

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION  
JEFFERSON CITY**

**October 21, 1999**

**CASE NO: TC-2000-230**

**Office of the Public Counsel**

P.O. Box 7800

Jefferson City, MO 65102

**General Counsel**

Missouri Public Service Commission

P.O. Box 360

Jefferson City, MO 65102

**Legal Department**

Southwestern Bell Telephone Company

One Bell Center Room 3520

St Louis, MO 63101

**Enclosed find certified copy of a NOTICE in the above-numbered case(s).**

**Sincerely,**



**Dale Hardy Roberts**

**Secretary/Chief Regulatory Law Judge**

**Uncertified Copy:**

**Dennis Overall**

1655 S. Ingram Mills Rd, Suite L103

Springfield, MO 65804

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

Dennis Overall,	)	
	)	
Complainant,	)	
	)	
v.	)	<u>Case No. TC-2000-230</u>
	)	
Southwestern Bell Telephone,	)	
	)	
Respondent.	)	

**NOTICE DIRECTING RESPONSE TO MEDIATION REQUEST**

On September 13, 1999, Dennis Overall (Overall) filed a complaint with the Missouri Public Service Commission (Commission) against Southwestern Bell Telephone Company (SWBT), alleging that SWBT charged Overall for an emergency phone call from a pay telephone booth. The Commission issued its Notice of Complaint on September 16, 1999, providing 30 days for SWBT to file an answer, or, in the alternative, to file a request for mediation. On October 14, 1999, SWBT filed its Request for Mediation. If Overall agrees to mediation of this dispute, then this proceeding will be stayed pending the mediation process.

Overall should accept or decline the request for mediation by writing to the Commission's Secretary at:

Secretary of the Public Service Commission  
P.O. Box 360  
Jefferson City, Missouri 65102-0360

If Overall declines the mediation request or does not respond within 15 days of the date of this notice, the Commission will proceed with this case by directing SWBT to file an answer to the Complaint and setting a procedural schedule and hearing date.

**BY THE COMMISSION**

A handwritten signature in cursive script that reads "Dale Hardy Roberts".

**Dale Hardy Roberts**  
**Secretary/Chief Regulatory Law Judge**

(S E A L)

Dated at Jefferson City, Missouri,  
on this 21st day of October, 1999.

Hopkins, Senior Regulatory Law Judge

**STATE OF MISSOURI  
OFFICE OF THE PUBLIC SERVICE COMMISSION**

I have compared the preceding copy with the original on file in this office and  
I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson  
City,

Missouri, this 21st day of October, 1999.



*Dale Hardy Roberts*

---

**Dale Hardy Roberts**  
**Secretary/Chief Regulatory Law Judge**