

DeLana Smith-Sattarin,

Complainant.

v.

Southwestern Bell Telephone
Company d/b/a AT&T Missouri,

Respondent.

STAFF'S MOTION FOR CONTINUANCE

1. DeLana Smith-Sattarin filed a complaint against Southwestern Bell Telephone Company d/b/a AT&T Missouri (AT&T) February 26, 2015. The procedural schedule was subsequently suspended pending mediation proceedings pursuant to 4 CSR 240-36.030, between Ms. Smith-Sattarin and AT&T. After the parties were unable to reach an agreement through mediation, the Commission issued an order July 27 setting a prehearing conference and directing Staff to file its report. The procedural schedule was amended to permit a September 17 prehearing conference and Staff Report due date of August 31. Staff filed its *Report and Motion* asking the Commission to postpone a report and order in this matter for an additional 90 days to permit Staff to continue its investigation and file an updated status report.

2. Ms. Smith-Sattarin's formal complaint alleges continuing problems with static and noise on her telephone lines persisting for several years. AT&T reports to

Staff that it has made attempts to remedy this problem; however, Ms. Smith-Sattarin claims she continues to experience impediments in her service.

3. Ms. Smith-Sattarin brought an informal complaint regarding her service with the Commission pursuant to 4 CSR 240-2.070(3) and 4 CSR 240-33.110(1); and later filed a formal complaint pursuant to 4 CSR 240-2.070(4) and 4 CSR 33.110(4).

4. At this time Staff has spoken with AT&T and received its updates as to the status of service, however, Staff has been unable to reach Ms. Smith Sattarin to obtain her update as to her service.

5. Staff requests an additional week to reach out to the Complainant, at which time it will file Staff's Status Report.

WHEREFORE, Staff recommends that the Commission: 1) grant a continuance to file Staff's Status Report and set a filing date of no later than December 7, 2015; and 3) grant such other and further relief as the Commission considers just in the circumstances.

Respectfully submitted,

/s/ Whitney Payne

Whitney Payne

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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served by electronic mail, or First Class United States Postal Mail, postage prepaid, on this 1st day of December, 2015 to all counsel of record.

/s/ Whitney Payne