

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

DeLana Smith-Sattarin,	)	
	)	
Complainant,	)	
	)	
v.	)	<u>File No. TC-2015-0205</u>
	)	
Southwestern Bell Telephone Company d/b/a	)	
AT&T Missouri,	)	
Respondent.	)	
	)	

**ORDER GIVING NOTICE OF CONTESTED CASE, DIRECTING ANSWER
AND DIRECTING STAFF INVESTIGATION**

Issue Date: February 26, 2015

Effective Date: February 26, 2015

On February 26, 2015, DeLana Smith-Sattarin (“Complainant”) filed a complaint with the Missouri Public Service Commission (“Commission”) against Southwestern Bell Telephone Company d/b/a AT&T Missouri. A copy of the complaint accompanies this notice. This is a contested case¹ pursuant to Section 386.390, RSMo 2000. Since the Complainant alleges an amount in dispute of less than \$3,000, this case will proceed under the small formal complaint process.²

The Commission will set a deadline for AT&T Missouri to file an answer. In the alternative, AT&T Missouri may file a written request that the complaint be referred to a neutral third-party mediator for voluntary mediation of the complaint. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether or not the Complainant is also willing to submit to voluntary mediation.

¹ A “[c]ontested case’ means a proceeding before an agency in which legal rights, duties or privileges of specific parties are required by law to be determined after hearing.” Section 536.010.4, RSMo Supp. 2012.

² 4 CSR 240-2.070(15).

If Complainant agrees to mediation, the time period within which an answer is due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed. If Complainant declines the opportunity to seek mediation, AT&T Missouri will be notified in writing that the tolling has ceased and will also be notified of the date by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

As required by Section 536.067(2)(f), RSMo 2000, the Commission informs the parties that the provisions governing procedures before the Commission, including provisions relating to discovery, are found at Commission Rule 4 CSR 240-2.090. The Commission will also set a deadline for its Staff to complete an investigation and file a report.

THE COMMISSION ORDERS THAT:

1. The Commission's Data Center shall send, by certified mail, a copy of this notice and order and a copy of the complaint to AT&T Missouri at:

ATTN: Legal Department
One AT&T Center
909 Chestnut Street, Room 3558
St. Louis, MO 63101

2. AT&T Missouri shall file an answer to this complaint or request for mediation no later than March 28, 2015, and serve a copy upon the Complainant. All pleadings (the answer, the notice of satisfaction of complaint or request for mediation) shall be mailed to:

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

or filed using the Commission's Electronic Filing and Information System (EFIS).

3. The Staff of the Missouri Public Service Commission shall investigate this complaint and file a report with the Commission no later than April 15, 2015.

4. The Commission's Data Center shall mail a copy of this notice to the Complainant.

5. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in cursive script that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Kim S. Burton, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 26th day of February, 2015.