

DeLana Smith-Sattarin,

Complainant.

v.

Southwestern Bell Telephone
Company d/b/a AT&T Missouri,

Respondent.

Southwestern Bell Telephone)
Company d/b/a AT&T Missouri,)
)
Respondent.)

COMES NOW the Staff of the Missouri Public Service Commission, by and through counsel, and in lieu of a separate Staff memorandum files this pleading to reflect its *Status Report* in this matter and hereby states:

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 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 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 to postpone a report and order in this matter for an additional 90 days to permit Staff to continue its investigation and file an updated status report. The Commission granted Staff's request as well as an additional Staff request to extend the

filing date of the report for one week to permit Staff to contact the Complainant. Staff now files its *Status Report*.

2. Ms. Smith-Sattarin's formal complaint alleges continuing problems with static and noise on her telephone lines persisting for several years. AT&T reported to Staff during its initial investigation that the utility has made several prior attempts to remedy this problem; however, Ms. Smith-Sattarin claims she continues to experience impediments in her service.

3. Ms. Smith-Sattarin brought an informal complaint regarding her service with the Commission pursuant to 4 CSR 240-2.070(3) and 4 CSR 240-33.110(1); and later filed a formal complaint pursuant to 4 CSR 240-2.070(4) and 4 CSR 33.110(4).

4. Following Staff's additional investigation into Ms. Smith-Sattarin's complaint since its August 26 *Report and Motion*, it has learned that AT&T recently took an action known as "gold plating" Ms. Smith-Sattarin's phone service. This equates to complete replacement of the lines and connection components leading from the community phone lines to Ms. Smith-Sattarin's house. AT&T has reported no complaints from Ms. Smith-Sattarin following this action.

5. Staff spoke to Ms. Smith-Sattarin December 1 regarding AT&T's actions. She reported that her phone service has not improved and she continues to hear static in the evening and occasionally experience complete lack of a dial tone. She also reports that following replacement of the lines and connection components she has been unable to use her dial-up internet service. Ms. Smith-Sattarin said she had lost the phone number of the AT&T manager to which she was directed to report her problems

and that was the reason for her failure to report any problems over the 90 day period and following the gold plating process.

6. At this time, based on its investigation since the formal complaint was filed, Staff is unable to assess any additional steps the utility could take to remedy the Complainant's problems. Staff's considers the actions of the utility to have exhausted all possible avenues.

WHEREFORE, Staff prays that the Commission: 1) will accept this *Status Report* as a full and honest accounting of the results of Staff's investigation; 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.

Respectfully submitted,

/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 7th day of December, 2015 to all counsel of record.

/s/ Whitney Payne