

**Before The Public Service Commission  
of The State of Missouri**

FILED  
June 22, 2026  
Missouri Public  
Service Commission

MALISSA \_\_\_\_\_ )  
BRANDES \_\_\_\_\_ )  
Complainant's Name(s) \_\_\_\_\_ )  
Complainant, \_\_\_\_\_ )  
\_\_\_\_\_ )  
\_\_\_\_\_ )  
BRIGHTSPEED \_\_\_\_\_ )  
\_\_\_\_\_ )  
Utility Provider's Name \_\_\_\_\_ )  
Respondent, \_\_\_\_\_ )

Case No. \_\_\_\_\_  
(Completed by PSC)

**Formal Complaint**

1. Complainant resides at:

\_\_\_\_\_ )  
(Address of Complainant)

\_\_\_\_\_ )  
(City) (State) (Zip Code)

2. The utility service complained of was received at:

- a. Complainant's address listed in paragraph 1.
- b. A different address:

\_\_\_\_\_ )  
(Address where service is provided, if different from Complainant's address)

\_\_\_\_\_ )  
(City) (State) (Zip Code)

3. Respondent's address is:

\_\_\_\_\_  
(Address of Respondent)

\_\_\_\_\_  
(City)

\_\_\_\_\_  
(State)

\_\_\_\_\_  
(Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The type of utility service at issue is: TELECOM DSL  
(Example: Gas, Electric, Water, Sewer, etc.)

6. The amount at issue is: \$ [REDACTED]  
(If applicable, state how much money is in dispute.)

7. Complainant requests the following relief:  
(Clearly describe the specific action(s) you are asking the Commission to take, including the outcome or remedy you seek through this complaint.)

Table 1: Relief Requested

I HAVE COMPLAINED CONTINUOUSLY ABOUT POOR SERVICE AND OUTSIDE PLANT PEDESTAL LAYING OPEN LIKE A RATS NEST. SERVICE INTERMITTENT, IN AND OUT, BUFFERS, THIS IS POOR SERVICE, NOT INSIDE EQUIPMENT OR SETTINGS. I AM 30 YEAR TELECOM AND HAVE INSTALLED FOR EVERY MAJOR PROVIDER IN THE UNITED STATES. I KNOW TELECOM AND IF I CALL IT GETS PUT OFF, LIED TO OR TRANSFERED TO NEVER BE HEARD AGAIN. THEY HAVE A RURAL MONOPOLY, ACCEPT MONEY FOR UPGRADE BROADBAND THAT DOES NOT WORK AND CHARGE EXORBINATE PRICES. ATT BILL PREVIOUSLY DSL 10\$ MONTH. I FINALLY RECEIVED A FREE MONTH A FEW MONTHS AGO. NOW SAME POOR SERVICE. HARDLINE COPPER. I HAVE EXTENSIVE PHOTOS OF THE OUTSIDE PLANT OUTSIDE MY HOME. A PICTURE OF A RATS NEST FOR 2 YEARS NOW. SQUIRRELS, BIRDS, MICE, PEOPLE, ANYTHING CAN ACCESS, NOT CLOSED OR SEALED OR LOCKED. REPLACE THESE OUTSIDE FACILITIES. THIS IS NOT A NEW TICKET. I HAVE TOLD ATLEAST 3-5 TIMES AND NOTHING.

8. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the requested relief, including the specific facts and circumstances that demonstrate a violation of applicable statutes, tariffs, or Commission regulations or orders.)

Table 2: Explain Why Relief Should Be Granted:

NOW THEY ARE ADDING FEES, NEVER APPROVED, RAISING BILL RATES DUE TO
WHAT THEY SAY ARE GOVERNMENT FEES BUT NO BREAK DOWN OF THOSE FEES.
THIS IS WRONG, POOR BILLING, SERVICE AND CUSTOMER SERVICE.

9. The Complainant has taken the following steps to present this matter to the Respondent:

(Provide a detailed description of the actions you have taken to resolve this matter, including any communications with the utility or other parties, the steps undertaken, and the outcomes of those efforts.)

Table 3: Description of the Actions Taken

OPENED AND CLOSED THE SAME DAY, SAID REPORT TO RESIDENTIAL WHICH IS
WHERE I REPORTED TO BEGIN WITH. 3 TIMES CUT OFF EMAIL STATING CLOSED. I
EMAILED AND INFORMED I HAD AN FCC REPORT# AND REPORTING TO MISSOURI
PUBLIC SERVICE COMMISSION AND REJECTIONS STOPPED. THEY NOW KNOW I
MEAN WHAT I SAY. I AM TIRED OF OVERCHARGED NON WORKING POOR SERVICE.
HAVE AN EMAIL, [REDACTED] IF YOU SEND ME AN EMAIL I CAN FORWARD
ALL DOCUMENTS DISCREDITING MY COMPLAINT AND CLOSING REPORTS
WITHOUT DUE PROCESS. EXTREMELY POOR CUSTOMER SERVICE.

