



FILED  
September 5, 2018  
Data Center  
Missouri Public  
Service Commission

Staff Response to Comments (Broadband)

**Title 4—DEPARTMENT OF  
ECONOMIC DEVELOPMENT  
Division 240—Public Service Commission  
Chapter 31—Universal Service**

**PROPOSED AMENDMENTS**

**4 CSR 240-31.010 Definitions.** This rule defines terms used in the rules comprising Chapter 31.

*PURPOSE: This proposed amendment removes unnecessary definitions, revises certain definitions and adds definitions.*

(1) *[Assessable carrier—All registered Interconnected Voice over Internet Protocol (VoIP) providers and certificated telecommunications companies except: pay telephone providers, shared tenant services (STS) providers, and those companies with annual net jurisdictional revenue below a de minimis level of twenty-four thousand dollars (\$24,000).*

(2) *[Board—The Missouri Universal Service Board. [Refers to the Missouri Universal Service Board established by section 392.248.1, RSMo 2000 and comprised] The board consists of members of the Missouri Public Service C[c]ommission and the public counsel[, which shall supervise the management of the MoUSF].*

(3) *[2] Commission—[The] Missouri Public Service Commission.*

(4) *[3] Disabled Program— [The] A Missouri program [that offers] offering discounted [voice telephony] essential local telecommunications service to [Missourians with certain disabilities as defined by 4 CSR 240-31.120(1)(C).] qualifying disabled consumers.*

(5) *[4] ETC—Refers to [E]ligible telecommunications carrier. [(ETC)—Is a carrier designated as such by the Missouri Public Service Commission pursuant to] ETC designation allows a company to receive federal universal service funding as contemplated under 47 U.S.C. 214(e) and 47 CFR Part 54 Subpart C. [ETC designation allows a carrier to receive FUSF support from the high-cost and/or Lifeline programs and Missouri-approved telecommunications carriers to receive MoUSF support from the high-cost, Lifeline, or Disabled programs.]*

(6) *[5] Essential local telecommunications service[s]— [This phrase is synonymous with “voice telephony service” as defined by 4 CSR 240-31.010(18).] Voice telephone service which provides voice grade access to the public switched network including access to 911-related emergency services to the extent implemented by a local government and/or broadband internet access service retail broadband service.*

(7) *[6] FCC—Refers to Federal Communications Commission [(FCC)—The federal agency charged with oversight of the Federal Universal Service Fund and which places certain responsibilities on the commission, through the promulgation of federal rules pursuant to federal statutes, in filling that oversight obligation.] who oversees the federal USF.*

(8) *Federal Universal Service Fund (FUSF)—The federal fund that provides funding to companies for the high-cost program and the Lifeline program.*

**Comment [A1]:** If the Commission determines it is not appropriate for VoIP providers to receive MoUSF, the definition could be modified as:

Local circuit-switched voice telephone service which provides voice grade access to and from the public switched network including access to 911-related emergency services to the extent implemented by a local government and/or broadband internet access service.

(9) *Federal Universal Service Fund Administrator (FUSFA)*—An independent, not-for-profit corporation created to administer the federal universal service programs under the oversight of the FCC.

(10) *Household*—Defined by 47 CFR Part 54.400(h) as any individual or group of individuals who are living together at the same address as one (1) economic unit. A household may include related and unrelated persons. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. An adult is any person eighteen (18) years or older. If an adult has no or minimal income, and lives with someone who provides financial support to him/her, both people shall be considered part of the same household. Children under the age of eighteen (18) living with their parents or guardians are considered to be part of the same household as their parents or guardians.

(11) *Income*—Defined by 47 CFR Part 54.400(f) as all income actually received by all members of a household. This includes salary before deductions for taxes, public assistance benefits, Social Security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, lottery winnings, and the like. The only exceptions are student financial aid, military housing and cost-of-living allowances, irregular income from occasional small jobs such as baby-sitting or lawn mowing, and the like.]

[(12)7] **IVoIP**—Refers to Interconnected Voice over Internet Protocol [(IVoIP)—Is a service that enables real-time, two- (2-) way voice communications, requires a broadband connection from the user's location, requires Internet protocol-compatible customer premises equipment, and permits users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched telephone network.] as defined in Section 386.020, RSMo.

(13) *Lifeline Service*—Means a non-transferable retail service offering for which qualifying low-income consumers pay reduced charges as a result of application of the Lifeline support amount described in 47 CFR 54.403; and that provides qualifying low-income consumers with voice telephony service as specified in 47 CFR 54.101(a). Toll limitation service does not distinguish between toll and non-toll calls in the pricing of the service. If an eligible telecommunications carrier charges Lifeline subscribers a fee for toll calls that is in addition to the per month or per billing cycle price of the subscribers' Lifeline service, the carrier must offer toll limitation service at no charge to its subscribers as part of its Lifeline service offering.

(14) *MoUSF*—Refers to the Missouri Universal Service Fund, which was established by section 392.248, RSMo 2000 to be used for the following purposes:

(A) To ensure the provision of reasonably comparable essential local telecommunications service, as defined in this rule, throughout the state, including high cost areas, at just, reasonable, and affordable rates;

(B) To assist low-income customers and disabled customers in obtaining affordable essential telecommunications services; and

(C) To pay the reasonable, audited costs of administering the MoUSF.



(15) *Missouri Universal Service Fund Administrator (MoUSFA)*—The agency, individual, firm, partnership, or corporation selected by the board to act as the independent neutral administrator of the MoUSF.]

**(8) Lifeline Program**—A federal/state program offering discounted essential local telecommunications service to qualifying low-income consumers.

[(16)9] *MoUSF website*—The MoUSF website is [www.missouriusf.com](http://www.missouriusf.com) or [www.mousf.com](http://www.mousf.com). The website contains various forms and information as directed by the board regarding the administration of the MoUSF. ] **Missouri USF website**—[www.missouriusf.com](http://www.missouriusf.com).

[(17)10] **Net jurisdictional revenue**— [Net jurisdictional revenue means all retail revenues received from end-user customers resulting from the provision of intrastate regulated and IVoIP services, but shall not include] Refers to a company's Missouri retail revenue received from end-user customers from the provision of intrastate regulated telecommunications and IVoIP services excluding revenue received from payphone [operations,] and shared tenant services, taxes, and uncollectibles.

**(11) Broadband internet access service**~~Retail broadband service~~ – Refers to the capability of transmitting data to and receiving data from all or substantially all Internet endpoints and meeting the minimum service standards identified in 47 CFR Part 54.408.

**(12) USF**—Refers to Universal Service Fund.

[(18)] **Toll blocking**—Toll blocking is a service provided by carriers that lets customers elect not to allow the completion of outgoing toll calls from their telecommunications channel.

(19) **Toll control**—Toll control is a service provided by carriers that allows customers to specify a certain amount of toll usage that may be incurred on their telecommunications channel per month or per billing cycle.

(20) **Toll limitation**—“Toll limitation service” denotes either toll blocking service or toll control service for eligible telecommunications carriers that are incapable of providing both services. For eligible telecommunications carriers that are capable of providing both services, “toll limitation” service denotes both toll blocking service and toll control service.

(21) **Voice telephony service**—refers to voice grade access to the public switched network or its functional equivalent; minutes of use for local service provided at no additional charge to end users; access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in an eligible carrier's service area has implemented 911 or enhanced 911 systems; and toll limitation services to qualifying Lifeline consumers. Toll limitation service does not need to be offered for any Lifeline service that does not distinguish between toll and non-toll calls in the pricing of the service.

(22) **Wireless service**—refers to commercial mobile radio service as identified in 47 CFR Parts 20 and 24.]



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*AUTHORITY:* section 392.200.2, RSMo Supp. 2013, and sections 392.248 and 392.470.1, RSMo 2000 (original authority: 392.200, RSMo 1939, amended 1987, 1988, 1996, 2003, 2005, 2008; 392.248, RSMo 1996; and 392, 470.1, RSMo 1987). Original rule filed Aug. 15, 1997, effective April 30, 1998. Amended: Filed Oct. 30, 2002, effective July 30, 2003. Emergency amendment filed May 31, 2005, effective June 10, 2005, expired Feb. 15, 2006. Amended: Filed June 30, 2005, effective Feb. 28, 2006. Emergency amendment filed July 22, 2008, effective Aug. 1, 2008, expired Jan. 29, 2009. Amended: Filed July 22, 2008, effective Feb. 28, 2009. Emergency amendment filed May 18, 2012, effective June 1, 2012, expired Feb. 28, 2013. Amended: Filed May 30, 2012, effective Dec. 30, 2012. Amended: Filed Aug. 7, 2013, effective April 30, 2014.

*PUBLIC COST:* These proposed amendments will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

*PRIVATE COST:* These proposed amendments will not cost private entities more than five hundred dollars (\$500) in the aggregate.

*NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS:* Anyone may file a statement in support of or in opposition to the proposed amendments with the Missouri Public Service Commission, 200 Madison Street. P.O. Box 360, Jefferson City MO 65102-0360. To be considered, comments must be received at the commission's offices on or before July 2, 2018, and should include a reference to Commission Case No. TX-2018-0120. Comments may also be submitted via a filing using the commission's electronic filing and information system at <http://www.psc.mo.gov/efis.asp>. A public hearing regarding this proposed rule is scheduled for July 9, 2018, at 10:00 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, Missouri. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed rule, and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

**Title 4—DEPARTMENT OF  
ECONOMIC DEVELOPMENT  
Division 240—Public Service Commission  
Chapter 31—Universal Service**

**PROPOSED RULE**

**4 CSR 240-31.011 Missouri USF Administration.**

*PURPOSE:* This proposed rule explains how the Missouri USF is supervised and maintained.

(1) The board supervises the management of the Missouri USF. Notice of board meetings will be provided in accordance with Section 610.020, RSMo. The commission's website contains board ByLaws, prior board meeting minutes and a sign-up procedure for obtaining advance electronic notification of board meetings.



(2) The Missouri USF administrator is responsible for the day-to-day operations of the Missouri USF. Any action taken or decision issued by the Missouri USF administrator may be reviewed by the board if made in writing to the Missouri USF administrator within thirty (30) days of the date of action. Decisions regarding an appeal will be made by the board or as delegated by the board to its staff.

*AUTHORITY: section 392.200.2, RSMo Supp. 2013, and sections 392.248 and 392.470.1, RSMo 2000 (Original authority: 392.200, RSMo 1939, amended 1987, 1988, 1996; 392.248, RSMo 1996; and 392.470.1, RSMo 1987) Original rule filed Aug. 15, 1997, effective April 30, 1998. Amended: Filed June 30, 2005, effective Feb. 28, 2006. Amended: Filed Aug. 7, 2013, effective April 30, 2014.*

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**PROPOSED RULE**

**4 CSR 240-31.012 Missouri USF Assessment.**

*PURPOSE: This rule establishes Missouri USF assessment procedures.*



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(1) The Missouri USF assessment is applied to the net jurisdictional revenue of all registered IVoIP providers and certificated telecommunications companies except: pay telephone providers, shared tenant services (STS) providers, and those companies with annual net jurisdictional revenue below a *de minimis* level as identified on the Missouri USF website. This website also identifies the current Missouri USF assessment factor, payment deadlines, late payment fees and other details associated with the assessment process.

(2) Companies will receive at least sixty (60) days advance notice of a commission approved Missouri USF assessment change.

(3) Remittances may be submitted to the Missouri USF administrator using either of the following two methods:

1. A carrier may remit an amount based solely on applying the percentage assessment to the carrier's Missouri net jurisdictional revenue. If this method is used, no refunds will be given if a carrier subsequently finds it remitted more than collected.
2. A carrier may remit all funds received as a result of the application of a surcharge through a line item on a retail end-user customers' bill. This method satisfies the carrier's annual percentage assessment if:
  - A. The surcharge equals the percentage assessment ordered by the commission;
  - B. The surcharge is identified as "Missouri Universal Service Fund"; and
  - C. The surcharge percentage is applied to each customer's total charges associated with the carrier's net jurisdictional revenues.

*AUTHORITY: section 392.200, RSMo Supp. 2013, and sections 392.248 and 392.470.1, RSMo 2000 (Original authority: 392.200, RSMo 1939, amended 1987, 1988, 1996, 2003; 392.248, RSMo 1996; and 392.470.1, RSMo 1987) Original rule filed Aug. 15, 1997, effective April 30, 1998. Amended: Filed Oct. 30, 2002, effective July 30, 2003. Amended: Filed June 30, 2005, effective Feb. 28, 2006. Amended: Filed Aug. 7, 2013, effective April 30, 2014.*

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**PROPOSED RULE**

**4 CSR 240-31.013 Missouri USF High Cost Support.**

*PURPOSE: This proposed rule provides requirements for receiving Missouri USF high cost support to fulfill a customer service request to a location lacking facilities or to deploy facilities to provide retail broadband service to locations in Missouri that are unserved.*

(1) Applications for customer-specific service requests for Missouri USF high cost support.

(A) A company may apply for Missouri USF high cost support to fulfill a customer service request to a location lacking facilities if—

1. The company meets the requirements of section 392.248.4(1) and is certificated to provide basic local telecommunications service or registered to provide IVoIP service;
2. The company is current on its Missouri USF assessment obligations;
3. The company ~~has received a customer request for essential local telecommunications service to a location lacking landline facilities from any company to provide the requested service; a written agreement indicating the customer's commitment to subscribe to the requested essential local telecommunications service if facilities are extended, including the customer's compliance with additional charges or terms imposed by the company, if any; and~~ has received a customer request for essential local telecommunications service to a location lacking landline facilities from any company to provide the requested service; a written agreement indicating the customer's commitment to subscribe to the requested essential local telecommunications service if facilities are extended, including the customer's compliance with additional charges or terms imposed by the company, if any; and
4. Applying the board-approved formula identified and explained on the Missouri USF website indicates the location qualifies for Missouri USF high cost support.

(B) Missouri USF high cost support is provided to the company after the company submits to the Missouri USF administrator a completed Missouri USF High Cost Application for Support Eligibility form available on the Missouri USF website. The company has the discretion to require the customer to pay construction charges, advance payments and/or meet other requirements as a condition for service if the customer specifically agrees to comply in writing prior to the company submitting an application for support.

(C) Service should be provided within 90 days of receiving Missouri USF high cost support or as otherwise agreed to by the company and customer.

(D) The board may establish an annual budget for Missouri USF high cost support.



(2) Applications requesting support to deploy facilities to provide retail broadband ~~the broadband internet access service component of essential local telecommunications service~~ to unserved areas

(A) A company certificated to provide basic local telecommunications service or registered to provide IVoIP service may submit an application to the commission requesting Missouri USF high cost support to deploy the broadband internet access service component of essential local telecommunications ~~facilities to provide retail broadband~~ service.

(B) The commission may consider such requests on a case-by-case basis.

*AUTHORITY: section 392.200.2 and 392.248, RSMo Supp. 1997 and 392.470.1, RSMo 1994 (Original authority: 392.200, RSMo 1939, amended 1987, 1988, 1996; 392.248, RSMo 1996; and 392.470.1, RSMo 1987) Original rule filed Aug. 15, 1997, effective April 30, 1998.*

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**PROPOSED RULE**

**4 CSR 240-31.014 Lifeline and Disabled Programs.**



*PURPOSE: This proposed rule identifies enrollment, funding, and service requirements for the Lifeline and/or Disabled programs.*

(1) Missouri USF support for the Lifeline and Disabled programs is limited to companies that are current on Missouri USF assessment obligations, meet the requirements of section 392.248.4(2) and have a certificate of service authority to provide basic local telecommunications service or a registration to provide IVoIP service from the commission. ETC designation pursuant to 47 CFR Part 54 Subpart C is a requirement for participation in the Lifeline program but not the Disabled program.

(2) The Lifeline Program is subject to the federal requirements identified in FCC rules.

(3) The Disabled Program

(A) Eligibility criteria is satisfied by participation in any of the following programs-

1. Veteran Administration Disability Benefits;
2. State Blind Pension;
3. State Aid to Blind Persons;
4. State Supplemental Disability Assistance; or
5. Federal Social Security Disability.

(B) If a consumer qualifies for the Disabled program but is not listed as the subscriber then the company must track such instances and annually verify the disabled customer remains within the household.

(4) A household or subscriber may not simultaneously participate in the Disabled program and the Lifeline program.

(5) The enrollment form for the Lifeline program should comply with federal requirements. The enrollment form for the Disabled program may be similar to the sample form posted on the Commission's website~~the same form but with the addition of the Disabled program qualifying criteria.~~

(6) All Missouri USF support received by a company for the Lifeline or Disabled programs shall flow through to participating customers in the form of discounted essential local telecommunications service.

(7) The Missouri USF support amount for the Lifeline and Disabled programs is identified on the Missouri USF website. Missouri USF Lifeline support, when combined with federal USF Lifeline support, shall not exceed the sum of an ETC's rate for essential local telecommunications service and subscriber line charge.

(8) In order to receive a Missouri USF disbursement a company must complete an Application for Support Eligibility form within three (3) months of provisioning the service pertaining to the disbursement request. Failure to submit this form within this time period will limit support to the amount requested or to a designated amount approved by the board and posted on the Missouri USF website (whichever is less).



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**PROPOSED RULE**

**4 CSR 240-31.015 ETC Requirements.**

*PURPOSE: This proposed rule reflects Missouri-specific requirements applicable to ETCs.*

(1) Any ETC receiving ETC designation from the commission will—

- (A) Solely conduct business using the name or “DBA” under which the commission granted ETC designation. Use of other or additional names such as brand or service names is prohibited.
- (B) Maintain a current list of company-designated contacts within EFIS.



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- (C) Provide a copy, to the manager of the commission's Telecommunications Department, of any finding by a state or federal authority that the company has violated universal service fund program requirements.
  - (D) An ETC will not self-certify to the federal USF administrator for receipt of federal USF unless the FCC has preempted such state commission authority.
  - (E) An ETC will cooperate and comply with periodic audits and/or requests for information by the commission staff to monitor compliance with this chapter.
- (2) Notice requirement for ETC name changes. At least ten (10) days prior to the use of a new name, an ETC should file a written notice in EFIS that includes—
- (A) A statement clearly setting out both the old name and the new name;
  - (B) Evidence of registration of the new name with the Missouri Secretary of State;
  - (C) A statement that the company will continue to comply with all applicable laws and rules relating to ETC designation;
  - (D) A statement that the company's contacts in EFIS have been reviewed and are correct; and
  - (E) A copy of the notice informing customers of the name change.
- (3) Annual filing requirement. In concurrence with the Form 481 deadline, an ETC shall annually submit into EFIS—
- (A) ~~A copy of the company's Form 481 report;~~
  - (B) ~~A copy of the company's Lifeline application enrollment form;~~
  - (C) Certification from an officer of the company attesting under penalty of perjury to the following information:
    - 1. The company has policies and procedures in place to ensure Lifeline subscribers are eligible to receive Lifeline service.
    - 2. The company is in compliance with all federal Lifeline certification procedures.
    - 3. The company complies with the minimum service levels set forth in FCC rule §54.408.
    - 4. The company's Missouri operations solely use the name of the company as recognized by the commission for ETC designation in all marketing and USF-related materials; and,
  - (D) The website address containing information about the company's Lifeline service or alternatively state the company does not maintain such a website.
  - (E) If the ETC has received or will receive high cost support then the company's officer certification should include the following additional attestations and information—
    - 1. All federal high-cost support provided to the company within Missouri was used in the preceding calendar year and will be used in the coming calendar year only for the provision, maintenance and upgrading of facilities and services for which the support is intended.
    - 2. The applicable study area code(s) of the company's high-cost service area.
    - 3. For wireless ETCs, the company complies with the latest edition of Cellular Telecommunications and Internet Association's Consumer Code for Wireless Service.
- (4) The relinquishment of ETC status is accomplished by providing a letter signed by an authorized company official or representative at least sixty (60) days prior to relinquishing ETC status demonstrating compliance with 47 U.S.C. §214(e)(4).



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**PROPOSED RULE**

**4 CSR 240-31.016 ETC Application Requirements.**

*PURPOSE: This proposed rule identifies application requirements for companies seeking ETC status for the purpose of receiving federal USF support.*

(1) Any company seeking ETC status for the purpose of participating in the federal USF high cost programs and/or Lifeline program in Missouri shall apply for ETC designation with the commission unless otherwise preempted by the FCC.

(2) ETC application requirements—

- (A) All ETC applications shall comply with the application requirements identified in 4 CSR 240-2.060 and be verified by oath as to the truthfulness therein by an officer or director of the applicant.



(B) In addition to the requirements of 4 CSR 240-2.060 and 47 C.F.R. §54.201 and §54.202, all ETC applications should—

1. Identify any individual or entity having a ten percent (10%) or more ownership interest in the applicant.
2. Identify all ~~managers, officers, and directors,~~ and any person exerting managerial control over the applicant's day-to-day operations, policies, service offerings, and rates;
3. Identify any company sharing common ownership or management with the applicant that has ever received funds from the federal USF or any state universal service fund.
4. Provide the details of any matter brought in the last ten (10) years by any state or federal regulatory or law enforcement agency against the applicant, any person or entity that holds more than a ten percent (10%) ownership interest in the applicant, any affiliated company (any company under common management ownership or control, or that, by contract or other agreement performs any of the functions necessary to the applicant's Lifeline Service) any of the individuals, entities, managers, officers, directors of other companies sharing common ownership or management with the applicant involving fraud, deceit, perjury, stealing, or the omission or misstatement of material fact in connection with a commercial transaction;
5. Identify the website containing information about the applicant's service and rates. If such information will be maintained in a tariff maintained with the commission then either provide a tariff filing or cite the existing tariff;
6. Provide statements addressing each of the following:
  - A. The applicant will comply with the ETC requirements identified in 4 CSR 240-31.015;
  - B. Whether the applicant intends to seek support from the Missouri USF. If so, the applicant should also state whether it intends to participate in the Disabled program;
  - C. A commitment to notify the commission of any changes to company contact information;
  - D. If the applicant is certificated or registered by the commission, a statement that the company is compliant with all reporting and assessment obligations; and
  - E. A statement that the applicant is compliant with contribution obligations to the federal USF;
7. ~~A copy of the Lifeline and/or Disabled enrollment form to be used by the applicant;~~  
and
8. A copy of the FCC's decision if an applicant has sought and obtained a waiver of any ETC requirement from the FCC.

(3) ETC status, if granted, will be issued by commission order. The company is responsible for providing a copy of the order to the federal Universal Service Fund administrator.

*AUTHORITY: section 392.200.2, RSMo Supp. 2013, and sections 392.248 and 392.470.1, RSMo 2000 (Original authority: 392.200, RSMo 1939, amended 1987, 1988, 1996; 392.248, RSMo 1996; and 392.470.1, RSMo 1987) Original rule filed Aug. 7, 2013, effective April 30, 2014.*

*PUBLIC COST: This proposed rule will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.*



Staff Response to Comments (Broadband)

*PRIVATE COST: This proposed rule will not cost private entities more than five hundred dollars (\$500) in the aggregate.*

*NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file a statement in support of or in opposition to the proposed rule with the Missouri Public Service Commission, 200 Madison Street. P.O. Box 360, Jefferson City MO 65102-0360. To be considered, comments must be received at the commission's offices on or before July 2, 2018, and should include a reference to Commission Case No. TX-2018-0120. Comments may also be submitted via a filing using the commission's electronic filing and information system at <http://www.psc.mo.gov/efis.asp>. A public hearing regarding this proposed rule is scheduled for July 9, 2018, at 10:00 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, Missouri. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed rule, and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.*