

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

Duane Farrant,)	
)	
Complainant,)	
)	
v.)	<u>File No. TC-2012-0394</u>
)	
CenturyLink (Embarq Missouri),)	
)	
Respondent.)	

**STAFF'S SUBMISSION OF ADDITIONAL INFORMATION
FROM THE COMPLAINANT**

COMES NOW the Staff of the Missouri Public Service Commission ("Staff"), through the undersigned counsel, and hereby respectfully submits this additional information pertaining to this matter, and respectfully states as follows:

1. On July 3, 2012, Staff received an e-mail from the Complainant, wherein Complainant more fully described some of the problems he is having with his phone service with Embarq Missouri, Inc., d/b/a CenturyLink ("CenturyLink").

2. For the convenience of the parties, Staff will place this information in EFIS, so that it is readily available to all the case participants. The e-mail correspondence between Staff and Complainant is attached and incorporated herein as "Appendix A."

WHEREFORE, Staff respectfully submits this information.

Respectfully submitted,

/S/ TANYA K. ALM

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 3rd day of July, 2012.

/S/ TANYA K. ALM

Alm, Tanya

From: Couch, Myron
Sent: Tuesday, July 03, 2012 8:23 AM
To: 'D D'
Cc: Alm, Tanya
Subject: RE: Your informal complaint

Duane, it would help if you can send some of your previous complaints. The information you provided in this e-mail is helpful as well. Thanks. I am forwarding this e-mail to our attorney who can help us get some relief on these problems.

Myron

From: D D [<mailto:daviedavie2008@yahoo.com>]
Sent: Monday, July 02, 2012 9:50 PM
To: Couch, Myron
Subject: Re: Your informal complaint

Hello Myron,

I'm not at home this evening, but can give you some idea of the problems I've encountered in the past year or so.

Usually there is a humming going on most of the time, but is not present much in the hot summer days. When rain it's for more then a day or a heavy rain fall the phone has gone dead and sometimes comes back in a few hours or a day or more. White noise/static and clicking noises are not uncommon either. I would say one of the biggest problems has always been with long distance and the other party being able to hear clearly, as noises are usually present and again most of time when the weather is not hot for days on end a humming noise is present a lot of the time.

I hope this helps and I may have a copy or two of complaints in the past if that will help when I'm home again.

Thank you for your concern,

Duane Farrant

From: "Couch, Myron" <Myron.Couch@psc.mo.gov>
To: 'D D' <daviedavie2008@yahoo.com>
Sent: Monday, July 2, 2012 2:20 PM
Subject: Your informal complaint

Duane, could you tell me again some of the problems you have had in the past, especially those instances when you were out of service and you were concerned for the welfare of your mother who lives with you. I believe you mentioned those kind of problems when this was an informal complaint.

Myron Couch