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March 18, 2004

Mr. Dale Hardy Roberts, Secretary  
Missouri Public Service Commission  
P. O. Box 360  
Jefferson City, Missouri 65102

**FILED**

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**Missouri Public  
Service Commission**

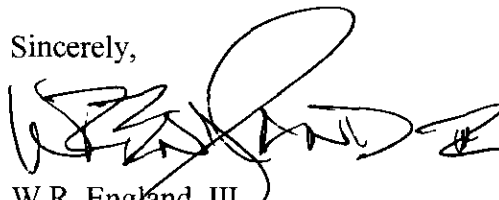
**Re: Case No. IR-2004-0272**  
**- Fidelity Telephone Company**

Dear Mr. Roberts:

During the local public hearing in Sullivan, Missouri, on March 9, 2004, in the above-referenced matter, Commissioner Clayton asked the Company to investigate the service complaint of Mr. James Lux. The Company has conducted its investigation and has provided the results to Commissioner Clayton in a letter (a copy of which is attached).

Would you please see that a copy of this correspondence is placed in the case papers. I am today providing a copy of this correspondence to all parties of record. I thank you in advance for your attention to and cooperation in this matter.

Sincerely,



W.R. England, III

WRE/da  
Enclosure  
cc: Parties of Record



March 15, 2004

Commissioner Robert M Clayton  
Missouri Public Service Commission  
Governor Office Building  
200 Madison Street, P.O. box 360  
Jefferson City, MO. 65102

Dear Commissioner Clayton:

During the Public Hearing on March 9, 2004, in Sullivan, MO. regarding Case No. IR-2004-0272, on Fidelity Telephone Company's request for a rate increase, Mr. James Lux gave statements in his testimony of ongoing trouble with his phone service. This was the only testimony of service problems in either of the Public Hearings that I am aware of.

I am enclosing a copy of the trouble ticket history, as well as the individual trouble tickets. You will notice there are five reports, dating back to June 9, 1993. The most recent report was made October 25, 2002. This report was cleared with the code indicating the trouble was in the customer-owned equipment. I have reviewed Mr. Lux's bill, and he does not subscribe to our inside wire maintenance service.

An appointment was made with Mr. Lux for one of our technicians to check his line March 12, 2004. I am enclosing pictures of a customer-owned interior jack that had been installed out in the weather with no cover. The interior wire going to the jack was taped at a damage spot and had other damage spots that were not taped. Corrosion can be seen at the modular jack coupling. The red lead broke loose in the process of removing and bringing the jack in to be photographed.

After the customer-owned equipment was removed from the network interface device, a test was taken on the complete line. I am enclosing the results from that test, which are all within limits. While I am confident we have resolved Mr. Lux's trouble, he has been encouraged to report any trouble he has to our service center.

We here at Fidelity Telephone Company are very concerned about quality of service and regret any inconvenience that Mr. Lux has experienced as a result of repeat trouble. Please contact me if I can provide any more information on this matter.

Sincerely,

A handwritten signature in cursive script that reads "Jim Cunningham".

Jim Cunningham  
Vice President Operations