

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

Southwestern Bell Telephone Company d/b/a  
AT&T Missouri,  
Respondent.

1. The Staff of the Missouri Public Service Commission shall complete its investigation of the complaint and file a report with the Commission no later than August 4, 2015.

2. A pre-hearing conference will be held at 3:00 p.m. on August 5, 2015, at the Commission's office at the Governor Office Building, 200 Madison Street, Jefferson City, Missouri, Room 305. This building meets accessibility standards required by the Americans with Disabilities Act. If additional accommodations are needed to participate in this pre-hearing conference, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 prior to the hearing.

3. All parties must participate in the Pre-Hearing Conference. Parties may appear either in person or by telephone. Any appearance by telephone shall be made by dialing **573-526-5712** or toll free **1-866-630-9350** at the designated pre-hearing time.

4. The Commission's Data Center shall mail a copy of this Order to Complainant.

5. This order shall be effective when issued.

**BY THE COMMISSION**



A handwritten signature in cursive script that reads "Morris L. Woodruff".

Morris L. Woodruff  
Secretary

Kim S. Burton, Regulatory Law Judge,  
by delegation of authority  
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 27<sup>th</sup> day of July, 2015.