

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

R. Mark,)	
)	
Complainant,)	
)	
v.)	<u>Case No. TC-2006-0354</u>
)	
Southwestern Bell Telephone, L.P., d/b/a)	
AT&T Missouri,)	
)	
Respondent.)	

ORDER DIRECTING RESPONSE TO REQUEST FOR MEDIATION

Issue Date: April 3, 2006

Effective Date: April 3, 2006

R. Mark filed a formal complaint against AT&T Missouri on March 15, 2006. On March 30, 2006, in lieu of an answer, AT&T Missouri filed a request that this matter be referred to a third-party mediator for voluntary mediation. Before proceeding further, the Commission will ask Mr. Mark whether he is also willing to enter into mediation.

If the parties agree to mediation, the case will be referred to the University of Missouri-Columbia School of Law's mediation center. A mediator from the University will meet with the parties to discuss ways in which the complaint might be resolved to the satisfaction of all concerned. The University will not charge the parties anything for its services. If the mediation does not resolve the complaint, the parties can come back to the Commission to continue with the formal complaint process. More information about

mediation was enclosed with the Notice of Complaint that the Commission issued on March 16.

Under Commission rule 4 CSR 240-2.125, the period of time within which AT&T must answer the Complaint is tolled until further order of the Commission.

IT IS ORDERED THAT:

1. R. Mark shall, no later than April 13, 2006, file a response to Southwestern Bell Telephone, L.P., d/b/a AT&T Missouri's request for voluntary mediation, indicating whether he is willing to enter into such mediation.

2. This order shall become effective on April 3, 2006.

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)

Steven C. Reed, Regulatory Law Judge,
by delegation of authority pursuant
to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 3rd day of April, 2006.