

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Complaint of Charter Fiberlink, LLC Seeking)
Expedited Resolution and Enforcement of)
Interconnection Agreement Terms Between)
Charter Fiberlink-Missouri, LLC and CenturyTel)
of Missouri, LLC.)

Case No. LC-2008-0049

ORDER DIRECTING CENTURYTEL TO CONTINUE TO PROCESS CHARTER
SERVICE ORDER REQUESTS WHILE THIS COMPLAINT IS PENDING

Issue Date: August 27, 2007

Effective Date: August 27, 2007

On August 24, 2007, Charter Fiberlink, LLC (“Charter”), filed a complaint against CenturyTel of Missouri, LLC (“CenturyTel”). Charter’s complaint describes a billing dispute relating to charges assessed by CenturyTel associated with the porting of telephone numbers from CenturyTel’s network to Charter’s network. Charter alleges that CenturyTel has threatened to discontinue processing all Charter service order requests on August 28, if Charter does not pay the disputed charges. In order to allow the Commission time to review its complaint before CenturyTel ceases processing its service order requests, Charter asks the Commission to order CenturyTel to continue processing Charter’s service order requests while the complaint is pending.

Commission rule 4 CSR 240-33.110(5), which establishes procedures regarding the filing of complaints against telecommunications companies, provides that while a complaint is pending before the Commission, the subject matter of that complaint will not constitute a basis for discontinuance of service. Based on that rule, and on the allegations found in

Charter's complaint, the Commission will order CenturyTel to continue to provide service to Charter during the pendency of the complaint.

Since this complaint was filed only four days before the threatened discontinuance of service, CenturyTel has not yet had an opportunity to respond to Charter's motion. However, Section 386.310.1 gives the Commission the authority to waive the requirement for notice and hearing and immediately issue an order in any case in which the Commission determines that the failure to do so would result in the likelihood of imminent threat of serious harm to life or property. Charter's complaint indicates that CenturyTel has threatened to discontinue service to Charter. The threatened discontinuation of service could result in Charter being unable to port the telephone numbers of subscribers wishing to transfer service to Charter, affect Charter's ability to order trunks or interconnection facilities, and impair Charter's ability to provide certain directory listing information to its subscribers. That is a threat of serious harm to property justifying immediate action by the Commission.

CenturyTel has been ordered to file a response to Charter's complaint by September 26. If it believes that the Commission's order to continue providing service should be lifted before Charter's complaint is resolved, CenturyTel may file a motion requesting relief at any time.

IT IS ORDERED THAT:

1. CenturyTel of Missouri, LLC, shall continue to process service order requests from Charter Fiberlink, LLC, while Charter Fiberlink, LLC's complaint is pending before the Commission.

2. This order shall become effective on August 27, 2007.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

Colleen M. Dale
Secretary

(S E A L)

Cherlyn D. Voss, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 27th day of August, 2007.