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**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service  
Commission held at its office  
in Jefferson City on the 10th  
day of June, 1997.

Charles A. Harter and	)	
Mary Ann Williams,	)	
	)	
Complainants,	)	
	)	
v.	)	<u>Case No. TC-97-454</u>
	)	
AT&T Communications of the	)	
Southwest, Inc.,	)	
	)	
Respondent.	)	
	)	

**ORDER DIRECTING STAFF INVESTIGATION**

Charles A. Harter and Mary Ann Williams (Complainants) filed a complaint against AT&T Communications of the Southwest, Inc. (AT&T) on April 14, 1997. The Complainants allege that AT&T violated Commission rules regarding service disconnection and medical emergencies, and submitted erroneous bills to Complainants. Specifically, Complainants allege violations of 4 CSR 240-33.070(7), 4 CSR 240-10.010(2), and 4 CSR 240-33.070(3). The Commission issued notice of the complaint.

AT&T filed an answer and motion to dismiss on May 16, 1997, denying that AT&T had violated any Commission rule and asking the Commission to dismiss the complaint for failure to state a claim upon which relief may be granted.

The Commission finds that there are factual issues in dispute and that the Commission's Staff should conduct an investigation. Specifically, Staff should determine whether AT&T violated the rules specified by the

Complainants, and whether there have been errors in billing. Staff shall file a memorandum setting out the results of the investigation.

**IT IS THEREFORE ORDERED:**

1. That the Staff of the Commission shall conduct an investigation of the facts alleged in this complaint case and file a memorandum report of its findings no later than August 11, 1997.

2. That AT&T Communications of the Southwest, Inc. and Complainants may file their responses to Staff's memorandum no later than September 11, 1997.

3. That this order shall become effective on the date hereof.

**BY THE COMMISSION**

A handwritten signature in dark ink, appearing to read "Cecil I. Wright", with a horizontal line extending from the end of the signature.

**Cecil I. Wright  
Executive Secretary**

( S E A L )

Zobrist, Chm., Crumpton,  
Drainer and Murray, CC., concur.  
Lumpe, C., not participating.

ALJ: Wickliffe