

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 FOR MEDIATION, APPOINTING MEDIATOR, STAYING
PROCEEDINGS, DIRECTING SUBMISSIONS TO MEDIATOR AND
DIRECTING FILING OF STATUS REPORT WITH THE COMMISSION

Issue Date: June 11, 2008

Effective Date: June 11, 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. By order dated May 29, 2008, the Commission gave Ms. Robinson one week to file a pleading indicating whether or not she was also willing to enter into voluntary mediation regarding her complaint. Ms. Robinson timely filed such a pleading on June 5, 2008, in which she consented to AT&T's request for mediation. Therefore, as permitted by Commission Rule 4 CSR 240-2.125(5), the Commission will stay all other proceedings in this matter and toll all time limitations pending the completion of the mediation process.

Pursuant to Commission Rule 4 CSR 240-2.125(2)(B), the Commission hereby appoints Ron Pridgin, Regulatory Law Judge, as Mediator in this matter. Within two weeks of the effective date of this order, each party shall contact the Mediator by telephone, submit a written statement to the Mediator summarizing the dispute, and furnish such other material and information it deems appropriate to familiarize the Mediator with the dispute.

All documentation shall be submitted to:

Ron Pridgin, RLJ
Missouri Public Service Commission
Governor Office Building
200 Madison Street, Suite 900
Jefferson City, Missouri 65102

The Mediator shall convene an initial conference to discuss a procedural schedule, and each party should be prepared to present its position informally to the Mediator at the initial conference. **To ensure the impartiality of the Presiding Officer in this matter should mediation fail to resolve the dispute, no materials utilized for mediation shall be filed under this case number.**

The parties shall inform the Commission in writing of the progress of the mediation on or before July 16, 2008. This separate filing should be made with the Commission in Case Number TC-2008-0361.

IT IS ORDERED THAT:

1. The parties shall mediate their dispute pursuant to Commission Rule 4 CSR 240-2.125.

2. No later than June 25, 2008, the parties shall contact Ron Pridgin, Regulatory Law Judge, the appointed Mediator, at the Missouri Public Service Commission, 573-751-7497, to initiate the mediation process.

3. No later than June 25, 2008, each party shall submit to the Mediator a written statement summarizing the dispute and shall furnish such other material and information it deems appropriate to familiarize the Mediator with the dispute.

4. All submissions to Mediator Pridgin shall be sent to:

Ron Pridgin, RLJ
Missouri Public Service Commission
Governor Office Building
200 Madison Street, Suite 900
Jefferson City, Missouri 65102

5. All other proceedings in this matter are stayed and all time limitations are tolled pending the completion of the mediation process, except as otherwise indicated in this order.

6. The parties shall jointly report the status of the mediation in writing with the Commission on or before July 16, 2008. This status report shall be filed under Case Number TC-2008-0361.

7. This order shall become effective on June 11, 2008.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

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 11th day of June, 2008.