

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 STAFF TO INVESTIGATE AND FILE A REPORT

Issue Date: May 13, 2008

Effective Date: May 13, 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 Commission would like to have the benefit of an investigation and report by its Staff before it further considers this matter.¹ Given the circumstances described in the complaint, Staff should be able to complete its investigation and prepare a report concerning the results of that investigation no later than two weeks after AT&T files its answer, which is due no later than June 12, 2008.

¹ AT&T's answer period has just begun. However, 4 CSR 240-2.070(10) states that "[t]he commission may order, at any time after the filing of a complaint, an investigation by its staff as to the cause of the complaint."

IT IS ORDERED THAT:

1. The Staff of the Missouri Public Service Commission shall promptly commence an investigation of Mary Robinson's formal complaint against Southwestern Bell Telephone Co. d/b/a AT&T Missouri.
2. The Staff of the Missouri Public Service Commission shall file a report concerning the results of its investigation no later than two weeks after AT&T files its answer to Ms. Robinson's complaint.
3. This order shall become effective on May 13, 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 13th day of May, 2008.