

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

DeLana Smith-Sattarin,)
)
 Complainant.)
)
 v.)
)
Southwestern Bell Telephone)
Company d/b/a AT&T Missouri,)
)
 Respondent)

Case No. TC-2015-0205

STAFF'S REPORT AND MOTION

COMES NOW the Staff of the Missouri Public Service Commission, by and through counsel, and for its *Report and Motion* in this matter hereby states:

1. DeLana Smith-Sattarin filed a complaint against Southwestern Bell Telephone Company d/b/a AT&T Missouri (AT&T) February 26, 2015. The procedural schedule was subsequently suspended pending mediation proceedings pursuant to 4 CSR 240-36.030, between Ms. Smith-Sattarin and AT&T. After the parties were unable to reach an agreement through mediation, the Commission issued an order July 27 setting a prehearing conference and directing Staff to file its report. The procedural schedule was amended to permit a September 17 prehearing conference and Staff Report due date of August 31.

2. Ms. Smith-Sattarin's complaint alleges continuing problems with static and noise on her telephone lines persisting for several years. AT&T has made attempts to remedy this problem; however, Ms. Smith-Sattarin claims she continues to experience impediments in her service.

3. Ms. Smith-Sattarin brought an informal complaint regarding her service with the Commission pursuant to 4 CSR 240-2.070(3) and 4 CSR 240-33.110(1); and later filed a formal complaint pursuant to 4 CSR 240-2.070(4) and 4 CSR 33.110(4).

4. Staff's *Report and Motion* attached to this document as Attachment A outlines the history of Ms. Smith-Sattarin's complaint and Staff's findings as a result of its investigation. Staff conducted a site visit accompanied by an AT&T technician August 20, 2015, and agreed with the technician that at the time of the visit the telephone lines were within acceptable ranges for the elements forming the basis of this complaint. Staff acknowledges that Ms. Smith-Sattarin's complaint alleges that the service issues occur at night and Staff cannot arrange a site visit at that time of day.

5. Staff recommends that the Commission postpone its order in this matter for an additional 90 days. Staff proposes that it can collaborate with AT&T in the interim to determine if there is a procedure to remedy Ms. Smith-Sattarin's complaint.

WHEREFORE, Staff recommends that the Commission: 1) allow 90 days for Staff to continue its investigation; 2) issue an order requiring Staff to file a status report no later than December 1, 2015; and 3) grant such other and further relief as the Commission considers just in the circumstances.

Respectfully,

/s/ Whitney Payne

Whitney Payne
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Missouri Public Service Commission
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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served by electronic mail, or First Class United States Postal Mail, postage prepaid, on this 26th day of August, 2015, to all counsel of record.

/s/ Whitney Payne

MEMORANDUM

To: Missouri Public Service Commission Official Case File
Case No. TC-2015-0205
Southwestern Bell Telephone Company d/b/a AT&T Missouri

From: Myron Couch, Miscellaneous Technical
Telecommunications Unit

Date: /s/ John VanEschen 08/26/15 /s/ Whitney Payne 08/26/15
Telecommunications Unit/Date Staff Counsel's Office/ Date

Subject: Staff's investigation and report in this complaint case

Date: August 26, 2015

On February 26, 2015 DeLana Smith-Sattarin filed a complaint against Southwestern Bell Telephone Company d/b/a AT&T Missouri (AT&T). The Missouri Commission Staff (Staff) was originally directed to file a report on April 15th, 2015, and corresponded with the complainant by telephone and email. The Staff report deadline and all case proceedings were suspended in order for the parties to pursue mediation. Staff resumed activity in the case after the Commission's July 27, 2015 order set a date for the prehearing conference and directed Staff to file a report.

Staff visited the complainant's residence on August 20, 2015. Staff was assisted by AT&T's technician, Timothy Anderson, who used his test equipment to measure the complainant's telephone line. The technician found, at that moment in time, all the technical parameters of the line were well within acceptable ranges such as noise and balance and Staff concurs with that assessment. Staff visited with the complainant following the test. Complainant describes the telephone problems she is experiencing, such as static and cut offs. The problems may be limited to certain portions of a day such as evening hours. Given AT&T and Staff are currently unable to observe any problems, Staff recommends the Commission keep the case open for another 90 days. Such an extension will allow more time for AT&T and Staff to observe any problems with the complainant's service. The complainant has been instructed to directly contact AT&T's area manager when she experiences a telephone problem.

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Complainant,

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Southwestern Bell Telephone Company
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Respondent.

File No. TC-2015-0205

AFFIDAVIT OF MYRON COUCH

STATE OF MISSOURI)
) ss
COUNTY OF COLE)

COMES NOW Myron Couch, and on his oath declares that he is of sound mind and lawful age; that he contributed to the attached Staff Memorandum; and that the same is true and correct according to his best knowledge and belief.

Further the Affiant sayeth not.



Myron Couch

Subscribed and sworn to before me this 26th day of August, 2015.

SUSAN L. SUNDERMEYER
Notary Public - Notary Seal
State of Missouri
Commissioned for Callaway County
My Commission Expires: October 28, 2018
Commission Number: 14942086



Notary Public