

From: D D <daviedavie2008@yahoo.com>
Sent: Thursday, May 09, 2013 11:05 AM
To: Couch, Myron; Data Center - PSC
Subject: Re: TC-2012-0394

Hello Myron,

I've went ahead and sent a copy to the address you've provided and will add this statement as well.

Indeed my efforts were to gain proper phone service, but for now has only been minor problems or an outage of overnight so until that seems to be a problem again I wish to be compensated in its entirety from Century Link.

Thank you,

Duane Farrant

Hello Myron,

I guess this will work.

I've not had the problems with the service too much in the past few months. Going along with Myron Couch I will agree to close the case. It was opened for two reasons; continued poor service and reimbursement for the aggravation since installation.

Having little troubles and mainly being able to use the phone and not having any real troubles I will with Myron and would hope this is what is needed to finalize this. It's my understanding if problems are again troublesome to contact Mr Couch.

Thank you,

Duane Farrant

From: "Couch, Myron" <Myron.Couch@psc.mo.gov>
To: "D D (daviedavie2008@yahoo.com)" <daviedavie2008@yahoo.com>
Cc: "Glasgow, Scott" <Scott.Glasgow@psc.mo.gov>
Sent: Monday, May 6, 2013 8:48 AM
Subject: TC-2012-0394

Duane: I have the word from our attorney. She would like for you to send an e-mail to our data center. You can send the same e-mail you sent to me. If you still want CenturyLink to give you credit for the time you had poor service, you can put that in the e-mail. You need to state in your e-mail that you want this put into the case file TC-2012-0394. However, they want the e-mail to come from your e-mail address and sent directly to the data center. The e-mail address is datacenter-psc@psc.mo.gov

Let me know if this presents any problem.

Myron