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

DeLana Smith-Sattarir	l,	)
	Complainant,	)
v.		) File No. TC-2015-0205
Southwestern Bell Tele	ephone Company d/b/a	)
ATAT MISSOUT,	Respondent.	)

## ORDER SETTING PRE-HEARING CONFERENCE AND DIRECTING STAFF TO FILE REPORT

Issue Date: July 27, 2015 Effective Date: April 27, 2015

On February 26, 2015, DeLana Smith-Sattarin filed a complaint against Southwestern Bell Telephone Company d/b/a AT&T Missouri. On March 30, the Commission issued an order appointing a mediator and staying all action in this matter, pending the outcome of mediation. On July 24, the Commission-appointed mediator filed notice that issues remain unresolved and an evidentiary hearing is necessary.

The Commission will schedule a pre-hearing conference to schedule a time and place for a hearing on the complaint. Parties may elect to either appear in person or telephonically. The Commission will also direct the Staff of the Commission to file a report on its investigation on the complaint.

## THE COMMISSION ORDERS THAT:

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

/ Morris L Woodul

STATE OF THE OFFICE OF THE OFF

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.