

DeLana Smith-Sattarin,
Complainant.
v.
Southwestern Bell Telephone
Company d/b/a AT&T Missouri,
Respondent.

STAFF'S STATUS REPORT

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 Rule 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 on 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 for an additional 90 days to permit Staff to continue its investigation and file an updated status report. Staff filed its *Status Report* on December 7, 2015, and the Commission ordered a prehearing conference for February 10, 2016, which was postponed to March 23, 2016, due to the availability of the parties.

2. At the prehearing conference, Judge Burton directed Ms. Smith-Sattarin to speak with Staff and provide her decision as to whether to dismiss her complaint, return to mediation with AT&T, or proceed with a request for an evidentiary hearing.

3. Ms. Smith-Sattarin to date has failed to make contact with Staff pursuant to Judge Burton's directive. Staff references Section 392.611, RSMo, which in summary states that telecommunications providers have no duty to provide a specific level of quality of phone service and due to the deregulation of the telecommunications industry, the Missouri Public Service Commission does not have authority to order a specific level of quality. Additionally, Staff has conducted a thorough investigation of this matter and finds no available remedy for the complainant beyond the actions AT&T has already performed.

WHEREFORE, Staff prays that the Commission will (1) accept this *Status Report* as a full accounting of the status of this matter; (2) consider this complaint remedied to the extent possible; and (3) grant such other and further relief as the Commission considers just in the circumstances.

/s/ 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 30th day of March, 2016, to all counsel of record.

/s/Whitney Payne