

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Mary Robinson,)	
)	
Complainant,)	
)	
v.)	<u>Case No. TC-2008-0361</u>
)	
Southwestern Bell Telephone Co.)	
d/b/a AT&T Missouri,)	
)	
Respondent.)	

ORDER DIRECTING RESPONSE TO REQUEST FOR MEDIATION

Issue Date: May 29, 2008

Effective Date: May 29, 2008

Mary Robinson filed a formal complaint against Respondent Southwestern Bell Telephone Co. d/b/a AT&T Missouri ("AT&T") on May 12, 2008. On May 13, 2008, the Commission notified AT&T of the complaint and allowed it thirty days in which to answer as provided by 4 CSR 240-2.070(7). The same day, the Commission ordered its Staff to commence an investigation and file a report concerning the results of that investigation no later than two weeks after AT&T filed its answer, which was due no later than June 12, 2008.

On May 22, 2008, AT&T filed a request for mediation of the issues presented in this case, advising the Commission that it believed the case could be resolved without litigation and indicating its willingness to enter into a voluntary mediation process involving a representative of the company, the complainant, and a neutral third-party mediator. Before

proceeding further, the Commission will give Ms. Robinson one week to indicate whether she is also willing to enter into voluntary mediation regarding her complaint.

IT IS ORDERED THAT:

1. By no later than June 6, 2008, Mary Robinson shall file a response to Southwestern Bell Telephone Co. d/b/a AT&T Missouri's request for mediation, indicating whether she is willing to enter into mediation to attempt to resolve her formal complaint against the company.
2. The time allowed for Southwestern Bell Telephone Co. d/b/a AT&T Missouri to file an answer to Ms. Robinson's complaint is tolled until she has responded to the offer to mediate.
3. Staff's investigation in this matter is also suspended until further order of the Commission.
4. This order shall become effective on May 29, 2008.

BY THE COMMISSION



Colleen M. Dale
Secretary

(S E A L)

Benjamin H. Lane, Regulatory Law
Judge, by delegation of authority
under Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 29th day of May, 2008.