

Duane Farrant,)
Complainant,)
)
v.)
)
CenturyLink (Embarq Missouri),)
Respondent.)

STAFF'S MOTION FOR EXTENSION OF TIME AND
STAFF'S RESPONSE REGARDING SMALL FORMAL COMPLAINT PROCEDURES

3. Complainant is asking for damages in an amount less than \$3,000, which the Commission lacks the authority to award. Complainant is also asking for necessary repairs to be made so that he is able to receive reliable telephone service; however, the Complainant is not in a position to know the extent of repairs that are necessary to be able to receive reliable service or how much those repairs will cost – it could cost

nothing, or it could cost in excess of \$3,000. Irrespective of all this, in order to process this case in the timeliest manner and in the most convenient location for the customer, the Commission should apply the small complaint procedures for this case.¹ Due to the nature of the complaint, the relative positions of the Parties, and the likelihood that the amount in dispute is under \$3,000, the complaint qualifies for handling as a small formal complaint under Rule 4 CSR 240-2.070(15).

4. The *Staff Report* in this matter is due on July 13, 2012. However, as the Commission is aware, Staff may be allowed additional time to complete its investigation for good cause shown.² Good cause exists in this case because Data Requests have not yet been propounded; due to response time, due to the heavy workload currently in the telecommunications department, and due to the fact that a new staff person will be handling this matter.

5. The Staff requests that the Commission extend the time by which it may file *Staff's Report* until Friday, August 31, 2012. However, if the remaining inquiry can be completed more quickly, then Staff will file its report as soon as practicable thereafter.

WHEREFORE, the Staff submits this *Response*, concerning the appropriateness of the small complaint procedures in this matter, and submits Staff's *Motion*, respectfully requesting an extension of time to file *Staff's Report* until August 31, 2012.

¹ Commission Rule 4 CSR 240-2.070(15)(C)

² 4 CSR 240-2.070(15)(D)

Respectfully submitted,

/s/ Tanya K. Alm

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 22nd day of June, 2012.

/s/ Tanya K. Alm