

LAW OFFICES
BRYDON, SWEARENGEN & ENGLAND
PROFESSIONAL CORPORATION

DAVID V.G. BRYDON
JAMES C. SWEARENGEN
WILLIAM R. ENGLAND, III
JOHNNY K. RICHARDSON
GARY W. DUFFY
PAUL A. BOUDREAU
SONDRA B. MORGAN
CHARLES E. SMARR

312 EAST CAPITOL AVENUE
P.O. BOX 456
JEFFERSON CITY, MISSOURI 65102-0456
TELEPHONE (573) 635-7166
FACSIMILE (573) 635-0427

DEAN L. COOPER
MARK G. ANDERSON
GREGORY C. MITCHELL
BRIAN T. MCCARTNEY
DIANA C. FARR
JANET E. WHEELER

OF COUNSEL
RICHARD T. CIOTTONE

March 27, 2003

Mr. Dale Hardy Roberts
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

FILED³
MAR 27 2003

Re: Case No. TC-2002-349

**Missouri Public
Service Commission**

Dear Mr. Roberts:

Enclosed for filing, please find an original and eight (8) copies of a Report of Spectra Communications Group, LLC d/b/a CenturyTel.

Would you please see that this filing is brought to the attention of the appropriate Commission personnel.

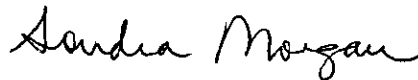
Copies of this filing have been provided to all parties of record.

I thank you in advance for your cooperation in this matter.

Sincerely yours,

BRYDON, SWEARENGEN & ENGLAND P.C.

By:



Sondra B. Morgan

SBM/lar
Enclosure

cc: Bruce Bates
Michael Dandino

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

FILED³

MAR 27 2003

**Missouri Public
Service Commission**

Frances Langerud,)
)
 Complainant,)
)
 v.)
)
CenturyTel,)
)
 Respondent.)

Case No. TC-2002-349

**REPORT OF SPECTRA COMMUNICATIONS GROUP, LLC
d/b/a CENTURYTEL**

Comes now Spectra Communications Group, LLC d/b/a CenturyTel ("CenturyTel") and for its Report to the Missouri Public Service Commission ("Commission") states as follows:

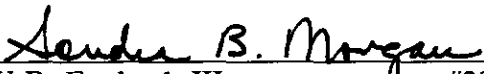
1. On March 7, 2003, the Commission issued an Order Directing Filing in which it directed CenturyTel to file a response to the Staff Recommendation of December 16, 2002, no later than March 27, 2003. The Staff Recommendation had requested that CenturyTel be directed to provide a dollar amount for the difference between the customers identified as having been charged late fees in error and the customers to whom CenturyTel made refunds.

2. In its previous report to the Commission, CenturyTel stated that it had made refunds totaling \$322,042 to 68,937 customers. CenturyTel explained that the number of customers refunded was less than the number previously reported to the Commission because some customers included in the first number provided to the Commission were no longer receiving service and were no longer active in the billing system. The first number of customers provided to the Commission on September 30, 2002, was based on historical files and were historical

numbers. When CenturyTel began the actual refunding process, it discovered that many of these customers were no longer part of its system for various reasons and that locating these customers and determining if they were owed any refunds was not possible. Likewise, it is not possible to give the Commission an actual dollar amount for the difference in the number of customers between the original historical number and the actual number of customers that received refunds. CenturyTel is willing to work with the Commission Staff to arrive at some reasonable resolution of this matter, but at this time cannot provide a dollar amount in response to Staff's recommendation.

Wherefore, CenturyTel respectfully requests that the Commission accept its Report in response to the Order Directing Filing.

Respectfully submitted,


W.R. England, III #23975
Sondra B. Morgan #35482
BRYDON, SWEARENGEN & ENGLAND P.C.
P.O. Box 456
Jefferson City, MO 65102-0456
(573) 635-7166
(573) 635-0427 (fax)
smorgan@brydonlaw.com (email)

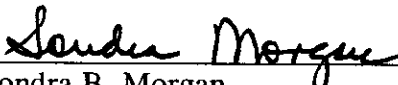
Attorneys for Spectra Communications Group,
LLC d/b/a CenturyTel

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the above and foregoing document was sent by U.S. Mail, postage prepaid, or hand-delivered on this 27th day of March, 2003, to the following parties:

Bruce Bates
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

Michael F. Dandino
Office of Public Counsel
P.O. Box 7800
Jefferson City, MO 65102



Sondra B. Morgan