> 7:13 <b>bit</b> 3:13 4:8 7:24 8:10 20:19 22:10 <b>bond</b> 5:22 <b>bonding</b> 5:24 <b>book</b> 25:10 <b>boot</b> 10:19 16:6 <b>bottom</b> 7:2 <b>Boulevard</b> 2:9 3:16 <b>bound</b> 5:22 <b>box</b> 2:6 4:3 11:21 14:19,25 18:25 <b>break</b> 12:24	<b>C</b> <b>C</b> 2:1 3:1 <b>calendar</b> 23:3 <b>call</b> 12:14,17 17:21,22,23,24 18:2,3	

# Preheari ng

12:20 15:13 19:8,21 21:3,3 21:5 26:2 <b>comes</b> 14:25 <b>comment</b> 14:13 <b>commission</b> 1:1 2:7 3:6,25 4:2 5:11 6:14,21 7:3,12,21 13:13,15,19,24 14:24 20:5,15 21:20 22:6,12 23:7,11 24:20 24:22,23 26:19 27:19 <b>Commission's</b> 26:8,18 27:22 <b>communicate</b> 22:21 23:17 <b>communication</b> 23:19 <b>companies</b> 5:16 5:22 <b>company</b> 1:14 3:4,19 4:25 5:19 6:19 8:3 9:6 <b>compensation</b> 5:14 <b>complainant</b> 1:12 2:8 3:11 <b>complaining</b> 12:2 <b>complaint</b> 3:8 4:13 7:11,14 9:4 13:16,20 13:21 20:11 21:20 22:7,12 23:7 24:20 26:7 <b>completely</b> 11:10 <b>comply</b> 5:20 <b>computer</b> 10:19	15:5,5,6,11,18 16:6,12 <b>conclude</b> 28:8 <b>conditions</b> 5:5 <b>conference</b> 1:5 3:8 4:12 13:10 23:22 <b>configuration</b> 5:14 <b>conflict</b> 13:1 20:10 <b>confrontational</b> 21:10 <b>connected</b> 19:3 <b>connections</b> 5:23 <b>consented</b> 7:18 <b>consider</b> 22:11 <b>constant</b> 12:8 <b>constantly</b> 16:11 <b>contact</b> 24:9 <b>conversation</b> 11:14 17:4 21:15 <b>copy</b> 26:7,10,21 <b>cordless</b> 10:4,7 10:12 <b>correct</b> 8:1 <b>cost</b> 19:11 <b>Couch</b> 14:24 <b>counsel</b> 2:2,5,5 6:7 22:21 23:16 29:8,11 <b>couple</b> 11:3,12 <b>course</b> 11:14 <b>court</b> 1:22 3:12 22:20 27:7 29:3 <b>creature</b> 21:24 <b>customer</b> 27:23 <b>customers</b> 5:6	<b>d/b/a</b> 1:14 3:19 <b>Dale</b> 2:5 4:3,3 4:21,23 6:12 6:13,17,24 7:2 7:5,7 13:1,5,5 13:18 <b>date</b> 14:7,9 <b>day</b> 12:11,16 16:25 18:14 <b>days</b> 10:23 11:3 12:12,12 <b>dead</b> 11:7,10,11 17:5,23 <b>deal</b> 18:7,8 21:14 <b>dealing</b> 12:18 18:4 <b>December</b> 9:12 <b>decide</b> 13:9 20:10 22:5 23:6 <b>decision</b> 12:20 13:13 <b>DeLana</b> 1:11 2:8 3:4,14 <b>delegated</b> 6:20 <b>depends</b> 21:22 <b>deposition</b> 29:5 29:10 <b>designated</b> 21:25 <b>device</b> 14:21 <b>devices</b> 19:3 <b>dial</b> 11:11 15:23 16:5 <b>dial-up</b> 16:4 <b>direction</b> 29:8 <b>directly</b> 24:3 <b>disconnect</b> 12:9 12:10,11 <b>discovery</b> 26:8 <b>discussed</b> 22:14 <b>discussions</b> 26:25	<b>dismiss</b> 14:3 20:11 24:19 <b>dispute</b> 7:16 <b>documented</b> 18:14,15 <b>doing</b> 3:5 9:1 12:1 21:6,7 <b>door</b> 21:3 <b>drain</b> 19:12 <b>drop</b> 18:25 <b>due</b> 12:11,12,13 13:1 <b>duly</b> 29:5 <b>duties</b> 5:5	<b>establish</b> 20:16 <b>everybody's</b> 27:12 <b>evidence</b> 13:12 14:8 <b>evidentiary</b> 20:15 24:25 <b>Exactly</b> 22:8 <b>example</b> 7:13 16:25 17:4 <b>exceptions</b> 5:8 <b>express</b> 27:18 <b>extends</b> 5:11
			<b>E</b>	<b>F</b>
			<b>E</b> 2:1,1 3:1,1 <b>e-mail</b> 23:14,15 23:22 26:24 <b>e-mails</b> 23:20 <b>earlier</b> 13:18 <b>East</b> 2:9 3:16 <b>efforts</b> 9:15 <b>EFIS</b> 23:11 <b>eight</b> 12:8 <b>elderly</b> 17:18 <b>elect</b> 5:16 <b>electric</b> 5:25 <b>electronic</b> 23:10 <b>emanating</b> 15:4 <b>emergency</b> 17:25 18:1,3 <b>emphasize</b> 7:6 <b>employed</b> 29:9 29:11 <b>employee</b> 29:11 <b>ended</b> 19:9 <b>ends</b> 14:19 <b>engage</b> 5:2 <b>ensure</b> 22:2 <b>enter</b> 3:9 <b>especially</b> 27:19 <b>essentially</b> 5:21 6:17	<b>families</b> 18:6 <b>family</b> 11:4 <b>far</b> 12:20 19:4 22:12 23:6 25:6 <b>federal</b> 5:8 6:20 <b>feet</b> 21:11 <b>figured</b> 6:11 <b>file</b> 3:3 14:8 23:18 <b>filed</b> 4:13 9:4 13:20 21:5,20 26:7 <b>filing</b> 23:11 <b>filings</b> 4:14 <b>final</b> 13:23 <b>finally</b> 28:5 <b>financially</b> 29:12 <b>find</b> 19:5 25:9 25:10 26:11,22 <b>fine</b> 23:8 25:8 <b>fire</b> 21:11 <b>first</b> 17:17,21,22 26:2 <b>five</b> 16:7,7 19:7 <b>fix</b> 14:11 <b>fixed</b> 11:25 <b>foregoing</b> 29:5 <b>foresee</b> 17:11
	<b>D</b>			
	<b>D</b> 3:1 5:18			

# Prehearing

<b>formal</b> 22:7,12 23:6 <b>forth</b> 5:17 10:18 10:21,22,22,22 25:10,11 <b>four</b> 19:7 <b>friend</b> 11:4 17:1 <b>front</b> 22:17 23:3 <b>full</b> 26:3 <b>fun</b> 21:16 <b>fundamental</b> 20:10 <b>further</b> 9:13 14:4 27:16 29:10	24:6,7 28:7,8 <b>good</b> 3:21 8:25 11:4,7 19:1 27:24 <b>goofed</b> 10:6 19:9 <b>gov</b> 25:22,23 <b>grandmother</b> 17:18 19:25 <b>great</b> 21:15 <b>greatly</b> 6:10 <b>Gregory</b> 2:9 3:16 <b>grid</b> 6:1 <b>ground</b> 5:22 <b>grounding</b> 5:24 <b>guy</b> 19:10 <b>guys</b> 18:6,15 19:18,20 21:8 22:24	<b>holding</b> 5:1 21:10 <b>home</b> 9:24 10:8 18:6 21:1 26:2 <b>honest</b> 6:8 <b>hooked</b> 10:13 <b>hope</b> 18:21,23 21:19 <b>hours</b> 11:7 <b>house</b> 11:20 14:18,18,20 15:5 17:20 18:25 19:3,5 <b>hung</b> 17:6	15:18,21,24 16:2,3,4,6,6 <b>interpretation</b> 7:9 <b>interrupt</b> 9:20 25:7 <b>intra-state</b> 5:19 <b>investigate</b> 9:13 <b>investigated</b> 8:2 <b>involved</b> 6:18,19 <b>issue</b> 8:5 10:10 10:14 12:4 13:14,22 15:8 17:9,11,17 20:6,9,15,23 21:21 27:20 <b>issued</b> 5:4 9:8 <b>issues</b> 5:13 7:16 8:1 10:2,3,9,15 11:22 12:3,17 12:22,23 14:6 14:11,12 16:23 18:4,8 19:15 20:3,7,13,16 22:3,5,17,23 25:6 <b>it'll</b> 10:10,10,20	24:13,18,25 25:5,8,13,16 26:6,10,14,17 26:23 27:3,6 27:11,13,16 28:1,4,7 <b>jurisdiction</b> 7:3 7:13 13:15 20:14 27:21 <b>jurisdictional</b> 7:10,16
<hr/> <b>G</b>	<hr/> <b>H</b>	<hr/> <b>I</b>	<hr/> <b>J</b>	<hr/> <b>K</b>
<b>G</b> 3:1 <b>G-A</b> 25:21 <b>general</b> 2:5,5 25:20,21 <b>getting</b> 12:6,8 12:11 19:9 21:2 <b>give</b> 16:11 22:10 <b>go</b> 3:2,3,6 4:21 7:20 10:21 13:22 16:4 19:16 20:14 22:18 25:10,13 26:17 27:6 28:7,8 <b>goes</b> 5:7 11:7 13:17 14:17 17:5,23 21:16 <b>going</b> 3:2,6,9 4:7 4:10,16 6:12 7:19,20,25 8:8 9:20 10:2 11:22,23 12:23 13:9 15:9,14 16:10 17:7,9 17:16 19:13 22:4,6,20 23:2	<b>haa</b> 13:19 <b>handling</b> 10:18 <b>hands</b> 21:23 <b>hang</b> 17:6 <b>happen</b> 21:12 <b>happens</b> 8:17 <b>head</b> 24:13 <b>hear</b> 4:7 8:7,10 8:15,21,24 11:9 13:12,16 13:20 15:4 <b>heard</b> 8:16,17 9:9 12:23 <b>hearing</b> 4:16 6:9 8:13 9:17 10:3 11:1 13:12,22 14:6,9 18:20 20:10,15,18 24:23 25:1 28:8 <b>help</b> 11:18 17:19 <b>helping</b> 19:25 <b>hide</b> 27:3	<b>idea</b> 17:8,13 <b>identified</b> 5:21 <b>illegal</b> 20:22 21:6 <b>imagine</b> 15:2 <b>impose</b> 6:21 <b>imposes</b> 5:4 <b>include</b> 23:15 <b>including</b> 5:13 <b>inconvenience</b> 19:22 <b>informally</b> 22:16 <b>information</b> 24:5,10 <b>initially</b> 26:7 <b>inside</b> 14:18 15:4 19:3,14 <b>integrity</b> 5:25 <b>inter-carrier</b> 5:13,14 <b>interconnection</b> 5:12 <b>interested</b> 29:12 <b>interface</b> 14:20 <b>intermittent</b> 10:11 <b>internet</b> 10:15 10:19 15:16,18	<b>Jefferson</b> 1:7 2:6 4:4 <b>judge</b> 1:19 3:2 3:18,21,24 4:5 4:11,22 6:6,11 7:6,15,23 8:10 8:20,23 9:4,6,8 9:11,19,23,25 12:19 13:7,23 14:1,13 16:1 16:14,17,21 17:2,10 20:4 20:21 21:18 22:9,14 23:9 23:13 24:2,4,6	<b>Kansas</b> 3:15,16 25:1 <b>keep</b> 17:16 27:25 <b>KIM</b> 1:19 <b>kind</b> 6:11 11:21 12:1,15,15 21:9,22 22:11 22:17 <b>kinds</b> 11:22 <b>know</b> 4:13 7:24 8:2,13,14,16 9:3,8,14,16,16 10:24 11:20,22 11:22,23 12:21 12:24 13:7,21 14:4,4,16 17:9 17:15 19:10,20 19:24 20:2,2 20:16 21:3,10 21:10,12,13,14 21:23 23:10,22 24:19,19,19
				<hr/> <b>L</b>
				<b>lacks</b> 7:12 <b>laid</b> 26:21 <b>law</b> 1:19 5:8,12 6:14 25:10 <b>leave</b> 12:25 22:19,20 27:7



# Preheari ng

<b>leaving</b> 13:1 24:7 <b>legally</b> 20:17 25:2 <b>legislative</b> 13:19 <b>legislature</b> 6:14 22:1 <b>legislatures</b> 25:14 <b>Leo</b> 2:2 3:21 14:15 <b>let's</b> 17:4 19:16 20:14 <b>limited</b> 5:14 21:25 <b>line</b> 7:2 9:21,24 15:24,25 17:7 19:8,14,19 22:21 <b>lines</b> 11:19 14:19 16:5 18:12 <b>link</b> 25:17 26:2 <b>Lisa</b> 1:22 29:3 29:15 <b>listen</b> 22:16 <b>listing</b> 26:4 <b>little</b> 3:13 4:8 7:24 8:10 12:9 14:19 20:19 22:10 <b>LLC</b> 1:22 <b>locate</b> 20:9 <b>locating</b> 27:1 <b>long</b> 11:23 13:17 15:13 20:24 21:15 <b>longer</b> 6:15 11:15 <b>longest</b> 10:13 <b>look</b> 8:3 20:25 <b>looking</b> 4:15 <b>lot</b> 6:9 12:1 <b>loud</b> 18:20 <b>Louis</b> 2:3 3:22	<hr/> <b>M</b> <hr/> <b>M</b> 1:22 4:3 29:3 <b>M-O</b> 25:21 <b>M.Banks</b> 29:15 <b>mail</b> 23:23,24 26:21 <b>making</b> 7:19 17:15 <b>March</b> 1:6 3:7 23:10,14,18 24:17,18 <b>matter</b> 3:3 7:4 9:15 13:23 21:8,12 <b>matters</b> 5:15 6:18,20 <b>mean</b> 6:9 9:2 16:10 17:14 24:22 <b>means</b> 6:17 7:16 16:5 20:10 22:19 <b>mediation</b> 9:12 12:21 14:4 22:25 27:22 <b>mention</b> 4:10 12:4 <b>mentioned</b> 16:20 <b>middle</b> 16:25 18:1 <b>mind</b> 23:25 <b>mine</b> 17:1 <b>minutes</b> 10:20 11:12,13 16:7 <b>Missouri</b> 1:2,7 1:14 2:3,6,7,9 3:5,15,15,16 3:20,22,23,25 4:2,4,13,24 6:4 7:9,17 12:22 16:18 20:8 24:23 25:14,17 25:21 26:12,18	29:4 <b>modem</b> 15:5,11 15:19 <b>modifies</b> 5:11 <b>mom</b> 17:20 19:25 <b>moment</b> 12:6 25:11 <b>Monday</b> 17:1 <b>money</b> 19:12 <b>months</b> 12:8 <b>mother</b> 17:18 <b>motions</b> 14:8 <b>move</b> 4:7 <b>Myron</b> 27:19 <hr/> <b>N</b> <hr/> <b>N</b> 2:1 3:1 <b>name</b> 3:11,13 4:6 13:3 <b>necessary</b> 5:24 <b>need</b> 13:9 23:18 25:10 <b>needs</b> 28:3 <b>neither</b> 29:8 <b>network</b> 5:14,25 14:20 <b>never</b> 15:7,8,8 21:6,9 <b>new</b> 6:3 <b>NID</b> 19:5 <b>night</b> 18:1 <b>note</b> 21:3 <b>notice</b> 23:21 <b>notices</b> 12:9,10 12:11 <b>Number</b> 3:3 4:25 <hr/> <b>O</b> <hr/> <b>O</b> 3:1 <b>obligation</b> 20:17 <b>obligations</b> 5:5 5:13 21:25	<b>obviously</b> 17:8 <b>oh</b> 17:16 21:1 <b>okay</b> 3:18 4:5,20 4:23 6:6,16,23 7:5,15,22 8:6 8:22,25,25 9:23,25 12:19 13:6,25 15:7 15:20 16:16,21 16:24 17:5 19:12,16 20:24 21:6 22:13 23:9,13 24:12 24:16,24 25:4 25:7,15,19 26:5,9,13,20 26:23 27:2,11 28:1,4 <b>online</b> 10:17 25:9 <b>open</b> 22:21 <b>opened</b> 12:6 <b>opinion</b> 7:8 <b>opportunity</b> 17:21,22 25:16 <b>order</b> 5:4 <b>outcome</b> 29:12 <b>outside</b> 24:21 <hr/> <b>P</b> <hr/> <b>P</b> 2:1,1 3:1 <b>p.m</b> 3:7 <b>P.O</b> 2:6 4:3 <b>page</b> 26:1,2 <b>Paragraph</b> 5:19 <b>part</b> 10:13 <b>parties</b> 3:9 8:23 14:7 22:6 23:15 24:19,22 24:22 29:9,11 <b>party</b> 6:25 <b>passed</b> 6:14 12:2 <b>Payne</b> 2:5 4:1,1 23:16 24:1,7,9	25:12,20,24 26:1,24 27:17 28:2 <b>pending</b> 23:7 24:20 <b>people</b> 14:18 19:21 <b>perspective</b> 15:1 19:1 21:19 <b>pertaining</b> 5:8 <b>phone</b> 6:19 8:7 9:1,16,17,21 10:4,5,6,7,8,10 10:11,12 11:2 11:2,7,8,8,9,10 11:15 17:5,23 17:24 18:3 19:9,10,13 22:21 23:3 <b>pleasure</b> 28:5,6 <b>point</b> 14:7 16:11 21:5,22 24:8 26:20 27:24 <b>position</b> 18:13 <b>positions</b> 7:18 <b>possibly</b> 19:21 20:8 <b>potentially</b> 22:22 <b>pre-hearing</b> 1:5 4:12 <b>prehearing</b> 3:7 13:10 23:22 <b>prepare</b> 14:9 <b>present</b> 14:8 20:14 <b>presented</b> 13:14 13:22 <b>presiding</b> 1:19 <b>pretty</b> 9:16 11:1 <b>previously</b> 4:18 8:2 <b>probably</b> 10:23 12:7 15:2
---	---	---	---	--

# Preheari ng

<p>23:20,21  <b>problem</b> 8:14  11:25 17:9  18:18 19:2,17  19:19 20:25  <b>problems</b> 9:18  14:17 15:21  24:11  <b>proceed</b> 7:3  12:20 13:9  14:2 22:6 23:6  23:16  <b>PROCEEDIN...</b>  1:4  <b>promulgated</b> 5:4  <b>pronouncing</b> 4:6  <b>proper</b> 5:24  <b>properly</b> 5:22  <b>provide</b> 5:7 6:18  <b>provided</b> 5:6 6:4  26:7  <b>provider</b> 10:16  15:16 16:2,4  <b>providing</b> 5:19  <b>provision</b> 5:10  <b>public</b> 1:1 2:7  3:25 4:2 5:25  14:23 26:18  <b>pull</b> 23:3  <b>purchased</b> 10:5  <b>purchasing</b>  19:13  <b>pursue</b> 4:16  22:11,11  <b>put</b> 15:6 21:2</p> <hr/> <p><b>Q</b></p> <p><b>quality</b> 7:13 8:1  8:3 9:2 22:3,23  25:6  <b>question</b> 7:10  14:1  <b>questions</b> 27:9  <b>quick</b> 12:24</p>	<p>16:15 24:9  <b>quickly</b> 9:20  <b>quite</b> 4:11 6:8  20:21</p> <hr/> <p><b>R</b></p> <p><b>R</b> 2:1 3:1  <b>Raytown</b> 2:9  3:15  <b>reach</b> 22:16  <b>read</b> 4:23 25:11  <b>reading</b> 13:18  <b>real</b> 9:20 12:24  16:15 24:9  <b>really</b> 6:9,24  18:20 27:23  <b>reason</b> 4:12  13:10 20:5  <b>reboot</b> 16:8  <b>received</b> 23:21  <b>recommendati...</b>  4:15  <b>record</b> 3:3,10,12  4:24 13:12  22:17,18,19  24:7,14 27:6  28:9,10  <b>recorded</b> 8:13  <b>recording</b> 8:8  <b>reduced</b> 29:7  <b>reevaluated</b>  11:20  <b>referring</b> 8:11  <b>regulate</b> 6:15  <b>regulating</b> 5:23  <b>regulations</b> 5:5  25:6,18,19  26:14  <b>REGULATO...</b>  1:19  <b>related</b> 29:8  <b>relating</b> 5:12  <b>relative</b> 29:10  <b>relay</b> 24:5</p>	<p><b>rely</b> 18:2  <b>repeat</b> 8:18  <b>replaced</b> 14:17  18:12  <b>replacing</b> 19:10  <b>report</b> 23:19  24:10  <b>REPORTED</b>  1:21  <b>reporter</b> 3:12  22:20 27:8  29:1,3  <b>REPORTING</b>  1:22  <b>request</b> 14:4,6  <b>requested</b> 4:18  12:25  <b>require</b> 5:21  <b>requirements</b>  5:17 6:2  <b>reside</b> 3:15  <b>resolution</b> 23:1  <b>resolve</b> 9:15  12:22 14:5,6  16:22 17:11  20:6 21:7 22:4  22:24 24:21  <b>resolved</b> 22:3  27:22  <b>resolving</b> 22:23  <b>Respondent</b>  1:15 3:5  <b>respondents</b>  3:19  <b>responsibility</b>  14:19  <b>restricts</b> 5:11  <b>resume</b> 11:14  <b>retail</b> 5:5,23 6:4  6:15,22  <b>Revised</b> 4:24  <b>right</b> 4:11,15 7:1  9:5,7,10,14  11:2 12:18</p>	<p>14:7,22 17:2,4  20:4 21:7  25:25 26:5,15  27:13  <b>rights</b> 22:1  <b>ring</b> 10:10 11:8  <b>ringing</b> 10:10  11:9,9 17:24  <b>rings</b> 10:11  <b>room</b> 2:2 10:13  22:19 24:7,8  27:7  <b>root</b> 17:8  <b>rule</b> 5:4 13:24  <b>rules</b> 26:8  <b>ruling</b> 7:19  <b>running</b> 11:24</p> <hr/> <p><b>S</b></p> <p><b>S</b> 2:1 3:1  <b>S-a-t-t-a-r-i-n</b>  3:14  <b>safety</b> 5:20  <b>satisfied</b> 9:2  14:10  <b>Sattarin</b> 3:10,14  3:14 4:5,6,9,20  6:6,8,11,16,23  7:1,15,22 8:6  8:12,22,25 9:5  9:7,10,14,22  9:24,25 10:1  13:3,6,7,25  14:1,2,10,15  14:22 15:7,17  15:23 16:3,14  16:15,16,19,24  17:3,12 18:9  18:11,13,18,21  18:23 19:6  20:4,20 21:18  22:8,13 23:8  23:12,21,24  24:3,5,12,16</p>	<p>24:24 25:4,7,9  25:15,19,23,25  26:5,9,13,15  26:20 27:2,5  27:10,12,15,23  28:5,6  <b>Sattarin's</b> 3:8  <b>saying</b> 6:9 10:1  16:22 17:16  20:8,13 23:1  <b>says</b> 5:9  <b>schedule</b> 19:23  20:18  <b>Secretary</b> 25:17  26:12  <b>section</b> 5:10,10  <b>see</b> 4:16 8:4 13:8  13:10,11 14:4  20:5 22:22,23  24:21  <b>seen</b> 4:14  <b>send</b> 20:25  23:14  <b>sense</b> 21:24  <b>sent</b> 8:3 11:19  11:19 18:15,16  26:21  <b>sentence</b> 5:9  <b>separate</b> 16:1,3  <b>serious</b> 17:16  <b>service</b> 1:1 2:7  3:25 4:2 5:17  5:20,22,23 6:2  6:3,4,17,22  7:14 8:1 9:1  10:15 14:24,25  15:16,22 18:25  19:4 25:6  26:18 27:24  <b>services</b> 5:6,8  6:15 27:22  <b>set</b> 3:6 5:17  13:11 14:7  24:23</p>
---	--	---	--	--

# Preheari ng

<b>seven</b> 12:8 <b>shaking</b> 24:13 <b>share</b> 8:7,16,18 <b>short</b> 10:11 <b>show</b> 25:2 <b>shut</b> 10:21 <b>shuts</b> 16:8 <b>sic</b> 18:4 <b>sick</b> 18:1,2 <b>side</b> 8:8 14:20 20:9 <b>simply</b> 6:25 <b>situated</b> 21:12 <b>situation</b> 17:17 18:7 19:15 <b>six</b> 20:24 <b>small</b> 12:9 <b>Smith-Sattarin</b> 1:11 2:8 3:4 <b>son</b> 10:24 17:25 19:24 <b>sorry</b> 9:19 13:3 16:15 25:7 <b>sound</b> 8:13 20:7 <b>sounds</b> 16:21 <b>Southwestern</b> 1:14 2:4 3:4,19 <b>speak</b> 3:12 <b>specifically</b> 6:20 <b>spell</b> 3:13 <b>square</b> 19:18 <b>St</b> 2:3 3:22 <b>stab</b> 22:25 <b>staff</b> 2:7 3:25 4:1 4:14,18 6:7,24 6:25 7:8,17 8:2 9:12 12:23,25 13:2 14:24 22:15,22 23:17 23:18 27:19 28:2 <b>standards</b> 5:20 6:3,22 7:14 <b>start</b> 3:10	<b>state</b> 1:2 3:6,11 5:1,12 8:23 29:4 <b>State's</b> 26:12 <b>stated</b> 6:7 7:7 <b>statement</b> 4:18 20:11 <b>states</b> 5:19 25:17 <b>stating</b> 7:8 23:15 <b>status</b> 13:11 23:18 24:10 <b>statute</b> 4:24 5:3 13:17 20:13 21:24 25:5 <b>statutes</b> 4:24 25:10,12 26:2 26:3 <b>stay</b> 11:15 <b>steps</b> 21:21 <b>stop</b> 15:8,9 16:13 19:6 <b>stops</b> 22:20 27:8 <b>Street</b> 3:22 <b>stuttering</b> 8:11 <b>subject</b> 5:3,17 5:18 <b>submitted</b> 4:14 <b>Subsection</b> 5:9 <b>sudden</b> 10:20 11:7 16:8 17:5 17:23 21:16 <b>sufficient</b> 23:5 <b>sure</b> 14:15 21:13 22:15 <b>switch</b> 5:25 <b>sworn</b> 29:6 <b>system</b> 23:11,11 23:20	19:23,24,24 21:22 22:25 26:3 27:21 <b>taken</b> 29:6,10 <b>takes</b> 12:15 <b>talk</b> 23:25 24:3,9 <b>talked</b> 11:4,6 15:2,15 21:15 24:1 <b>talking</b> 11:3,4,6 17:1,3,18,22 21:14 27:25 28:5 <b>TC-2015-0205</b> 1:11 <b>TC-2016-0205</b> 3:3 <b>team</b> 17:19 <b>technical</b> 17:12 <b>technicians</b> 10:6 11:19 15:1 18:15,16 19:8 <b>telecommunic...</b> 5:6,16,20 6:15 <b>telecommunic...</b> 4:25 6:22 <b>telephone</b> 2:8 3:4,19 5:2 <b>tell</b> 14:18 18:19 <b>telling</b> 15:20 19:14 <b>tested</b> 14:23,24 <b>testimony</b> 29:5,6 <b>thank</b> 3:18,24 4:9 6:5 13:6 27:13,15 28:1 <b>thereto</b> 29:12 <b>thing</b> 11:21,24 12:5,15 17:12 21:7,17 <b>things</b> 8:7 11:15 11:17,24 16:12 16:19,20 18:5 19:25	<b>think</b> 14:5 15:10 17:6 18:16 19:1 20:19 22:3,10 23:4,5 23:20 24:11 26:20 27:24 28:2 <b>thought</b> 10:4,12 <b>three</b> 10:20,23 11:13 19:7 <b>tied</b> 21:23 <b>TIGER</b> 1:22 <b>time</b> 3:5,7 10:6 10:13 12:16 19:23,23,24 20:19 22:10 23:5 27:12 <b>times</b> 14:16 18:15 19:9 <b>today</b> 19:15 20:18 22:15 <b>today's</b> 28:8 <b>tomorrow</b> 19:16 <b>tone</b> 11:11 15:6 <b>top</b> 26:1 <b>touch</b> 8:4 <b>track</b> 7:24 <b>transcribing</b> 22:20 <b>TRANSCRIPT</b> 1:4 <b>tried</b> 18:17 <b>try</b> 9:12 10:23 14:3,6,16 17:11 20:6 22:2,22,25 24:21 27:22 <b>trying</b> 7:25 9:15 11:18 18:5 21:7,8,11 27:3 <b>turn</b> 10:19 <b>two</b> 10:20,23 11:7,13 12:12 12:12 17:19	<b>typewriting</b> 29:7 <b>typing</b> 27:8
<hr/>				
<b>U</b>				
<hr/>				
<b>understand</b> 6:7 8:20,24 18:10 18:11,11,13 21:18,19 27:5 <b>unfair</b> 20:21 <b>unresolved</b> 9:9 <b>use</b> 15:24 23:10 <b>user</b> 5:6 <b>Usually</b> 12:12				
<hr/>				
<b>V</b>				
<hr/>				
<b>verbally</b> 8:24 <b>versus</b> 3:4 <b>view</b> 7:11 26:3 27:20 <b>violated</b> 20:17 <b>violations</b> 25:2 <b>Volume</b> 1:8 <b>vs</b> 1:13				
<hr/>				
<b>W</b>				
<hr/>				
<b>wait</b> 9:19 11:12 <b>want</b> 4:16,17 7:23 8:18 13:21 14:13 19:7 20:11,18 20:19 22:2,16 22:18,25 24:9 24:19,20,23 27:23 <b>wanted</b> 8:4,15 8:18 13:7,11 <b>wanting</b> 9:3 <b>wash</b> 19:16 <b>wasn't</b> 10:14 <b>way</b> 23:19,25 24:21 <b>we're</b> 4:12,15 6:25 11:1 13:9 15:13 17:4,22 18:19 19:4				

# Preheari ng

20:5 21:24	<b>12:30</b> 3:7			
22:6 27:3,24				
28:7,8	<b>2</b>			
<b>we've</b> 7:25 14:16	<b>20</b> 12:10 18:16			
14:17,23 18:10	<b>2016</b> 1:6 3:7			
18:17,24 20:8	<b>23</b> 1:6			
24:1	<b>23rd</b> 3:7			
<b>website</b> 25:14,17	<b>240-18.010</b> 5:21			
25:21 26:1,12	<b>240-28.060</b> 5:18			
26:18	<b>28</b> 6:3			
<b>week</b> 23:5	<b>3</b>			
<b>Whitney</b> 2:5 4:1	<b>3</b> 5:9,18			
<b>wholesale</b> 5:8	<b>30th</b> 23:10,14,18			
<b>willing</b> 22:15	24:17,18			
27:25	<b>314-235-2508</b>			
<b>wire</b> 14:17 19:3	2:3			
<b>wiring</b> 11:20	<b>3558</b> 2:2			
<b>withstanding</b>	<b>360</b> 2:6 4:3			
5:9	<b>386</b> 5:3 6:2			
<b>witness</b> 29:4,6	<b>392</b> 6:3			
<b>work</b> 21:8,8	<b>392.611</b> 4:24			
<b>working</b> 24:21	<b>4</b>			
27:20	<b>4:30</b> 11:6			
<b>wouldn't</b> 19:11	<b>4CSR</b> 5:17,21			
19:11	<b>5</b>			
<b>write</b> 25:15	<b>50</b> 12:9			
<b>writing</b> 5:16	<b>573-751-3234</b>			
12:25 26:15	2:7			
<b>X</b>	<b>6</b>			
<b>Y</b>	<b>63101</b> 2:3 3:23			
<b>Yeah</b> 4:22 9:4	<b>64133</b> 2:9 3:17			
15:15 24:4	<b>65102</b> 2:6 4:4			
<b>year</b> 10:6 15:12	<b>7</b>			
<b>years</b> 6:13 20:24	<b>8</b>			
<b>Z</b>	<b>8:00</b> 21:1,1			
<b>zip</b> 3:17	<b>8807</b> 2:9 3:16			
<b>0</b>	<b>9</b>			
<b>1</b>	<b>909</b> 2:2 3:22			
<b>1</b> 1:8 4:25 5:19				
18:14				