

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

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

**ORDER DIRECTING STAFF TO INVESTIGATE AND FILE A REPORT**

Issue Date: April 18, 2006

Effective Date: April 18, 2006

R. Mark filed a complaint against Southwestern Bell Telephone, L.P., d/b/a AT&T Missouri, on March 15, 2006. AT&T Missouri's answer is due on or before May 1, 2006. The Commission would like to have the benefit of an investigation and report by its Staff before it further considers this complaint.

**IT IS ORDERED THAT:**

1. The Commission's Staff is directed to conduct an investigation of R. Mark's complaint against Southwestern Bell Telephone, L.P., d/b/a AT&T Missouri, and to file a report concerning the results of that investigation by May 31, 2006.

2. This order shall become effective on April 18, 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 18th day of April, 2006.