

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Duane Farrant,)	
)	
Complainant,)	
)	
v.)	<u>File No. TC-2012-0394</u>
)	
CenturyLink,)	
)	
Respondent.)	

ORDER APPOINTING MEDIATOR

Issue Date: July 5, 2012

Effective Date: July 5, 2012

On May 23, 2012, Duane Farrant ("Complainant") filed a complaint with the Missouri Public Service Commission ("Commission") against CenturyLink ("Respondent"). On May 24, 2012, the Commission issued an *Order Giving Notice of Contested Case, Directing Answer, Directing Filing, and Directing Staff Investigation*, requiring Respondent to file an answer to the complaint or request mediation no later than June 23, 2012. Respondent filed a request for mediation on June 22, 2012. On June 25, 2012, the Commission issued an order requiring Complainant to respond to the request for mediation. On July 2, 2012, Staff filed a *Notice Regarding Extra-Record Communication* stating that Complainant had contacted Staff and indicated his agreement to the Respondent's request for voluntary mediation. As permitted by Commission Rule 4 CSR 240-2.125, the Commission will stay all other proceedings in this matter while the parties mediate. Consequently, the requirement for Staff to file a report no later than July 13, 2012 will be rescinded.

Pursuant to Commission Rule 4 CSR 240-2.125(2), the Commission hereby appoints Daniel Jordan, Senior Regulatory Law Judge, as Mediator. The assigned

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. No materials utilized for mediation shall be filed under this case number to ensure the impartiality of the Presiding Officer and the Commission should mediation fail to resolve the dispute.

THE COMMISSION ORDERS THAT:

1. This case is stayed pending the outcome of mediation, which shall be conducted by Daniel Jordan, Senior Regulatory Law Judge.

2. The requirement that the Commission's Staff file a report no later than July 13, 2012 is rescinded.

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

4. No later than July 20, 2012, the parties shall contact the appointed Mediator, Daniel Jordan, Senior Regulatory Law Judge, at the Missouri Public Service Commission, 573-751-7485, to initiate the mediation process.

5. No later than July 20, 2012, 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.

6. All submissions to Mediator Daniel Jordan shall be sent to:

Daniel Jordan, RLJ
Missouri Public Service Commission
200 Madison St.
PO Box 360
Jefferson City, MO 65102-0360
daniel.jordan@psc.mo.gov

7. At the completion of mediation, the parties shall file a joint status report using the Commission's electronic filing and information service under File Number TC-2012-0394.

8. This order shall become effective immediately upon issuance.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'S. Reed', is positioned above the printed name of the Secretary.

Steven C. Reed
Secretary

(S E A L)

Michael Bushmann, Regulatory Law
Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 5th day of July, 2012.