

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

Duane Farrant,)	
Complainant,)	
v.)	<u>File No. TC-2014-0103</u>
)	
CenturyLink (Embarq Missouri),)	
)	
Respondent)	

ORDER SETTING PREHEARING CONFERENCE

Issue Date: April 16, 2014

Effective Date: April 16, 2014

Duane Farrant has filed a complaint against CenturyLink (Embarq Missouri) stating that his telephone service is inadequate. The company has filed an answer and, as did the Staff of the Commission, moved for dismissal of the complaint. Complainant, however, does not want this complaint dismissed and continues to complain of inadequate service.

This matter is now at issue and a prehearing conference and procedural schedule are appropriate to ensure a prompt resolution. At the prehearing conference, the parties or their representatives should be prepared to discuss the nature of any discovery each will conduct and the interval necessary for its completion; the number of witnesses each expects to call at hearing; the number and nature of any exhibits each expects to offer at hearing; the anticipated length of the hearing; and, the current status of settlement negotiations. It is expected that the prehearing conference will provide an opportunity for the parties to further pursue settlement discussions.

THE COMMISSION ORDERS THAT:

1. A prehearing conference shall be held on April 30, 2014, at The Governor Office Building, 200 Madison St., Room 305, Jefferson City, Missouri beginning at 11:00 a.m. The hearing will be held in a building that meets accessibility standards required by the Americans with Disabilities Act. If you need additional accommodations to participate in this public hearing, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 prior to the hearing.
2. Duane Farrant, Complainant, may participate by telephone by calling 573-526-8614.
3. This order shall become effective upon issuance.



BY THE COMMISSION

Morris L. Woodruff

Morris L. Woodruff
Secretary

Kennard L. Jones, Senior Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 15th day of April, 2014.