



Martha S. Hogerty
Public Counsel

State of Missouri

Mel Carnahan
Governor

Office of the Public Counsel
Harry S Truman Building Ste.250
P.O. Box 7800
Jefferson City, MO 65102

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Relay Missouri
TDD: (800)735-2966
Voice: (800)735-2466

November 26, 1997

Mr. Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge
Missouri Public Service Commission
P. O. Box 360
Jefferson City, MO 65102

**RE: Matter of the Petition of the Office of Public Counsel to
Stay the Elimination of Community Optional Service**
Case No.: ~~TO-98-~~

TW-97-333

Dear Mr. Roberts:

Enclosed for filing, please find the original and 14 copies of the **Petition of the Office of the Public Counsel Requesting A Stay, The Opening Of A Docket, and Public Hearings**. I have on this date hand-delivered a copy to the General Counsel. Please "file" stamp the extra-enclosed copy and return it to this office.

Thank you for your attention to this matter.

Very truly yours,

Michael F. Dandino
Senior Public Counsel

MFD:bsh

cc: Counsel of Record

Enclosure

FILED

DEC 19 1997

**MISSOURI
PUBLIC SERVICE COMMISSION**

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DEC 19 1997

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

MISSOURI
PUBLIC SERVICE COMMISSION

MISSOURI
PUBLIC SERVICE COMMISSION

In the Matter of the Petition of the Office of)
the Public Counsel to stay the elimination)
of Community Optional Service (COS) as of)
March 31, 1998. (sic))

TW-97-333
Case No. ~~FO-98-~~_____

**PETITION OF THE
OFFICE OF THE PUBLIC COUNSEL REQUESTING A STAY,
THE OPENING OF A DOCKET, AND PUBLIC HEARINGS**

COMES NOW the Office of the Public Counsel ("Public Counsel") and respectfully petitions the Public Service Commission ("Commission") of the State of Missouri to enter its Order staying the March 31, 1998, effective date for the elimination of COS service in Missouri. Public Counsel requests that the Commission open a proceeding on this stay request and asks the Commission to hold public hearings in this proceeding in the communities which will be directly affected by the loss of COS service to obtain customer comment on the end of COS and an acceptable schedule to phase out the service or modify the service.

In support of its request to stay the effective date for elimination of COS service, Public Counsel suggests the following:

1. The Office of the Public Counsel has the statutory duty and authority to represent the public in all matters before the Public Service Commission and before the courts. Sections 386.700 and 386.710, RSMo 1994.
2. The Missouri Public Service Commission has jurisdiction in this matter as it has general supervisory power over telecommunications companies within this state (Section 386.320.1, RSMo) and the power to conduct investigations into service and such matters.

(Section 386.330.1, RSMo). The regulation of telecommunications is governed generally by Chapter 392, RSMo. Section 392.185, RSMo provides that the purpose of Chapter 392 shall be, in part, to promote widely affordable telecommunications services, ensure that customers pay only reasonable charges for telecommunications service, promote parity of urban and rural telecommunication service and to allow competition "when consistent with the protection of ratepayers and otherwise consistent with the public interest." Section 392.185, RSMo.

3. The Commission rather than the Federal Communications Commission (FCC) has jurisdiction over local telecommunications service and rates for intrastate service and over intrastate and intralata dialing parity. Iowa Utilities Board v. FCC, 120 F3d 753 (8th Cir. 1997); People of the State of California v. FCC, ____ F3d ____ (8th Cir. 1997) (No. 96-3519, August 22, 1997). The federal appeals court held that the FCC exceeded its jurisdiction in promulgating dialing parity rules pertaining to intralata traffic because this area was reserved to the states' regulatory bodies. California v. FCC, supra.

The Commission is not required to implement intralata presubscription by April, 1998 as a directive of the FCC. The Commission has discretion to set the timing of intralata presubscription based on Missouri's own telecommunications environment and with consideration of issues unique or of importance to Missouri customers. Therefore, the Commission has jurisdiction to adjust the timetable relating to the end of COS.

4. The Commission has previously postponed implementation of dialing parity in Case No. TO-97-270, In the Matter of the Request for Suspension and Modification of FCC Rules Regarding Intralata Dialing Parity, May 22, 1997. The deadline was extended for good cause under the provisions of Section 251 (f) (2) of the Federal Telecommunications Act of 1996. The Commission considered the adverse economic impact to users, the public interest,

convenience and necessity and the need to resolve all issues concerning COS and the Primary Toll Carrier Plan (PTC) prior to implementing intralata presubscription.

5. The Commission in its Report and Order in Case No. TW-97-333 ordered the elimination of COS service by March 31, 1998. Public Counsel timely filed its Motion requesting rehearing and reconsideration of the termination of COS. On November 18, 1997, the Commission denied Public Counsel's Motion for Rehearing.

6. Public Counsel opposed the elimination of COS until such time as there existed a reasonably priced and suitable substitute for this service. Public Counsel also requested that prior to any drastic action altering the current level of COS service that public hearings be held in communities which have COS.

7. Since the Commission issued its Order in Case No. TW-97-333, consumers have called, written, or signed petitions to the Commission and the Office of the Public Counsel to register their opposition to the elimination of COS in March, 1998.

8. These consumers are subscribers to COS or use the COS return feature to call friends, relatives, or vital business and personal contacts. These customers want the Commission to reconsider its mandate to automatically end COS on March 31, 1998, or adopt a flexible time table which reflects the actual availability of a reasonable substitute for COS service in the areas presently served by COS. The customers believe that the March 31, 1998 date for automatic termination of COS service is unreasonable and poses a hardship because most areas now served by COS will not be served by sufficient competitive toll companies to significantly reduce the toll charges incurred by the elimination of COS. Elimination of COS will substantially increase toll bills for COS customers. Competition will either not be available or will not provide a

sufficient reduction in rates to offset the expected increase in the COS customer's telephone bills for toll service.

9. Public Counsel respectfully requests the Commission to open a proceeding to stay the March 31, 1998 elimination of COS and to postpone that effective date for a period to allow sufficient competition to develop in the present COS service areas so as to avoid significant and immediate increases in COS customer telephone bills.

10. Public Counsel also requests that the Commission schedule and hold public hearings in some of the areas presently served by COS to hear and consider customer comments prior to setting a date for the end of COS. Public Counsel had urged such hearings in Case No. TW-97-333 and believes such hearings are necessary to provide customers with an opportunity to comment and to offer suggestions on proposals to modify this service.

11. Public Counsel suggests that the letters and complaints about the end of COS reveal that consumers in rural Missouri will pay a higher cost after termination of COS. The hearings in Case No. TW-97-333 focused on the costs to the industry and did not adequately consider or address the economic cost to rural customers. The Commission must be "mindful of the impact of significant increases in residential rates." In The Matter Of Associated Natural Gas Company's Tariff Revised Designed To Increase Rates For Gas Service To Customers In The Missouri Service Area Of The Company, Case No. GR-97-272, Report and Order (December 3, 1997, p. 14, hereinafter referenced as ANR, p. ____). That decision states that the Commission must remain "mindful that the cost of service is but one consideration in determining the reasonableness of rates." ANR, p. 14. The impact of the Commission's Order on rates counts in determining whether rates are "just, reasonable, lawful and nondiscriminating." ANR, p. 15. Public Counsel suggests that these public policy principles are applicable in a rate case or any

case which alters the availability of service and increases the consumer's utility bill. The Commission must as part of its decision-making process consider the public interest. For telecommunication cases, it must also consider the goal of providing comparable services at comparable prices in both rural and urban areas. The public policy considerations are relevant factors and must be blended into any decision.

12. Public Counsel's Petition is not an attempt to retry Case No. TW-97-333 or collaterally attack the decision. The public reaction to the Commission's decision is new and concrete evidence of not only the customers' desire for this service, but also the economic hardship to rural customers if this service ends in March, 1998. The evidence could not have been presented and considered by the Commission since public hearings to invite such public comment were not held. It was only after the ruling was broadcasted by the media could the public react in any significant manner. Public Counsel anticipates further public comments will be generated after the Commission's required notice of the end of COS is distributed with their bills. Also, further public reaction is anticipated when customers who use COS receive their first and second bills after April which include the toll charges.

Opening a docket at this time will facilitate the taking and consideration of public comments and give the Commission additional evidence of the impact of its decision on customers.

13. In support of its Petition, Public Counsel has attached hereto and incorporated herein by reference as Exhibit A, copies of correspondence sent to the Commission or to Public Counsel from consumers opposing the elimination of COS.

14. In support of its Petition, Public Counsel has attached hereto and incorporated herein by reference as Exhibit B, customer petitions requesting the Commission to modify the

timing for termination of existing COS service. Those petitions contain signatures of over 1,740 telephone customers from communities served by COS.

WHEREFORE, Public Counsel respectfully requests the Public Service Commission to stay its decision to eliminate COS on March 31, 1998, and to open a docket to consider other modifications and a reasonable timetable and to hold public hearings in the areas currently served by COS and to take other appropriate action to provide similar relief to these Missouri telephone customers.

Respectfully submitted,

OFFICE OF THE PUBLIC COUNSEL

BY:



Michael F. Dandino (Bar No. 24590)

Senior Public Counsel

301 East High Street, Box 7800

Jefferson City, MO 65102-7800

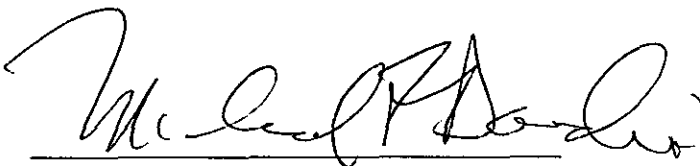
Telephone: (573) 751-5559

Facsimile: (573) 751-5562

CERTIFICATE OF SERVICE

I hereby certify that the foregoing document has been faxed, mailed, or hand-delivered to the following counsel of record on this 19th day of December, 1997:

Dana Joyce
General Counsel
Missouri Public Service Commission
P. O. Box 360
Jefferson City, MO 65102



In the Matter of the Petition of the Office of)
the Public Counsel to stay the elimination)
of Community Optional Service (COS) as of)
March 31, 1998.)

Case No. TO-98-_____

EXHIBIT A

Smithton Community Church

FILE COPY

Leadership Team
Clay & Chestnut Streets
Smithton, MO 65350
e-mail: sgray@jland.net
Phone & Fax: 816-343-5437

November 12, 1997

RE: Negative Effects of PSC Order #TW97333 on rural church

To Whom It May Concern:

This is in reference to the loss of the SW Bell COS program to rural Missouri and the effect it will have upon Smithton Community Church. Our rural church, located in Smithton, MO, is in a unique position with outreach to the world.

For the past year and a half, literally thousands have come from every state and many nations to experience the power of God in this small out-of-the-way town. Most weekends there are more people in our building than live in the town. National media have picked up the story: *TIME Magazine* has come, along with *Charisma Magazine* (which will be running a second feature article next month), Pat Robertson's *The 700 Club*, and Sid Roth's *Messianic Vision*. A film documentary is being produced by Emmy-award winning film maker, Warren Marcus, to be distributed around the world and shown on major television networks.

We use the Internet every day (from at least three different computers) for e-mail with contacts around the world, to book air flights and hotels for all of our travels. Daily we are receiving e-mail with inquiries for books, tapes, music and travel information to get to our small town. We have our own Website and we use the Net to keep in contact with other churches around the world who are experiencing a similar movement.

To discontinue the COS program and not to have another program to replace it effective March 31, 1998 will greatly affect this ministry and cut us off from the rest of the world.

We request that either the Missouri Public Service Commission reverse their ruling, PSC Order #TW97333 or that they provide a replacement program.

Sincerely,
The Leadership Team
of Smithton Community Church

NOV 18 1997

Mr. & Mrs. Donald Arnett
16075 Hwy. OO
Houstonia, MO 65333
Phone: 660-568-3547
E-mail: marnett@iland.net

FILE COPY

November 16, 1997

Office of Public Counsel
Attn.: Michael F. Dandino
P.O. Box 7800
Jefferson City, MO 65102

Dear Mr. Dandino:

I am writing in regard to the Missouri Public Service Commission's Order # TW-97-333, wherein they are attempting to terminate Community Optional Service (COS), a service that we were granted in 1990 allowing those of us in the rural outbacks of Missouri to make phone calls beyond our local exchange for a flat rate per month. I beg of you, please do not let them discontinue this service until other viable alternatives are offered.

Here at Houstonia, every call we make for business, medical, emergency, and miscellaneous services is outside our local exchange, which represents a long-distance call for us. At present, COS calling affords my only access to the Internet. Sprint/United is our local telephone company and they offer an Infolink Internet fee to SOME of their customers, but NOT to the Houstonia area. If the COS is discontinued, I will have to give up the Internet. Please be assured the Internet is not ~~the~~ most important aspect of COS calling for us, but why should we in the rural areas be isolated because of a few greedy telephone companies?

They (PSC) tell us that there will soon be improved telecommunications services and a choice of long-distance carriers. (At present we have no choice.) And, this may not happen until the year 2000. Why are they taking COS calling away two years before they have an option for us??? Please do not let them do this to us! Thank you.

Sincerely,

Mrs. Donald Arnett

NOV 18 1997

FILE COPY

November 13, 1997

PUBLIC COUNCIL

P.O. Box 7800
Jefferson City, MO 65102

re: your decision to discontinue COS*To everyone that is involved:**Last night I attended a meeting at State Fair Community College concerning the Community Optional Service (COS).**I am very upset by the decision to discontinue this service.**Would you believe that the SWBT representative said, and I quote, "What if we gave you unlimited access to one Sedalia phone number and charged you \$15 per month". Since we now pay \$16 per month and have unlimited calling to Sedalia, this offer was NOT SATISFACTORY. We signed a petition and was told to write to you regarding this matter that has us upset.**This service is very important to me and my family. Please reconsider this decision. I would like to hear from you regarding this.**I would appreciate everything that you can do for us.**Sincerely,**Nancy Stout*

Nancy Stout
400 East Webster
Smithton, MO 65350
(816)343-5234

NOV 20 1997

FILE COPY
TW-97-333

Pettis County R-V School District
HUGHESVILLE, MISSOURI 65334

BOARD OF DIRECTORS

RONALD J. HIGGINS, *President*
KENNETH A. REID, *Vice-President*
ROBERT J. REID, *Secretary*
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JAMES A. MULLINS, *Member*
CHARLES P. FORTUNE, *Member*
BRIAN FRANZEN, *Member*

TERRY A. BEASLEY, Superintendent
Phone: 816-827-0772



NORTHWEST HIGH SCHOOL
Steve Harrison, *Principal*
HUGHESVILLE, MISSOURI 65334
Phone: 816-827-0774

NORTHWEST ELEMENTARY SCHOOL
Charles A. Robison, *Principal*
HOUSTONIA, MISSOURI 65333
Phone: 816-568-3315

Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

November 21, 1997

Dear Kevin Kelly and the Public Service Commission,

I write this letter in response to a public meeting which I attended on Wednesday, November 12th at State Fair Community College in Sedalia. This meeting was in reference to a recent decision by the Public Service Commission to cease the Community Optional Service.

I will not pretend to understand all of the details and considerations which obviously went in to this decision. However, as Superintendent of the Pettis County R-V School District which serves the Houstonia area, I felt it necessary to express a few of the concerns which I have as this transition from the COS to an "improved, safer and more affordable service" is implemented.

First, let me remind you that this "scarcely used" program (COS) is the extent of service which the Houstonia area has access to. While you speak boldly of increased service and a variety of options, there are patrons in the Houstonia area who are still on a party line. They recall how difficult it has been for them to receive the telephone services they now enjoy. It is understandable that they are somewhat frustrated as the service (COS) for which they worked for months to gain access to is now being terminated without an opportunity for the people who utilize the service to express their concerns and needs. The statement in the PSC News "Telecommunications customers throughout Missouri now have a variety of choices..." is a poor representation of the facts.

Second, while I have been assured through a private conversation with our current local telephone provider that the present OCAs offered to its customers will be improved upon to meet the needs of Internet access, etc., the company does not know how or when this service will be provided. Using the OCA plan currently provided by Sprint, the cost of providing Internet

NOV 25 1997

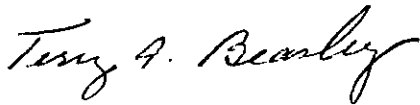
access for our elementary school would be \$7,350 per year! I am hopeful that something will be arranged to prevent this incredible cost. However, would it not be nice to know some of the details in reference to items such as this before a mandate to end COS is made?

I respectfully request that the Public Service Commission seriously consider extending the date for the cessation of the Community Optional Service program. As a commission, you need to hear the needs and concerns of the public on this issue, though you may consider the number of customers who will be effected ever so small. I understand that prior to this decision being made, the telecommunication providers and press were informed of your meeting(s). Unfortunately, the word did not reach the public, the people most effected by this decision, until it was too late. The press obviously did not realize the controversy which could erupt as a result of this decision. As expressed by representatives of the telecommunications companies, they have been against the COS program for some time. It seems that they are loosing a great deal of money on the "only one-half of one percent of all telecommunications customers in Missouri" who avail themselves of COS. I fear that some customers feel that a vital decision was made behind their back - not a comfortable feeling.

All we request is that we, as customers, be guaranteed access to a program similar in service and cost to the present program offered through C.O.S. We need assurance that the "improved, safer and more affordable services..." will be available as of April 1st, 1998. If you, as a commission, do not feel that you can guarantee this to the public, then you have made a decision too quickly and with too little information.

Thank you for your serious consideration to the issues addressed herein. I apologize if I speak from ignorance, but, unfortunately, I, as a customer have not been well informed in this respect.

Sincerely,



Terry A. Beasley
Superintendent, Pettis County R-V School District

Copy to Public Council

Notice of Participation
to
Missouri Public Service Commission
Attention: Secretary Dale Roberts
12-12-97

FILE COPY

From:
Bob Hellrung and Cheryl Leeds
P.O. Box 30
Bourbon, MO 65441
(573) 732-5833

This is a notice of our desire to participate in the Internet access case which the Public Service Commission has established.

We are regular users of the Internet through Fidelity Telephone in Sullivan, Missouri, which is a toll call from Bourbon **even though it is only 6 miles down the Interstate**. There is no local access number for the Internet in the Bourbon exchange. We pay an extra \$16 per month to GTE to have Community Optional Service flat-rate calling to Sullivan so that we can regularly access the Internet without the cost being prohibitive.

We access the Internet for innumerable reasons, including health care research, downloading tax forms, investment research, public affairs/campaign materials, contacting our State Representative, following legislation in the Missouri legislature, sending and receiving e-mail to/from friends and relatives, ordering books, reading articles in various magazines and newspapers, and on and on.

In short, the Internet has become an indispensable tool in our household, and it becomes even more important to us as we learn more about what is available on the World Wide Web. We consider it an essential tool for citizens who want to actively participate in our democracy. As such, its importance can hardly be exaggerated.

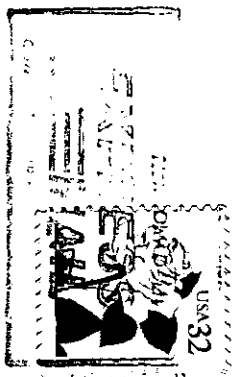
Ten miles down the Interstate from Bourbon in the other direction from Sullivan is Cuba, where there is also a local access number for the Internet. However, Cuba is also a toll call from Bourbon. Having lived many years in St. Louis County before moving to Bourbon in 1990, we were shocked by the tripling and quadrupling of our phone bills after the move. We continue to be amazed at the way the phone companies have been allowed to discriminate against rural Missourians by carving the rural population into tiny toll charge areas.

Now that Community Optional Service (which was obviously designed to correct some of these inequities) is about to be abolished, we feel it's even more important that the Public Service Commission require phone companies to provide a local access number for the Internet in each of their toll areas. Please don't let us down. We appreciate your interest in our opinions and our experience.

✓ cc: Commissioner Sheila Lumpe
Office of the Public Counsel: Michael Dandino

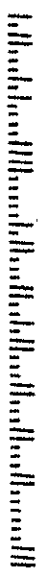
DEC 16 1997

P.O. Box 30
Barton, Mo
65441



Attn:
Michael Sandino

Office of the Public Counsel
Treuman State Office Bldg, Rm. 350
P.O. Box 7800
Jefferson City, MO 65102



11-13-97

TW-97-333

I am writing to you to voice my opposition to the decision of the Mo. Public Service Commission to eliminate the flat rate (C.O.S.) 2-way telephone service.

I do not abuse this service as some may think. It has made a big difference in my life not to have to worry about the toll charges when I make a phone call.

Our two-way call service is from our rural home near Arrow Rock to Marshall. We do most of our business in Marshall and have family and friends there.

I have signed the petition that Sen. Mathewson had at City Hall in Marshall last night. I do appreciate you being there also.

I am asking you to appeal in our behalf, so that we may keep this needed service.

Thank you,

Dotty Odell

Rt 4 Box 2074

Marshall, Mo. 65340

phone: 660-837-3401

December 4, 1997

Office of Public Council
P.O. Box 7800
Suite #250

Custom
Letter
TW 97-382
COS

Jefferson City, Mo 65102

Attention: Mr. Michael Dandino

Dear Mr. Dandino;

An end to the flat-rate long-distance
Community Optional Service, will
certainly cause a hardship on our
family, as well as others I have heard
about.

(Speed to Boonville)
My sister uses the COS service to
phone my Mother and check on her
taking her medications and on her con-
dition each day. Mother is 95 year old
and we are making an effort to keep her
in her home rather than a nursing home.

If the COS is discontinued my sister
will not be able to afford the long distance
charges each day.

I wish to encourage you to do what
is possible to prevent the end of the program.

DEC - 8 1997

Sincerely,
Marjorie O. Love

Mrs. John Love Jr.
1501 St. Christopher St.
Columbia, MO 65203-2358



Office of Public Council
P.O. Box 7800
Suite #250
Jefferson City, Mo 65102

Attn.: ~~Michael Dundas~~

TW-97-333

FILE COPY

11/6/97

Dear Sirs

I am writing to you about the COS
calling plan. My family uses the COS
calling plan an average of 15 hrs. a
week. The Public Service Commissions plan
to cancel would hurt financially or
cut our phone use to zero.

Please change your minds about
cancelling the COS.

Thank you.

MIKE MORGAN

20757 N. Penderosa

Clark, Mo.

65243

COPY

RECEIVED

NOV 12 1997

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

DEC 11 1997

TW-97-333

Centralia, Mo

11/5/97

Public Service Comm.

I am a homeowner, living in Centralia, Mo. I am a widow, living alone & depend on the C O S Calling plan to keep in touch with my daughter who lives in Columbia. All my doctors are in Columbia so I use the calling often. Please keep the plan available.

I thank you

La Rue Walloy

583 Tidball

Centralia, Mo

65240

RECEIVED

NOV 07 1997

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

11-10-97

Dept. of Economic Development
Public Service Commission
Jefferson City, Mo.

I am currently a resident of Centralia and am a COS user. I am concerned about the impact of the withdrawal of this service on our community. Over $\frac{1}{3}$ of all G.T.E. phone customers in my city subscribe to COS. We live in a rural area where calls to Columbia are sometimes a necessity. Many residents go to Doctors in Columbia as many work in Columbia or have spouses who work in Columbia. We have a daughter living there. Please take the time to reconsider this issue. If COS can no longer be available to us a reasonable flat rate alternative must be established.

Thank you for your consideration.

RECEIVED

NOV 12 1997

Gerald Ayer
316 S. Callier
Centralia, Mo. 65240

TW-97333
in writing as regard to having
a reinstatement of the C.O.S.
since heard how come it
I decided to do away with
Fence reconsidered as it
a big help to people.
especially the senior citizens
ing to hear it will remain
it.
Dorothy E. Walter
Kirkville Mo. 63501

97-333

Nov. 11, 1979

Dear Sir:

We are writing to request the
reinstatement of Community Option Service.
We live in Queen City & work in Kirkville.
We have family in Kirkville and we
do alot of calling back & forth. We
feel this is a much needed service
for the residents of our town.

We again ask again that you
reconsider and reinstate C.O.S for us.

Thank you
Don & Barb Chaitree
Queen City Mo.
63561

RECEIVED

NOV 13 1997

317 West Webster St.
Post Office Box 91
Smithton, Mo. 65350

Mr. Cecil Wright
Executive Secretary of the Public Service Commission
Post Office Box 360
Jefferson City, Missouri 65102

RECEIVED

NOV 14 1997

*Records
Public Service Commission*

RE: PSC Order # TW-97-333

Dear Mr. Wright:

I am writing to you regarding the above-mentioned order which will eliminate our COS service with our phone company here in Smithton, Missouri, as of March 31, 1998.

We have one of the last electro-mechanical telephone switching stations in Missouri, i.e., we do not have what almost every other Citizen in Missouri has; equal access. We have no other economical way to connect to any Internet or on-line service provider, as Smithton is too small for any such provider to set up a local number for said access. If you take away our COS program and do not give us an alternative way to access the only providers in the area, in Sedalia, Missouri, we will not be able to economically use any online services. Other communities have Info-Link, which has not and will not be extended to Smithton, according to our phone company, Sprint-United.

Without COS, we are forced to pay .10 cents per minute to place calls to our internet provider in Sedalia, only 7 miles away, or we could subscribe to AT&T's World Net program, which means we will still have to pay .10 cents per minute for being able to utilize AT&T's 800 nation-wide access number. If I spend 4 hours per day, per month using my provider, .10 cents per minute adds up to \$720.00 dollars per month. With the COS program, I pay I-Land, my provider in Sedalia, \$18.95 per month, and Sprint \$16.00 per month, plus the cost of the additional phone line. As you can plainly see, under \$50.00 per month is a much more desirable alternative.

Please reconsider this matter; there is no competition in Smithton, Missouri; we have absolutely no other alternatives. This order will effectively kill small businesses and eliminate many family's educational and recreational activities. If you cannot give us equal access, please do not take away our only other alternative, COS.

I would appreciate your consideration and reply regarding this matter.

Sincerely,



Dennis Dietzel

DD/gfd

Cc: Senator James Mathewson
Representative Matt Boatright

97-333

November 11, 1997

Cecil Wright
Executive Secretary of PSC
Public Service Commission
PO Box 360
Jefferson City, MO 65102

RECEIVED
NOV 14 1997
Records
Public Service Commission

Dear Mr. Wright:

I am writing to you in regard to the COS program.

It doesn't seem right that we live only 10 miles from Sedalia and they call this long distance. We did not mind paying the \$16. per month to call Sedalia but we would be very much crippled if this was discontinued.

Please don't let them cancel the COS program unless they can offer us an alternative at an affordable price.

I think that this move will be devastating to many schools, businesses and residences.

We would appreciate any help that you may give us on this subject.

Sincerely

Nancy Stout

Nancy Stout
400 East Webster
Smithton, MO 65350

cc to Matt Boatright

November 12, 1997

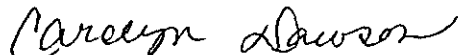
Department of Economic Development
Public Service Commission
P O Box 1157
Jefferson City, MO 65102

Public Service Commission:

I am currently a resident of Centralia and am a COS user. I am concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in Centralia subscribe to COS. We live in a rural area where calls to Columbia are sometimes a necessity. Many residents go to Doctors in Columbia, work in Columbia or have spouses who work in Columbia. Please take the time to reconsider this issue.

If COS can no longer be available to us, a reasonable flat charge alternative must be established to take its place. I would very much appreciate whatever assistance you could offer in this matter.

Thank you for your consideration.



Carolyn Dawson
911 Briarwood Lane
Centralia, MO 65240

(573) 682-5788

RECEIVED
NOV 14 1997

MO. PUBLIC SERVICE COMMISSION

97-333

**William H. Miller
918 Eastmont Drive
Centralia, MO 65240**

November 10, 1997

Department of Economic Development
Public Service Commission
P. O. Box 1157
Jefferson City, MO 65102

Dear Senator Jacob:

I am a resident of Centralia and a current COS user. I am really concerned that the withdrawal of this service to our area will have a severe negative impact. Over one third of the GTE phone customers in Centralia subscribe to this service. I would venture to guess that most of the calls to Columbia from our area are actually made on COS. Many people who work in Centralia live in Columbia, and many of us who live in Centralia have members of our family who work in Columbia. We use Doctors and other professionals in Columbia and need to be able to reasonably communicate with that area.

Please take the time to look into this issue. If COS can no longer be available then some kind of reasonable alternative must be established. Thank you for your consideration.

Sincerely,

RECEIVED
NOV 14 1997

MO. PUBLIC SERVICE COMMISSION

—TW-97-333—

Nov 3 '97

Wm & Gwen Klein
30002 Highway V
Smithton, Mo 65350 660343-5

Mo. Public Service Com:

We are writing in regard
to our COS service. This
is a valuable service to
us and we are very unhap-
py to hear that this serv-
ice is being discontinued
March '98.

Please reconsider this
order, as it is a great
benefit to many in our
area. Every call is long distance

With thanks,

William & Gwen Klein

11-5-97

Dear Commission, TW-97-333

I am writing to you to voice my opinion on losing the COS telephone service. My husband and I enjoy this service so much. We are scheduled to lose it no later than March 31, 1998. Please reconsider this decision and don't take this service away.

We, like many other people, live in an area where all of our business and many of our calls to family and friends are long distance. When we finally got the COS service, we were so happy.

I have also written to Mo. State Sen. James Mathewson and Mo. State Rep. Jim Seigfried voicing my opposition to losing this much needed service.

Sincerely,

Dotty Odell

CRAIG NOLD
203 S. CAMBRIDGE ST.
GILLIAM, MISSOURI 65330-0113
(816) 784-2549

October 3, 1997

Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

RE: COS service

Dear Commissioners,

It is my understanding that Southwestern Bell Telephone is requesting permission to terminate or restrict COS service in the rural areas. I would like to voice my opposition to any change in this service.

I am a resident of Gilliam, Missouri, a town with less than 200 telephones. Virtually every call that I make is toll call. For example, calls to Slater, Mo., just 3 miles distant, cost the same as calls to Chicago or about ten cents per minute. Calls to Marshall, just 17 miles distant, are even higher than interstate calls. Southwestern Bell charges for telephone service to Boonville, Sedalia, Glasgow, Salisbury, and other nearby communities are about 22% higher than similar service offered by MCI.

The majority of my phone cost is for calls that would be at no extra charge if I lived in St. Louis, Kansas City, Springfield, or Columbia. I pay a \$16.00 monthly fee for COS service to Marshall and an additional \$20.00 to \$30.00 each month for calls to other nearby towns. Even with COS service, the extra charges that I pay to Southwestern Bell, not counting long distance fees paid to MCI, Sprint, or AT&T, run 2 to 3 times that of the basic rate for local service. I find it hard to believe that it costs Southwestern Bell any more to service my call to Marshall than it does to service a toll free call from north to south St. Louis.

As a member of the Gilliam, Missouri, board of aldermen, I have had to deal with quality of life problems in this community, and I can tell you with certainty that, COS service has become an important asset to the quality of life in the rural areas. If or some similar plan is necessary to eliminate the isolation of rural residents that was brought about by deregulation of the transportation industries. We have lost our passenger trains and busses. We can not afford the loss of affordable telephone service.

Sincerely,

Craig Nold

Craig Nold

RECEIVED
OCT 6 - 1997

44702 E. State Route N
Creighton, MO 64739-9144
816-499-2855

September 27, 1997

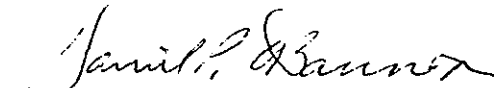
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

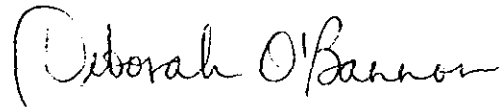
Dear Commission Members:

We subscribe to COS telephone service from the Cass County Telephone Company. Our commercial (farm) and personal business often include clients and friends in the Kansas City metropolitan area. Additionally, Deborah is a professor at the University of Missouri in Kansas City and must connect to the university computer via modem from our house. We pay extra for COS service because it is of value to us — it is not provided as a charity service.

We strongly urge you to retain COS as an optional service for rural telephone customers. While COS maybe a small inconvenience for the major long distance carriers, COS is essential to the commerce of our farm business. If Missouri values its small family farms, it must allow us to conduct business with our customers.

Sincerely,


Daniel P. O'Bannon


Deborah J. O'Bannon

Cass County Telephone COS Customers

RECEIVED
OCT 2 - 1997

Jeannie Burkholder

607 N. 2nd St.
P.O. Box 92
Creighton, MO 64739
Home Phone 816-499-2241

September 06, 1997

Missouri Public Service Commission
P. O. Box 360
Jefferson City, MO 65102

To Whom it may concern,

I have come to understand our existing COS service is in jeopardy of being changed and I would like to express my concern in this matter. A lot of residents in this area work in Kansas City and it is a very valuable service to have to be able to call to and from for one set fee instead of only one way service or any other way it could be changed. It would make it very costly for us to check on children at home or stay in touch with the place we live even though we have such a drive for employment.

I would like to express my opinion as to leave the existing service as it is.

Sincerely,

Mary J. Burkholder

Mary J. Burkholder

RECEIVED
SEP 16 1997

MO. PUBLIC SERVICE COMMISSION

9-20-97

REC-11 27

SEP 22 1997

Dear Sirs:

MO. PUBLIC SERVICE COMMISSION

We are Customers of
Cass Co. Telephone and have
had the COS plan since
it became available in
the Creighton area.

We are requesting that
the COS not be canceled
as we have daughters, friends
and other family in the
Kansas City area. We
also go to several M.D.'s
in the K.C. area. Our phone
service has greatly improved
since we moved here from
the K.C. area in 1973, and
we would hate to lose this
service.

John Jarnevici
John JARNEVIC
44301 E 301ST
Creighton, MO 64739

Sincerely yours
Martina Jarnevici
MARTINA JARNEVIC
44301 E 301ST
Creighton, MO 64739

September 10, 1997

Chairman,
Missouri Public Service Commission
P.O. Box 360
Jefferson City, Mo. 65102

Gentlemen:

I have the Community Optional Service (COS) plan, having a flat rate to call the Kansas City Metro Area. It is valuable to my livelihood and to the continued development of the rural areas. This plan saves the consumer a great amount of money, Money that the large Telephone Companies want to put into their pockets.

These large Telephone Companies are asking that such service be eliminated, it is their greed that is showing through, not what is best for the consumer.

I strongly support the development of such Community Optional Service areas, (COS).

Thank You For Your Support in This Matter.

Norma Sandquist

RECEIVED
SEP 22 1997

MO. PUBLIC SERVICE COMMISSION

09/09/1997

Missouri Public Service Commision:

I am writing in connection with the hearings you will be having concerning the COS (Community Optional Service) that is now available to some Missouri towns. This service has been good for the people in those small towns that need to make many calls to the areas served.

I realize that Bell, Sprint, GTE and others may be large companies, they may tell you they serve the most customers. They will not tell you that they have owned most of the smaller exchanges in the state, but were too cheap to maintain them. Creighton is now scheduled to recieve a modern switching system. Neither Bell or GTE would put forth the money this change will require while they owned the plant here.

As a Missouri resident, tax payer and voter I strongly urge you to deny any change in the COS regulations.

Respecfully.


Russell Dunn

756 NW 1671
Creighton, MO, 64739

RECEIVED
SEP 11 1997

MO. PUBLIC SERVICE COMMISSION

— Missouri Public Service Commission;

I am writing to you concerning my telephone service. I'm with the Cass County Tel. Company and have C.O.S. which I would like to see continued. I understand my provider is in favor of this.

I use this service a lot (calling doctor, hospital when my wife is in hospital) I also have to call her Dr. and report her blood-sugar readings every few days.

I also know my neighbor has C.O.S. for the same reason, our rural areas need this service for many reasons.

816-499-5328

Thank you
M. W. Pyling
Box 122
Creston, Mo. 64739

RECEIVED

SEP 8 - 1997

9-3-97

RECEIVED
SEP 8 - 1997

MO. PUBLIC SERVICE COMMISSION

the Missouri Public Service Commission.
I regard to the Community Optional Service
Plan for the Creighton and other small town
communities. This plan benefits my com-
munity in many ways and makes it
better. My home is in a very small
town of less than 300 residents. You
are unable to call anyone out side
of the mailing address of Creighton
without a toll call. This COS line makes
it affordable which without it I would not
be able to have a telephone or would
not have a use for a phone if limited
to being able to only call someone in
Creighton. I think this option should
be left just as it is. Robert R.
I thank you. Sept 30

Dear Sir,

I am writing you in regards to the possibility of losing my COS Telephone service. I am strongly against any change in policy that takes money from my pocket and adds it to a secondary provider. I already relinqueish the ability to call 45 miles in any direction for free (a person in Kansas City may do.) I cannot call even 2 mil away without a fee.

I work in Kansas City for General Motors (19 yrs) Mo. and I divorced last year. I have 3 small children. We have custody. As I am a responsible parent, I often have to call to scold on my kids, referee fights long distance, and kiss boo-boo's on the phone. COS is the only cost effective way I can communicate to them. I live near Brighton, Mo. Please do not penalize those who choose to live rurally. Remember, we feed you.

Sincerely,
Robert Ross

RECEIVED

SEP 8 - 1997

MO. PUBLIC SERVICE COMMISSION

M. Crawford → Creighton, Mo. 64739
PO Box 134 - phone 816-488-2514
Sept. 17, 1997

Missouri Public Service Commission;
Jefferson City, Mo. 65012

We are a very small community in the East + South Corner of Cass County, Missouri. We are often overlooked for certain services. As a C.O.S. Customer we were annoyed to hear of the proposed decision from other phone companies to reduce or possibly eliminate our C.O.S. line to Kansas City = We are very active in our community + county - Also - we do a lot of business in K.C. and we have several members of our family + many relatives in the C.O.S. Calling area. We appreciate the services we get from C.O.S. On our regular calls to K.C. we pay our C.O.S. rate but it is an asset to our children + Grand kids in K.C. to call us. Leave us alone.
Thanks - Madeline Crawford

September 10, 1997

Chairman,
Missouri Public Service Commission
P.O. Box 360
Jefferson City, Mo. 65102

Gentlemen:

I have the Community Optional Service (COS) plan, having a flat rate to call the Kansas City Metro Area. It is valuable to my livelihood and to the continued development of the rural areas. This plan saves the consumer a great amount of money, Money that the large Telephone Companies want to put into their pockets.

These large Telephone Companies are asking that such service be eliminated, it is their greed that is showing through, not what is best for the consumer.

I strongly support the development of such Community Optional Service areas, (COS).

Thank You For Your Support in This Matter.

Mallie Yeager

RECEIVED
SEP 22 1997

MO. PUBLIC SERVICE COMMISSION

September 10, 1997

Chairman,
Missouri Public Service Commission
P.O. Box 360
Jefferson City, Mo. 65102

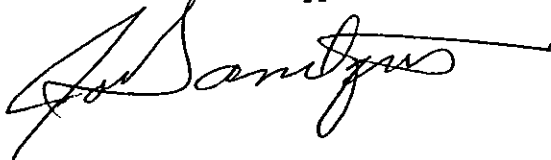
Gentlemen:

I have the Community Optional Service (COS) plan, having a flat rate to call the Kansas City Metro Area. It is valuable to my livelihood and to the continued development of the rural areas. This plan saves the consumer a great amount of money, Money that the large Telephone Companies want to put into their pockets.

These large Telephone Companies are asking that such service be eliminated, it is their greed that is showing through, not what is best for the consumer.

I strongly support the development of such Community Optional Service areas, (COS).

Thank You For Your Support in This Matter.



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SEP 23 1997

MO. PUBLIC SERVICE COMMISSION

TW-97-333

Tri-County Medical Clinic

Affiliated with Moberly Regional Medical Center
Alan M. Weaver, D.O.

FILE COPY

208 N. OGDEN — STURGEON, MISSOURI 65284 — PHONE 573-687-3411 — FAX 573-687-3328

November 14, 1997

Public Service Commission
PO Box 1157
Jefferson City, MO 65102

Dear Sirs:

It is my understanding that the Commission is considering cancellation of the Community Optional Service plans and I wish to ask for further consideration before a ruling is made.

Our office makes many calls to Columbia every day to both patients and other medical providers. We have several patients from the Columbia area that often call our office and enjoy the fact that this does not cost them anything. It also helps keep our costs down by not having to charge more to the patients for our telephone expense.

I appreciate your time in reviewing the proposal and ask that you strongly consider keeping the Community Optional Services plans in effect.

Sincerely,



Alan M. Weaver, D.O.
Medical Director

AW:je

COPY

cc: State Rep. Ted Farnen
State Sen. Ken Jacob

RECEIVED

NOV 24 1997

MO. PUBLIC SERVICE COMMISSION

DEC 1 1 1997



KINKEAD PHARMACY, INC.
119 N. ALLEN STREET
CENTRALIA, MISSOURI 65240

R.H. KINKEAD
MICHAEL KINKEAD

PHONE: 314/682-2155

November 21, 1997

Department of Economic Development
Public Service Commission
P.O. Box 1157
Jefferson City, Mo. 65102

Dear Sir;

We are currently members of the business community in Centralia and a COS user. We are concerned about the impact of the withdrawal of this service on our community. Our pharmacy business would be directly affected by this withdrawal since we make many calls to physicians in Columbia. Since we have this service, the physicians will also make the calls to us. If this service is no longer available the additional cost incurred by us will be passed on to the consumer.

Please take time to reconsider this issue. If COS can no longer be available to us a reasonable flat charge alternative must be established.

Sincerely,

A handwritten signature in cursive script that reads "Roscoe H. Kinkead".

Roscoe H. Kinkead

A handwritten signature in cursive script that reads "Michael Kinkead".

Michael Kinkead

RECEIVED
NOV 24 1997

MO. PUBLIC SERVICE COMMISSION

Residents Form Letter

Date 11-20-97

Maurice D. Kinhead
Luth H. Kinhead

RECEIVED
NOV 21 1997
CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

I am currently a resident of (City) and am a COS user. I am concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in my city subscribe to COS. We live in a rural area where calls to Columbia are sometimes a necessity. Many residents go to Doctors in Columbia and many work in Columbia or have spouses who work in Columbia. Please take the time to reconsider this issue. If COS can no longer be available to us a reasonable flat charge alternative must be established.

Thank you for your consideration.

This is a just a form letter please recopy and add any comments you would like to and send to the following addresses:

Rep. Ted Farnen
State Capitol
RM 236-B
Jefferson City, MO 65101

Senator Ken Jacob
State Capitol
RM 420-A
Jefferson City, MO 65101

Department of Economic Development
Public Service Commission
P.O. Box 1157
Jefferson City, MO 65102

RECEIVED

NOV 24 1997

MO. PUBLIC SERVICE COMMISSION

Green Castle,

R.R. 1 Box 11

November 20, 1997

Gentlemen,

I have been informed by my telephone company, Northeast Missouri Rural that on May 1998, that our community option service (COS) be discontinued. as I have this service Keokuk from Green Castle I'm concerned. My Mother and Mother-in-law both live in Keokuk and are old women which live on fixed incomes. It is nice to be able to check on them or have them call they need something.

I think this service is very valuable and necessary to our rural areas. I also think this is unfair to rural Missouri. I hope you will look in to this service problem.

Sincerely,

Patricia J.

11-21-97

Dear Sirs,

I do not like the new 660 area code. I will have to learn my phone number again.

Please keep the COS service. I will not be able to call my Grandma in Sedalia from my Green Ridge phone number or look up things on the internet.

Sincerely,

Kelsey

Kelsey Schilb, 5 years old
18236 Arnett Rd.
Sedalia, MO 65301

November 20, 1997

Missouri Public Service Commission
Truman State Office Building
301 W. High Street
Jefferson City, MO 65102

Dear Members of the Commission:

We are writing to urge you to do whatever you can in working with GTE to maintain the telephone service called Community Optional Service (COS). We, like several thousand others, would find it a real economic hardship if all calls in the surrounding area to and from Columbia would become long distant toll calls. The communities served by COS are literally bedroom communities for Columbia. We make extensive use of the service for personal family, church and business purposes.

We understand unforeseen Internet usage is one reason for GTE's request to abandon the service. I am an occasional and limited Internet user connected to Digital Missourian. We can and would switch to another provider in Centralia (a local call) if it were necessary or help to keep access to COS.

Thank you for your consideration.

Sincerely, *Steve Baima*
Margie Baima

Steve and Margie Baima
23123 Everett Carr Rd
Clark, MO 65243

RECEIVED
NOV 25 1997

MO. PUBLIC SERVICE COMMISSION

RECE
TW-97333
NOV 24

Public Service Commission
Please, oh please, do not take C.O.
away from us. We are elderly people
I'm 82 and my husband is 88.
We have a need to call to Columbia
several times a week.
Our Dr's, our Pharmacy, County se
Hospitals etc are all very cooperative
to our needs when we call.
Kilgore Pharmacy mail us refills as well
as other medical needs without us having
to face the traffic on 63 Highway.
If you must, raise the calling charge
but please don't eliminate it.

I also have a sister who lives alone
and is taking Chemo treatments. I
check her morning & night via phone
in Columbia. She is 75 yrs old & alone
trying to live alone on fixed income
without welfare assistance.

This is just one instance where a w.
calling is very important to the old
and disabled.

Thank you for your consideration.
Geo & Lucille Bloemore
P.O. Box 253, Sturgeon, Mo. 650

de no
573-3550
147 355A

TW-97-333

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NOV 24 1997

Records
Public Service Commission

November 20, 1997

Department of Economic Development
Public Service Commission
P.O. Box 1157
Jefferson City, MO. 65102

To Whom It May Concern:

We are currently residents of Sturgeon, MO and a COS user. I am concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in my city/community subscribe to COS. We live in a rural area where calls to Columbia are sometimes a necessity. Many residents go to doctors/dentists in Columbia and may work in Columbia or have a spouse that works in Columbia. This could even have a financial impact on older folks, myself, or people that run a business. Please take the time to reconsider this issue. If COS can no longer be available to us, an alternative at a flat charge must be established.

Thank you for your consideration in this matter.

Sincerely,

Mr & Mrs Billy Joe Willis Sr.

Mr. & Mrs. Billy Joe Willis, Sr
18000 N. Thomas Hill Road
Sturgeon, MO. 65284-9653
573-687-3366

/ddw

TW-97-333

Business COS User

Date 11-20-97

Carl & Doreen Subier
2811 E. Benson Rd
Sturgeon, Mo 65284

I am currently a member of the business community in (City) and am a COS user. I am concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in my city subscribe to COS. My business would be directly affected by this withdrawal since my business makes a number of calls to Columbia. This service allows my business to have a larger customer base and allows me to better serve my customers. If this service is no longer available the additional costs incurred by me will be passed on to the consumer. Please take the time to reconsider this issue. If COS can no longer be available to us a reasonable flat charge alternative must be established.

Thank you for your consideration.

This is just a form letter please recopy and add any comments you would like to and send to the following addresses:

Rep. Ted Farnen
State Capitol
RM 236-B
Jefferson City, MO 65101

Senator Ken Jacob
State Capitol
RM 420-A
Jefferson City, MO 65101

Department of Economic Development
Public Service Commission
P.O. Box 1157
Jefferson City, MO 65102

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NOV 24 1997

Records
Public Service Commission

This was the only good thing GTE had to offer when I moved to this town. It helped make our ~~decision~~ decision to move here.

TW-97-333

November 24, 1997

Department of Economic Development
Public Service Commission
P.O. Box 1157
Jefferson City, Mo 65102

Dear Sirs:

We are residents of Boone County and have been COS users since its beginning. We are concerned about the impact of the withdrawal of this service to our community. Over a third of all GTE phone customers in Centralia subscribe to COS. We live in a rural area where calls to Columbia are often a necessity.

Our health care facilities & doctors are all located in Columbia. We have family that live and/or work in Columbia; as well as establishments that we do business with, that aren't available in Centralia.

Please take time to reconsider this issue. If COS can no longer be available to us at a reasonable flat charge, than an alternative must be established.

Thank you for your consideration.

Sincerely,

Mr. & Mrs. Wayne Swiney

Mr. & Mrs. Wayne Swiney

CC: Representative Ted Farnen
Senator Ken Jacob

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NOV 24 1997
Records
Public Service Commission

TW-97-33

Centralia, Mo
Nov. 24, 1997
Dept. of Economic Development,
Public Service Commission

We are senior citizens living
in a rural area, Centralia, Mo
using the COS line to Columbia.
It is a necessity that we
call Columbia several times
a week as our doctor is
there. Many people work in
Columbia.

Please take time to consider
this issue so the line will
be continued.

Sincerely,
O. M. & Mildred Troyer

RECEIVED

NOV 24 1997

Records
Public Service Commission

TW-97-333

11-22-97

Dept. of Economic Development,

I'm currently a resident of Sturgeon and am a COS user. 47% of Sturgeon residents have COS. We have Doctors in Columbia and some that live in Columbia. Please reconsider the COS issue. If COS can no longer be available to us at a reasonable flat charge, an alternative must be established.

Mr. & Mrs. Jane L. Ahrens
406 W. Canada
Sturgeon, MO 65284

RECEIVED

NOV 24 1997

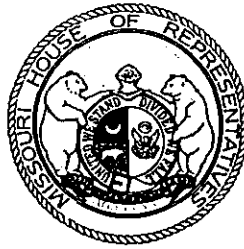
Records
Public Service Commission

CAPITOL OFFICE

State Capitol • Room 236B
201 West Capitol Avenue
Jefferson City, MO 65101
573 • 751-9458

DISTRICT ADDRESS

201 S. Muldrow
Mexico, MO 65265
573 • 581-1000

**TED FARNEN**

State Representative
District 21

COMMITTEES

CO-CHAIRMAN:
Joint Committee on
Correctional Institutions &
Problems

VICE CHAIRMAN:
Agri-Business

VICE CHAIRMAN:
Higher Education

Appropriations • Education &
Public Safety
Elections

Nov. 26, 1997

Dr. Alan M. Weaver
208 N. Ogden
Sturgeon, MO 65284

Dear Dr. Weaver:

Thank you for your letter concerning the Public Service Commission's decision to phase out the Community Optional Service telephone plan. I agree with you 100 percent, and I have let the PSC commissioners know that I am very angry with them for ignoring the needs of rural telephone customers.

The COS plan is currently set to be phased out by April 1, 1998. I have begged the PSC to reconsider its decision, or at the very least to delay the implementation of its new regulations. I believe, however, that it will be tough for us to get the PSC to change its mind.

There is some hope. Rural telephone customers across the state are just now beginning to realize the impact of the loss of COS. I hope this will result in a lot of pressure on the PSC to reverse its decision or to allow a re-opening of the case. Locally, Ginny Zoellers and the Centralia Chamber of Commerce have started a very worthwhile petition drive. Also, the Office of Public Counsel – the state's true watchdog on public utility issues – agrees with us and it is working to get the PSC to reconsider its decision.

Even if all else fails, there is always hope that GTE will offer some type of flat-fee plan to make up for the loss of COS. I have talked with a GTE official, and he assured me that GTE would attempt to "do something." But there are no guarantees, and even if GTE does offer a new flat-fee plan, it could be at a considerably higher rate than it is now. And despite what the PSC says, I don't see any competition out there to offer anything better than GTE.

It's sad that the PSC commissioners didn't have hearings on this issue outside of Jefferson City. I wish they could talk to the people who work in Columbia and want to check on their kids back home. I wish they would talk to the senior citizens on fixed incomes who have to be in frequent contact with their doctors or loved ones in another town. I wish they could have heard from the local small business owners who have a lot of customers and suppliers outside of Sturgeon and Centralia. If they had, maybe they wouldn't have been so hasty to disregard their concerns.

RECEIVED

DEC 1 1997

Perhaps saddest of all is that what Centralia and Sturgeon area citizens want is no different from what most urban citizens already have. For example, in most of the St. Louis region, you can call from one part of the area to another without it being a long-distance call. Sure there are a lot more people in the St. Louis area, but the principle is the same. It's disappointing that the PSC feels that people outside of the St. Louis and Kansas City areas are second-class citizens.

I won't lie to you. This will be a difficult fight to win. But I hope with the help of citizens like you that we can make sure that telephone service in northeast Boone County remains an affordable option instead of a luxury. I will keep you informed of any future developments.

Sincerely,

A handwritten signature in black ink, appearing to read "Ted Farnen". The signature is fluid and cursive, with a long horizontal stroke at the end.

Rep. Ted Farnen

cc: Ginny Zoellers
Public Service Commission
Office of Public Counsel

10500 Walnut Drive
Centralia, Missouri 65240
November 30, 1997

Department of Economic Development
Public Service Commission
Jefferson City, Missouri 65101
Dear Sirs:

I am a resident of rural Centralia, MO. We use medical facilities, shopping and other services located in Columbia, MO and two way calling (the COS system) is an important feature for us. It is also our access to the internet system which provides us a significant amount of information on a regular basis.

Recent information indicates that the COS system is soon to be discontinued. This would be a severe financial blow to us, as all calls then become long distance charges. Our telephone bill would increase by 500%, forcing us to discontinue many services. A reasonable, flat rate alternative has not been proposed.

Please reconsider the cancellation of this service because it meets the needs of many Missourians that will not be met otherwise.

Thank you for your assistance.

Sincerely yours,



Clayton C. King

RECEIVED
DEC 2 1997

MO. PUBLIC SERVICE COMMISSION

Slip

TW-97-333

December 2, 1997

Public Service Commission
P.O. Box 1157
Jefferson City, Mo. 65102

RECEIVED

DEC 04 1997

Records
Public Service Commission

Dear Sirs;

We live in Sturgeon, Mo.
and we are concerned about
the impact of the withdrawal
of COS on us and our community.
We use COS for both personal
and business reasons as do
do many people in our com-
munity. We certainly hate
to lose COS as it is a great
convenience for people in this
rural community. We would
certainly appreciate it if you
would reconsider this issue.

Sincerely yours;

Jack Rhoades
985 Hwy 22
Sturgeon, Mo.
65284

— TW-97-333

Chester W. Fritsch
710 Saffington
Centralia, Mo
65240.

To Dept of Economic Development
Public Service Commission

P.O. Box 1157

Jefferson City, Mo

To Our Public Representatives

I am a resident of Centralia Mo and
am a C.D.S. user. (both ways). I am
very concerned about the plans to
take this option from us. App 1/3 of
the customers in our community
subscribe to it. many work in
Colombia, many go to Dr's and Hosp
in Colombia. Many like myself
have family in Colombia. (Son and
Daughter)

Please reconsider the withdrawal of
this service.

Thank you for
your consideration
Chester W. Fritsch

RECEIVED

DEC 01 1997

Records
Public Service Commission

Dear Public Service Commissioner, TW-97-333^{11/23/98}
As residents of Centralia, my husband
I am COS users. We are concerned
about the impact of the withdrawal of this
service on our household budget as we
are our community.

We believe family is of great importance.
Therefore, as my husband teaches at Centralia
High School, I am at home raising our child.
For a family on ONE salary, COS is an important
tool in making our budget work. I call Colum
2 to 3 times per day and would not be able
to function without COS.

Over one-third of GTE's customers from
Centralia subscribe to COS. Since Centralia is
a rural community, calls to Columbia are
necessary. Many residents, including us,
patronize Columbia businesses and doctors.
An economical means of communication is
needed.

Please take the time to reconsider this
issue & the impact the cancellation of COS
will have on our community. If COS can
no longer be available, please help establish
a flat charge alternative.

Thank you for your time & consideration of
this matter.

Sincerely, Kathleen Gillman

TW-47-333

Department of Economic Development
Public Service Commission
P. O. Box 1157
Jefferson City, MO 65102

RECEIVED
DEC 01 1997

Subject: C. O. S. Telephone System

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

I am currently a resident of Centralia, and am a C.O.S. user. I am concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in our city subscribe to C.O.S. We live in a rural area where calls to Columbia are a necessity. Many residents go to Doctors in Columbia and many work in Columbia or have spouses who work in Columbia.

I am an Insurance agent for the Prudential Insurance Company, and I live in Centralia, but my Sales Office is in Columbia, and the largest part of my client base is in Columbia which means that I use the C.O.S. system every day, and many times per day, and also it gives my clients in Columbia the advantage of calling my answering service in Centralia on the C. O. S. system to reach me and they will call on C.O.S. when probably they would not call if this were a toll-call. This means that business would be lost, and service would be delayed until contact would be made between the client and myself.

Also, my wife is an outside sales representative with a travel agency with her main office located in Columbia, and there are many opportunities to use the C. O. S. in this travel business, as a service to the traveling public. and up to as many as ten phone calls per day are made to her office in Columbia, and not including "faxes" to verify travel arrangements.

The fees and charges for all phone calls and faxes are paid by both my wife and myself, as a part of business expenses, and are not reimbursed in any way, so I am sure you can see the additional expense that would be added to our business operations, if the C.O.S. system were withdrawn.

My mother, who is on a fixed income, and not good health also lives in Centralia, and uses the professional services in Columbia, and has to call doctors, and pharmacies, etc., often and it would be a great financial expense for her, and I am sure other elderly on fixed income, to have to have "TOLL-CALLING" to the Columbia area.

Please take the time to reconsider this issue. If C.O.S. can no longer be available to us, a reasonable "FLAT CHARGE" alternative must be established, or in some areas, I know there is a "NO CHARGE" for extended area calling which should be the system for the Columbia and surrounding areas.

We also use the professional services in Columbia, i.e doctors, hospitals, lawyers, dentists, banking, etc. and this also adds to the expense if we are forced to use "TOLL-CALL" contacts with these services.

Thank you for your consideration.

Emmett Dale Beasley
Emmett Dale Beasley
10370 Union Church Road
Centralia, MO 65240
573 682 3957

£

Laura N Beasley

TW-97-333

Residents Form Letter

Date 11/27/97

RECEIVED
DEC 01 1997
Records
Public Service Commission

Centralia, Mo
I am currently a resident of (City) and am a COS user. I am concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in my city subscribe to COS. We live in a rural area where calls to Columbia are sometimes a necessity. Many residents go to Doctors in Columbia and many work in Columbia or have spouses who work in Columbia. Please take the time to reconsider this issue. If COS can no longer be available to us a reasonable flat charge alternative must be established.

Thank you for your consideration.

This is a just a form letter please recopy and add any comments you would like to and send to the following addresses:

Rep. Ted Farnen
State Capitol
RM 236-B
Jefferson City, MO 65101

Senator Ken Jacob
State Capitol
RM 420-A
Jefferson City, MO 65101

Department of Economic Development
Public Service Commission
P.O. Box 1157
Jefferson City, MO 65102

Amy Heuer
Route 1, Centralia, MO 65240

TW-97-333

Department of Economic Development
Public Service Commission
P.O. Box 1157
Jefferson City, MO 65102

I am a resident of rural Centralia and a subscriber to GTE's Community Optional Service (COS). This service allows me to make and receive long distance calls from Columbia for a flat rate of \$16.15 per month. **It is my understanding this service (COS) is about to be eliminated by the Public Service Commission.** Over one third of all GTE customers in the City of Centralia subscribe to COS. I live in an area where long distance calls to Columbia are a necessity, not a luxury. The elimination of this service (COS) will create an undo hardship on me and my Family. I am very concerned about the impact of losing our COS plan.

If COS can no longer be available to the effected residents of this community at a reasonable flat rate, an alternative must be established.

I am very upset about losing our COS, and think it's ridiculous for the Public service Commission to even consider such an idea, as to eliminating something that actually works for the tax payers.

Thank you for your consideration.

Jim Daughenbaugh
18442 N Jay Jay
Centralia, MO 65240

RECEIVED

DEC 01 1997

*Records
Public Service Commission*

TW-47-333

Residents Form Letter

Date 11/27/97

Centralia, Mo.

I am currently a resident of (City) and am a COS user. I am concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in my city subscribe to COS. We live in a rural area where calls to Columbia are sometimes a necessity. Many residents go to Doctors in Columbia and many work in Columbia or have spouses who work in Columbia. Please take the time to reconsider this issue. If COS can no longer be available to us a reasonable flat charge alternative must be established.

Thank you for your consideration.

This is a just a form letter please recopy and add any comments you would like to and send to the following addresses:

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State Capitol
RM 236-B
Jefferson City, MO 65101

Senator Ken Jacob
State Capitol
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Jefferson City, MO 65101

Department of Economic Development
Public Service Commission
P.O. Box 1157
Jefferson City, MO 65102

RECEIVED

DEC 01 1997

Records
Public Service Commission

Lolly Huer
Rte 1
Centralia, Mo
65240

TW-97-333

Monday, November 24, 1997

I am currently a resident of Centralia and a COS user. I am concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in my city subscribe to COS. We live in a rural tax paying community where calls to Columbia are sometimes imperative. Many of our current residents go to the Doctors in Columbia. In my case my husband and I both work in the Columbia area and I also attend college in Columbia which makes calls to Columbia a necessity. I also subscribe to AOL, which I access through COS. Please take the time to reconsider the needs of our small community. If Cos is no longer a viable issue at a flat rate an alternative means must be established. Thank for the consideration of the needs of a rural community.

I am curious however by GTE'S motive in choosing to remove this necessary and desired service. Is money the issue and are they seeing more Dollars signs to be made by going back to the old service.

Thank you for your time:
Paula Sites
13874 Rd. 208
Centralia Mo. 65240

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DEC 01 1997

*Records
Public Service Commission*

NOV 24th 1999

TW-97-33

Dept. of Economic Development,
I am currently an
COS user of Centralia, Mo.
I am concerned about the
impact of the withdrawal
of this service on our com-
munity. Over a third of
all B & E phone customer's
in my city subscribe to
COS. We live in a rural
area where calls to Columbia
are frequent. Such as for
Doctors and other appoint-
ments, spouses who work
in Columbia, calling for
general information and
calling relatives and friends.

Please take time to re-
consider this issue. If COS
can no longer be available
to us a reasonable flat
charge alternative must
be established.

Thanks,

Mr. & Mrs. Dennis Prater

RECEIVED

DEC 01 1997

Records
Public Service Commission

TW-97-333

Residents Form Letter

RECEIVED

Date

11/27/97

DEC 01 1997

Records
Public Service Commission

Centralia, Mo.

I am currently a resident of (City) and am a COS user. I am concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in my city subscribe to COS. We live in a rural area where calls to Columbia are sometimes a necessity. Many residents go to Doctors in Columbia and many work in Columbia or have spouses who work in Columbia. Please take the time to reconsider this issue. If COS can no longer be available to us a reasonable flat charge alternative must be established.

Thank you for your consideration.

This is a just a form letter please recopy and add any comments you would like to and send to the following addresses:

Rep. Ted Farnen
State Capitol
RM 236-B
Jefferson City, MO 65101

Senator Ken Jacob
State Capitol
RM 420-A
Jefferson City, MO 65101

Department of Economic Development
Public Service Commission
P.O. Box 1157
Jefferson City, MO 65102

Herb Skene
Attn: Mr. Skene
1240

TW-97-33

Department of Economic Development
Public Service Commission
P.O. Box 1157
Jefferson City, MO 65102

I am a resident of rural Centralia and a subscriber to GTE's Community Optional Service (COS). This service allows me to make and receive long distance calls from Columbia for a flat rate of \$16.15 per month. **It is my understanding this service (COS) is about to be eliminated by the Public Service Commission.** Over one third of all GTE customers in the City of Centralia subscribe to COS. I live in an area where long distance calls to Columbia are a necessity, not a luxury. The elimination of this service (COS) will create an undo hardship on me and my Family. I am very concerned about the impact of losing our COS plan.

If COS can no longer be available to the effected residents of this community at a reasonable flat rate, an alternative must be established.

I am very upset about losing our COS, and think it's ridiculous for the Public service Commission to even consider such an idea, as to eliminating something that actually works for the tax payers.

Thank you for your consideration.

Shirley M. Windsor
18442 N Jay Jay
Centralia, MO 65240

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DEC 01 1997

*Records
Public Service Commission*

December 3, 1997

Missouri Public Service Commission
301 W High Street
Jefferson City, MO 65102

To whom it may concern:

I am writing about the taking away of the COS telephone service from Mid Mo Telephone Co for the 838 exchange to call to Boonville for a flat fee.

My son lives in the 838 exchange and all the calling they do is to the 882 exchange. They have 2 small children and all the Dr's and the Hospital are in the 882 exchange also all the family are in the same exchange. This would be a very bad hardship on them to have to pay long distance charges to call Boonville. The children are in the Boonville School system so it would be long distance every time they need to call home. Please reconsider taking this away as it would be very hard on a lot of families with children in the Boonville School system.

Again please do not take this service away. If you do please give us something of equal value or better to help relieve the fee of long distance costs.

Thank You

Betty Brueckner
628 Weyland
Boonville, MO 65233

cc: Missouri Public Council
Attn: Mike Dandino
Truman State Office Building
P.O. Box 7800
7th Floor North
301 W High Street
Jefferson City, MO 65102

R E C E I V E
DEC 5 1997

MO. PUBLIC SERVICE COMMISSION

cc: Larry Rohrbach
Route 1
Jefferson City Road
California, MO 65018

cc: Larry Rohrbach (State Senator)
State Capitol
201 West Capitol Avenue
Room 433
Jefferson City, MO 65101-6806

cc: Larry Crawford
Box 402
P.O. Box 402
California, MO 65018

cc: Larry Crawford (State Representative)
State Capitol
201 West Capitol Avenue
Room 1151
Jefferson City, MO 65101-6806

To the Honorable Members Of
The Missouri Public Commission.

Nov 25th, 1997
Kirksville, Mo 63501

It is difficult for me to understand why you would want to take the COS service from the elderly and the handicapped people. My 90 year old mother lives 15 miles from Kirksville and calls her doctor, the hospitals, her children, grandchildren and great grandchildren; the COS service means everything to her by making it affordable to keep in touch with the outside world via this COS service. Why is it that only those fortunate people who live in the metro areas of Kansas City and St Louis have this service available to them.

Please reconsider your decision to eliminate this service to all of us who are at your mercy. Consider the elderly and the handicapped, the incapacitated and the poor.

Robbing this service from the people of this north Missouri area is unconscionable and creates a hardship that it seems your corporate elite cronies are unaware and unconcerned about. It would be nice if you started living in the real world and give those less fortunate a reinstatement of this so vital and necessary service.

Whatever can be done will be greatly appreciated.

Thank You

Ruth A. Potter
825 N. LaHarpe
Kirksville, Mo 63501

RECEIVED
DEC 5 1997

MO. PUBLIC SERVICE COMMISSION

December 2, 1997

Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102

To Whom It May Concern:

I am opposed to the elimination of community optional service (CO5) on March 31, 1998 that will result in toll calls to and from the 417-642-XXXX exchange.

This service is very, very, very much still needed and should continue exactly as it is or with minor financial modifications. It has been economically feasible service for both subscribers and non subscribers alike.

Without this service, everyone affected will have to pay out of their nose for additional long distance charges, especially the subscriber. By eliminating this service, many of your subscribers will have to pay several hundreds of dollars each month in long distance charges. My uncle and aunt, John and Sue Fredrickson, calculated their calls and they estimate that it will cost them a minimum of \$400 a month if you discontinue this valuable service. Both are retired. They cannot afford the charges. In a way, you are pulling the rug out from underneath them. It's not right. It's not fair. It is the wrong thing to do. It borders on being immoral and unethical.

Perhaps you could meet on some middle ground; charge for those calling long distance to the toll area but retain the flat fee for subscribers who call long distance in specified areas outside of their exchange zone. That would be a pretty good compromise. Some sort of an agreement needs to be worked out. What is going into effect is to much lopsided in your favor.

Please be fair and not eliminate the service you are currently offering your customers. It will have a drastic economic effect.

Sincerely,



Keith Costley
21514 Ivy Rd.
Webb City, Missouri 64870

RECEIVED
DEC 5 1997

19001 N. Jay Jay
Centralia, MO 65240
December 3, 1997

Department of Economic Development
Public Service Commission
P.O. Box 1157
Jefferson City, MO 65102

How would you like to live in a place where your telephone service let you call only 2000 other phones without paying a long distance charge?

This is what we have in Centralia, and I am sure it is worse in other communities in Missouri. It is a relic of the primitive phone systems of 100 (yes, 100!) years ago, in which a small collection of phones were connected thru Mrs. Jones switchboard in a corner of her kitchen.

Today, we are members of a much larger community in all respects other than our antique phone system. We are required to pay a long distance charge for many of our local day-to-day calls, which places an unfair financial burden on businesses and individuals alike.

While we really need a total overhaul of our phone territorial structure, that probably will be a long time coming. The phone companies are too entrenched.

The COS system is at least a small step toward this much needed relief. I urge you to reconsider this issue. It is very important to the people of Centralia.

Respectfully,

Robert H. Harman

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DEC 5 1997

From the desk of Pamela LaRoe

November 26, 1997

Dear Sir,

I'm a single mother currently a resident of Sturgeon, Missouri and a COS user. I am concerned about the impact of the withdrawal of this service on the community of Sturgeon and my budget. We can only call Centrailia and Clark, Missouri. I work in Columbia, Missouri and also go to the doctors there. Most of all my friends live in Columbia or right around there where COS covers, which without COS it would be a long distance call. Please take the time to reconsider this issue. If COS can no longer be a service to us then there should be a responsible flat charge that must be established.

Thank you for your time,

Pamela R. LaRoe

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DEC 02 1997

Records
Public Service Commission

TW-97-333

13450 E Rt. D
Centralia, MO 65240
12-1-97

Department of Economic Development
Public Service Commission
PO Box 1157
Jefferson City, MO 65101

Dear Sir:

I am currently a resident of Centralia and am a COS user. I am concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in Centralia subscribe to COS. We live in a rural area where calls to Columbia are a necessity. Other surrounding towns such as Harrisburg and Ashland, which are about the same mileage from Columbia can call Columbia and surrounding towns for no extra cost. I am not asking for free service but I would like to keep my current plan.

My husband works in Columbia, therefore my children have a local link to his place of business if they need to call. Having a small cattle operation, we do business with Columbia and surrounding small towns such as Hallsville and Harrisburg. I teach in Centralia and the local calling plan gives me access to my students.

When selecting a home in this area, we narrowed our search to two sites. Because of the COS program, we selected the Centralia area phone service rather than the Mexico site. If the COS program had not been available we would have went with a cellular plan which gives free weekends or nights.

Please consider helping to save the COS plan in the Centralia area. I would also like to know why this is a free service to the Harrisburg area but not a free service to the Centralia area.

Thank you for your consideration.

Sincerely,



Terri Brunner

*Letter
file*

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DEC 02 1997

*Records
Public Service Commission*

TW-97-333

12-01-97

I am currently a resident of Centralia, Mo. and am a COS user. I am concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in my city subscribe to COS. We live in a rural area but I work in Columbia and this service is real convenient for me and my family when calls to my work are necessary. My husband is a self employed carpenter and he also has to call Columbia to different places to check on prices of materials and make orders for material quite alot. So then again this service is very helpful for us in keeping our phone bill costs down. Please take the time to reconsider this issue. If COS can no longer be available to us a reasonable flat charge alternative must be established.

Thank you for your consideration.

Cindy Cummins

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DEC 03 1997
Records
Public Service Commission

TW-97-33

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DEC 03 1997

Records
Public Service Commission

December 1, 1997

Department of Economic Development
Public Service Commission
P.O. Box 1157
Jefferson City, MO 65102

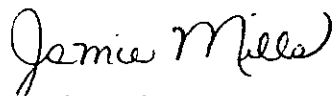
Dear Department of Economic Development:

I am currently a resident of Centralia, Missouri and am a COS user. I am very concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in my city subscribe to COS. We live in a rural area where calls to Columbia are a necessity. Many residents go to doctors in Columbia and many, including myself, work in Columbia or have spouses who work in Columbia.

Please take the time to reconsider this issue. If COS can no longer be available to us at a reasonable flat charge, alternatives must be established.

Thank you for your consideration on this issue.

Sincerely,



Jamie Mills
18650 N Roddy Road
Centralia, MO 65240
573-682-2961

TW 97-33

GEORGE M. VAUGHAN
RURAL ROUTE 4 BOX 140A
COLE CAMP, MISSOURI 65325-980340
1-660-285-3318
FAX:

December 3, 1997

Missouri Public Service Commission
Post Office Box 360
Jefferson City, Missouri 65102

Sirs:

When I first moved to Missouri in March 1995, I knew that there were some things that I would be without. One of which was local telephone call service like I received while I was living in Oklahoma City, Oklahoma. But then I thought that I would still have some degree of inexpensive telephone coverage. Was I ever mistaken?

My telephone service is dictated by the government, as there is NO COMPLETION! I had thought that with the disbanding of AT&T in the 70's that I would at least have a choice in my local and long distance companies. That was not to be. I have been assigned by MY government to having Sprint United as my local phone company and AT&T as my long distance carrier. I had NO choice here.

Now comes the hard part. I cannot get access to the INTERNET without calling Sedalia and that gentlemen is LONG DISTANCE from my home! I have to pay \$16.00 per month extra in order to place calls locally under COS. Bummer. However, with this minor setback, I can finally get logged onto the INTERNET. Heck, even calling Cole Camp, MO is technically long distance, but I get a break here for an additional charge of \$6.00, I can call Cole Camp, MO locally without the long distance charge.

Believe me gentlemen, this is rather hard to take. I moved from Oklahoma City, Oklahoma, which is, by the way, the US's Largest local toll free dialing area. It was sure nice to be able to call ALL my friends and the many businesses I dealt with without having to use long distance.

I think it would be a grave error for you all to cancel COS. I am on a fixed income and live in a very remote area. As you can see from my address and phone number, I get my mail from Cole Camp and yet my phone line is out of Ionia. If you cancel COS, I and others in this area that would like to access the INTERNET would have to spend a fortune to do so. Please reconsider your decision to cancel this option.

Respectfully yours,


George M. Vaughan

RECEIVED
DEC 4 1997

MO. PUBLIC SERVICE COMMISSION



MISSOURI SENATE

JAMES L. (JIM) MATHEWSON
SENATOR, TWENTY-FIRST DISTRICT
89TH GENERAL ASSEMBLY

STATE CAPITOL, ROOM 323
JEFFERSON CITY, MISSOURI 65101
(573) 751-4771
TDD (573) 751-3969

142 SOUTH LIMIT
SEDALIA, MISSOURI 65301-3655

November 19, 1997

RECEIVED
NOV 20 1997

COMMITTEES:

LOCAL GOVERNMENT & ECONOMIC
DEVELOPMENT
COMMERCE & ENVIRONMENT
FINANCIAL & GOVERNMENTAL
ORGANIZATION
GUBERNATORIAL APPOINTMENTS
INSURANCE & HOUSING
LABOR & INDUSTRIAL RELATIONS
RULES, JOINT RULES & RESOLUTIONS

Mrs. Connie Wible Murray
Commissioner
Public Service Commission
Truman Building, Room 530
P.O. Box 360
Jefferson City, MO 65102

Dear Commissioner Murray:

I want to register my strong objections to your recent decision to terminate Community Optional Service and urge you to reconsider the decision. I believe the decision is not in the public interest and should be reversed or at least postponed until there is a realistic indication that competition is coming into the areas.

In conversations with a Commissioner, PSC staff and in your press release, the main reason given for eliminating COS was to prepare for competition—but there is no evidence that there are any telecommunication firms prepared to compete in most of the areas where COS exists. In formal surveys done by citizens, there are no alternative providers prepared to offer competitive local service nor are there any comparable alternatives for COS. Importantly, because many of the areas with COS are not digital, I am told it will be more than five years before any competition can develop.

My research suggests that the recent federal telecommunications act encourages competition but also calls for universal service. Universal dial tone service does very little good if there are very few people to call. In the affected areas virtually all fire, police and government services are in other communities and most of the business and personal calls will become toll calls without COS.

As you probably know, the federal act also calls for comparable service to be available in the metropolitan and rural areas. Since hundreds of thousands of telephone subscribers in St. Louis and Kansas City have metropolitan calling area plans available, how can you decide to eliminate this comparable service in rural areas? If this is to prepare for competition, isn't it more likely that the urban areas will have competition first? It seems that the facts would suggest that you eliminate that service in the urban areas first.

TW- 97-333

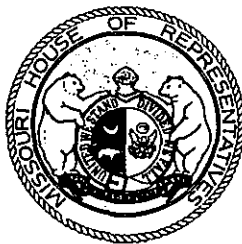
CAPITOL OFFICE

State Capitol • Room 236B
201 West Capitol Avenue
Jefferson City, MO 65101
573 • 751-9458

DISTRICT ADDRESS

201 S. Muldrow
Mexico, MO 65265
573 • 581-1000

*Please
Share
w/ others.*



TED FARNEN

State Representative
District 21

FILE COPY

COMMITTEES

CO-CHAIRMAN:

Joint Committee on
Correctional Institutions &
Problems

VICE CHAIRMAN:

Agri-Business

VICE CHAIRMAN:

Higher Education

Appropriations • Education &
Public Safety

Elections

Nov. 26, 1997

COPY

Dr. Alan M. Weaver
208 N. Ogden
Sturgeon, MO 65284

Dear Dr. Weaver:

Thank you for your letter concerning the Public Service Commission's decision to phase out the Community Optional Service telephone plan. I agree with you 100 percent, and I have let the PSC commissioners know that I am very angry with them for ignoring the needs of rural telephone customers.

The COS plan is currently set to be phased out by April 1, 1998. I have begged the PSC to reconsider its decision, or at the very least to delay the implementation of its new regulations. I believe, however, that it will be tough for us to get the PSC to change its mind.

There is some hope. Rural telephone customers across the state are just now beginning to realize the impact of the loss of COS. I hope this will result in a lot of pressure on the PSC to reverse its decision or to allow a re-opening of the case. Locally, Ginny Zoellers and the Centralia Chamber of Commerce have started a very worthwhile petition drive. Also, the Office of Public Counsel – the state's true watchdog on public utility issues – agrees with us and it is working to get the PSC to reconsider its decision.

Even if all else fails, there is always hope that GTE will offer some type of flat-fee plan to make up for the loss of COS. I have talked with a GTE official, and he assured me that GTE would attempt to "do something." But there are no guarantees, and even if GTE does offer a new flat-fee plan, it could be at a considerably higher rate than it is now. And despite what the PSC says, I don't see any competition out there to offer anything better than GTE.

It's sad that the PSC commissioners didn't have hearings on this issue outside of Jefferson City. I wish they could talk to the people who work in Columbia and want to check on their kids back home. I wish they would talk to the senior citizens on fixed incomes who have to be in frequent contact with their doctors or loved ones in another town. I wish they could have heard from the local small business owners who have a lot of customers and suppliers outside of Sturgeon and Centralia. If they had, maybe they wouldn't have been so hasty to disregard their concerns.

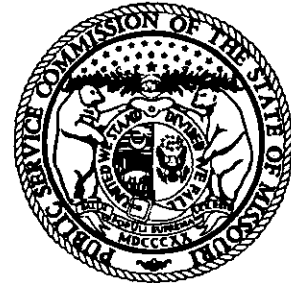
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Notice of *Ex Parte* Contact

TO: All Commissioners
All Parties in Case No. (TW-97-333)

FROM: Connie Murray

DATE: November 21, 1997



On November 20, I received the attached document from Senator James L. Mathewson. The Commission is currently considering the same issues as to those set out in this document in Case No. (TW-97-333). The Commission is bound by the same *ex parte* rule as a court of law.

Pursuant to 4 CSR 240-4.020(4) it is improper for any person to attempt to sway the judgement of the Commission by undertaking, directly or indirectly, outside the hearing process, to bring pressure or influence to bear upon the Commission, or the Regulatory Law Judge assigned to the proceeding.

Whenever such contact might occur 4 CSR 240-4.020(a) states: as *ex parte* communications (either oral or written) may occur inadvertently, any member of the Commission or Regulatory Law Judge who received the communication shall immediately prepare a written report concerning the communication and submit it to the Chair and each member of the Commission. The report shall identify the person(s) who participated in the *ex parte* communication, the circumstances which resulted in the communication, the substance of the communication, and the relationship of the communication to a particular matter at issue before the Commission.

Therefore, out of an abundance of caution, I think it appropriate to submit this notice of *ex parte* contact pursuant to the standards set out in the rules cited above. This will ensure that any party to this case will have notice of the attached information and a full and fair opportunity to respond to the comments contained therein.

cc: Executive Secretary
Chief Regulatory Law Judge
General Counsel

NOV 21 1997

Retail Markets Group - Western Region

P.O. Box 97
Stoutland, MO 65567-0097Highway T
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TELECOM

TW-97-333

FACSIMILE TRANSMITTAL SHEET

Date: October 17, 1997Transmission consists of cover sheet plus 2 page(s)

To:

From:

Ms. Barbara MeisenheimerLarry HarringtonStoutland OfficePhone: 573-751-4857Phone: (417) 286-3211FAX: 573-751-5562FAX: (417) 286-3221

REMARKS:

Barbara,
I thought we were going to keep COS.
What a loss to rural Missouri

Larry

November 13, 1997

PUBLIC COUNCIL

P.O. Box 7800
Jefferson City, MO 65102

re: your decision to discontinue COS

To everyone that is involved:

Last night my husband and I attended a meeting at State Fair Community College concerning the Community Optional Service (COS).

We are very upset by the decision to discontinue this service. My 17 year old who is a senior at LaMonte High School spends many hours on the internet searching for colleges and financial aide to go to college. Without this service, we will have to discontinue the internet. Also I could not call home from work, talk with my son and his family and check on my aunt who lives alone, except to call long distance.

Would you believe that SWBT representative said and I quote "What if we gave you unlimited access to one Sedalia phone number and charged you \$15 per month". Since we now pay \$16 per month and have unlimited calling to Sedalia, this offer was NOT SATISFACTORY. We signed a petition and was told to write to you regarding this matter that has us upset.

This service is very important to me and my family. Please reconsider this decision. I would like to hear from you regarding this.

I would appreciated everything that you can do for us.

Sincerely,



Betty Plummer
24920 Highway 127
Sedalia, MO 65301
(816)347-5958

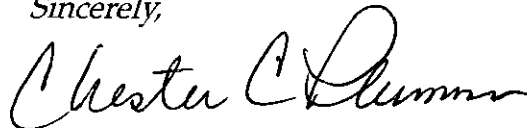
NOV 14 1997

FILE COPY

November 13, 1997

PUBLIC COUNCIL

P.O. Box 7800
Jefferson City, MO 65102

re: your decision to discontinue COS*To everyone that is involved:**Last night my husband and I attended a meeting at State Fair Community College concerning the Community Optional Service (COS).**We are very upset by the decision to discontinue this service. My 17 year old who is a senior at LaMonte High School spends many hours on the internet searching for colleges and financial aide to go to college. Without this service, we will have to discontinue the internet. Also I could not call home from work, talk with my son and his family and check on my aunt who lives alone, except to call long distance.**Would you believe that SWBT representative said and I quote "What if we gave you unlimited access to one Sedalia phone number and charged you \$15 per month". Since we now pay \$16 per month and have unlimited calling to Sedalia, this offer was NOT SATISFACTORY. We signed a petition and was told to write to you regarding this matter that has us upset.**This service is very important to me and my family. Please reconsider this decision. I would like to hear from you regarding this.**I would appreciated everything that you can do for us.**Sincerely,*

Chester Plummer
24920 Highway 127
Sedalia, MO 65301
(816)347-5958

NOV 17 1997

TW 96 - 333
COS

CUSTOMER
661.26

FILE COPY

December 3, 1997

Missouri Public Service Commission
301 W High Street
Jefferson City, MO 65102

To whom it may concern:

I am writing about the taking away of the COS telephone service from Mid Mo Telephone Co for the 838 exchange to call to Boonville for a flat fee.

My son lives in the 838 exchange and all the calling they do is to the 882 exchange. They have 2 small children and all the Dr's and the Hospital are in the 882 exchange also all the family are in the same exchange. This would be a very bad hardship on them to have to pay long distance charges to call Boonville. The children are in the Boonville School system so it would be long distance every time they need to call home. Please reconsider taking this away as it would be very hard on a lot of families with children in the Boonville School system.

Again please do not take this service away. If you do please give us something of equal value or better to help relieve the fee of long distance costs.

Thank You

Betty Brueckner
628 Weyland
Boonville, MO 65233

cc: Missouri Public Council
Attn: Mike Dandino
Truman State Office Building
P.O. Box 7800
7th Floor North
301 W High Street
Jefferson City, MO 65102

DEC - 9 1997

cc: Larry Rohrbach
Route 1
Jefferson City Road
California, MO 65018

cc: Larry Rohrbach (State Senator)
State Capitol
201 West Capitol Avenue
Room 433
Jefferson City, MO 65101-6806

cc: Larry Crawford
Box 402
P.O. Box 402
California, MO 65018

cc: Larry Crawford (State Representative)
State Capitol
201 West Capitol Avenue
Room 1151
Jefferson City, MO 65101-6806

December 10, 1997

FILE COPY

Michael Dandino
Office of the Public Council
P.O. 7800
Jefferson City, MO 65102

Dear Mr. Dandino;

I am writing to you regarding the impending elimination of COS phone numbers in Missouri. As a customer of a small local phone company who lives just outside the community of Boonville, I rely on the flat fee of a COS number to save substantially. Our home is less than three miles from the city limits but is considered long-distance. Boonville is where our children attend school, we shop, we see doctors, attend church, socialize and support the community. My phone bill monthly reflects savings because of the COS number of \$80 to \$90. There is no competition between phone companies in small communities like Boonville because the population could not support more than one phone service provider.

I sincerely hope the Mo. Public Service Commission will reconsider the elimination of COS numbers or provide a reasonable alternative. Those of us who live in rural areas affected by their decision should have a right to be informed of possible changes and be heard regarding our position on those changes.

Sincerely,

Debbie S. Richerson
14961 Chelcy Lane
Boonville, MO 65233

Phone: 660-838-6263

c: Mo. Public Service Commission

DEC 10 1997

Dorothy A. Bass

FILE COPY

*301 South Locust, Box 8
Smithton, MO 65350*

=====

*Tel. (816) 827-0164, office
Tel. (816) 343-5519, residence*

December 15, 1997

Mr. Mike Dandino, Senior Public Counsel
Public Counsel Office
Box 7800
Jefferson City, MO 65102-7800

Dear Mr. Dandino,

My husband and I would like our voices added to the many dissenters who are distressed because our telephone company proposes to eliminate the COS calling service we now use. It is one of the few luxuries we working class are privy to. My boss, Judge Donald Barnes of the 18th Circuit has just given me for Christmas two months of use on the Internet. I may have one of the shortest hookups in history, for if the COS service is eliminated, I will go off of it. I certainly can't afford an 800 number hookup in order to have the same service.

I would appreciate your favorable decision in allowing the continuance of the COS service to we rural Missourians. Thank you.

Sincerely,

Dorothy B.

Dorothy A. Bass

dab

DEC-17 1997



CONSTRUCTION COMPANY

627 N. ROLLINS ST., P.O. BOX 88
CENTRALIA, MO 65240

TW-97-333
FILE COPY

• GENERAL CONTRACTORS
CENTRALIA 314-682-5505
COLUMBIA 314-499-0055
MOBERLY 816-263-0770
FAX 314-682-3325

November 18, 1997

COPY

DEPT OF ECONOMIC DEVELOPMENT
PUBLIC SERVICE COMMISSION
PO BOX 1157
JEFFERSON CITY MO 65102

Gentlemen:

I am a resident of Centralia, Missouri and have my business in that city as well. Both personally and with Reinhardt Construction Company, we are COS users. I am concerned about the impact of the withdrawal of this service from our community.

As time goes along and there is more residential development, the areas of Columbia, Sturgeon, and Centralia are growing together as one metropolitan area. The various businesses and telephone usage therein is as a metropolitan area. If you compare the number of phones that one can reach in an area such as St. Louis or Kansas City without long distance charges, there is no comparison as to this Boone County area. It appears that either the COS program should be continued or we all should be considered as one area as they do in the larger metropolitan cases.

We would appreciate your help in keeping this service available to our area and probably all of Boone County.

Yours very truly,

A handwritten signature in cursive script, reading "Wm. H. Reinhardt, Jr.", is written over a horizontal line.

Wm. H. Reinhardt, Jr.

WHR/vjb

RECEIVED

NOV 19 1997

Records
Public Service Commission

RECEIVED

NOV 21

Records
Public Service Commission

NOV 21 1997

TW-97-33

10155 Union Church Rd.
Centralia, MO 65240
November 17, 1997

Department of Economic Development
Public Service Commission
P. O. Box 1157
Jefferson City, MO 65102

Dear Sir:

I live in Centralia and am a COS user. I am concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in my city subscribe to COS. We live in a rural area where calls to Columbia are sometimes a necessity. Because of our work, we have many calls to and from Columbia daily. We go to doctors in Columbia and have family and friends who live there.

Please take the time to reconsider this issue. If COS can no longer be available to us, a reasonable flat charge alternative must be established. Thank you for your consideration.

Sincerely,

Mary Ann Holsinger

Mary Ann Holsinger

RECEIVED
NOV 19 1997

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

TW-97-37

November 19, 1997

RECEIVED
NOV 20 1997

Dear Sirs,

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

I am currently a resident of Sturgis and am a COS user. I am concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in my city subscribe to COS. We live in a rural area where calls to Columbia are sometimes a necessity. Many residents go to Doctors in Columbia and many work in Columbia or have spouses who work in Columbia. My husband and I both work full-time in Columbia. We also shop, entertainment and all our family live in Columbia. If we lose the COS plan our phone bill increase greatly. My friends and family will call less

because we will not have the COS Plan. My parents are on a fixed income so they will not be able to call us much or at all because of a long distance charge.

● Please take time to reconsider this issue. If COS can no longer be available to us a reasonable flat charge alternative must be established.

Thank you for your consideration.

Mrs. Kay Keene

4951 E. Wildbird Lane
Sturgeon, Mo 65284

TW-97-333 Arthur & Betty Kroeger
12101 E Kroeger Rd
Centralia, Mo 65246
Nov. 19, 1997

Dear Sir:

I am writing regarding the withdrawal of Co. D. S.

We and our family use this, especially when calling our daughter and she calls us keeping us a close family without extreme cost.

We also farm - use the phone for parts and repair info. Also all our utilities on long distance, Columbia & Hallsville. Also doctors and hospitals.

If Co S can no longer be available to us a reasonable flat charge alternative must be established.

RECEIVED
NOV 20 1997
CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

Sincerely
Arthur & Betty
Kroeger

13-682-3724

TW-97-333

November 19, 1997

Department of Economic Development
Public Service Commission
PO Box 1157
Jefferson City, MO 65102

I am currently a resident of Centralia area and am a COS user. I am concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in my city subscribe to COS. We live in a rural area where calls to Columbia are sometimes a necessity. Many residents go to Doctors in Columbia and many work in Columbia or have spouses who work in Columbia. Please take time to reconsider this issue. If COS can no longer be available to us, a reasonable flat charge alternative must be established.

Thank you for your consideration.

Sincerely,

Ernest L. Poland

Ernest L. Poland
11355 E. Highway 22
Centralia, MO 65240

RECEIVED
NOV 20 1997

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

TW-97-333

November 19, 1997

Department of Economic Development
Public Service Commission
PO Box 1157
Jefferson City, MO 65102

RECEIVED
NOV 20 1997
CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

I am currently a resident of Centralia area and am a COS user. I am concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in my city subscribe to COS. We live in a rural area where calls to Columbia are sometimes a necessity. Many residents go to Doctors in Columbia and many work in Columbia or have spouses who work in Columbia. Please take time to reconsider this issue. If COS can no longer be available to us, a reasonable flat charge alternative must be established.

Thank you for your consideration.

Sincerely,

Mary L. Poland

Mary L. Poland
11355 E. Highway 22
Centralia, MO 65240

Tw-97-333

November 19, 1997

Rep. Ted Farnen
State Capitol
RM 236-B
Jefferson City, MO 65101

I am currently a resident of Sturgeon and am a COS user. I am concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in my city subscribe to COS. We live in a rural area where calls to Columbia are sometimes a necessity. Many residents go to Doctors in Columbia and many work in Columbia or have spouses who work in Columbia. Please take time to reconsider this issue. If COS can no longer be available to us, a reasonable flat charge alternative must be established.

Thank you for your consideration.

Sincerely,

Mary Johnson

Mary Johnson
PO Box 277
Sturgeon, MO 65284

RECEIVED
NOV 20 1997

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

TW-97-333

RECEIVED
NOV 20 1997

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

November 17, 1997

I am currently a resident of Centralia and am a COS user. I am very concerned about the impact of the withdrawal of the service in our community. I use the COS line everyday either calling doctors, family or businesses. Over $\frac{1}{3}$ of all N.E. phone customers in my city subscribe to COS. We live in a rural area where calls to Columbia are sometime a necessity. I have doctors in Columbia and I also work as well as my spouse works there. Please take the time and effort to reconsider the issue. If it (COS) can no longer be available to us please find a reasonable flat charge that will help us to keep the cost down.

I keep the COS so my children can check us as I do have medical problems as well my spouse.

Thank you for your consideration

Mr & Mrs. Jerry Reeve

TW 97-333

11/18/97

Department of Economic Development
Public Service Commission
P.O. Box 1157
Jefferson City, Mo. 65102

To whom it concerns,

I am currently a resident of Centralia and am a COS user. I am concerned about the impact of the withdrawl of this service on our town. Over a third of all GTE phone customers in my town subscribe to COS. We live in a rural area where calls to Columbia are most often a necessity. My husband and I own a business in Columbia and place several calls daily back and forth. We also use this service with our internet usage, which is saving us several hundred dollars per month. I know of several other residents who have the same concerns, and would consider the withdrawl of this service a major burden. Please take the time to reconsider this issue. If COS can no longer be available to us at a reasonable flat rate, an alternative must be established.

Thank you for your consideration,

Amy Johnson-Hopkins

Amy Johnson-Hopkins
407 S. Allen St.
Centralia, Mo. 65240
(573) 682-2257 home
(573) 446-8181 work

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NOV 20 1997

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

TW-97-333

November 19, 1997

Department of Economic Development
Missouri Public Service Commission
P.O. Box 1157
Jefferson City, MO

TO WHOM IT MAY CONCERN,

I was really mad, aggravated, and disappointed to learn you would be phasing out our COS service.

I sometimes call Columbia 4 or 5 times a day. I have my mother in the Williamsburg Nursing Care Center. I have a lot of calls to see about her. I make nearly all her doctor appointments for her. All her doctors are in Columbia.

We have 4 children who work in Columbia. They all have families and The daughter lives in Centralia and we keep her 3 children and I have to call her about their needs and activities when they are with us. Our son's little boy stays with us also and we have to call them to find out things.

We do a lot of our farm business in Columbia, our tax preparer and some of our doctors are there also. We use our line to save trips to Columbia. We are living on a limited income since my husband retired. Our little 40 acres does not supplement our income very much.

The rest of the towns in Boone Co. are toll free to Columbia. (Example Ashland, Harrisburg, Hallsville and Rocheport). We are in Boone Co.. too. Why can't we get toll free calling. I cannot believe you are not making money on this service. I just cannot believe it at \$16.?? a month x 32% subscribers.

If you are going to let this happen (phasing our COS) then the commission should make it mandatory that GTE include us with other exchanges in the county who have toll free calling to Columbia. Don't allow some to be discriminated against, that's what it amounts too.

Sincerely,

Joe D. and Shirley Y. Austin
14300 E. Rt. D
Centralia, MO 65240

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NOV 20 1997
CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

TW-97-333

November 19, 1997

Senator Ken Jacob
State Capitol
RM 420-A
Jefferson City, MO 65101

I am currently a resident of Sturgeon and am a COS user. I am concerned about the impact of the withdrawal of this service on our community. Over a third of all GTE phone customers in my city subscribe to COS. We live in a rural area where calls to Columbia are sometimes a necessity. Many residents go to Doctors in Columbia and many work in Columbia or have spouses who work in Columbia. Please take time to reconsider this issue. If COS can no longer be available to us, a reasonable flat charge alternative must be established.

Thank you for your consideration.

Sincerely,



Hilary Johnson
PO Box 277
Sturgeon, MO 65284

RECEIVED
NOV 20 1997

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

November 13, 1997

PUBLIC SERVICE COMMISSION

P.O. Box 360

Jefferson City, MO 65102

re: your decision to discontinue COS

To everyone that is involved:

Last night I attended a meeting at State Fair Community College concerning the Community Optional Service (COS).

I am very upset by the decision to discontinue this service.

Would you believe that the SWBT representative said, and I quote, "What if we gave you unlimited access to one Sedalia phone number and charged you \$15 per month". Since we now pay \$16 per month and have unlimited calling to Sedalia, this offer was NOT SATISFACTORY. We signed a petition and was told to write to you regarding this matter that has us upset.

This service is very important to me and my family. Please reconsider this decision. I would like to hear from you regarding this.

I would appreciated everything that you can do for us.

Sincerely,
Nancy Stout

Nancy Stout
400 East Webster
Smithton, MO 65350
(816)343-5234

RECEIVED

NOV 20 1997

MO. PUBLIC SERVICE COMMISSION

2.D.
Dear Sir:

TW-97-333 11/12/97

We would like to continue
to maintain the C O S service
provided by Sprint to be able
to call Sedalia, Mo. on Southwestern
exchange. We presently pay a
flat fee per month for two
way service.

Sincerely,
Jim & Melrose Kernick
Box 225
Houstonia, Mo. 65333

RECEIVED

NOV 17 1997

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

Smithton Community Church

Leadership Team
Clay & Chestnut Streets
Smithton, MO 65350
e-mail: sgray@lland.net
Phone & Fax: 816-343-5437

RECEIVED

NOV 19 1997

*Records
Public Service Commission*

November 12, 1997

RE: Negative Effects of PSC Order #TW97333 on rural church

To Whom It May Concern:

This is in reference to the loss of the SW Bell COS program to rural Missouri and the effect it will have upon Smithton Community Church. Our rural church, located in Smithton, MO, is in a unique position with outreach to the world.

For the past year and a half, literally thousands have come from every state and many nations to experience the power of God in this small out-of-the-way town. Most weekends there are more people in our building than live in the town. National media have picked up the story: *TIME Magazine* has come, along with *Charisma Magazine* (which will be running a second feature article next month), Pat Robertson's *The 700 Club*, and Sid Roth's *Messianic Vision*. A film documentary is being produced by Emmy-award winning film maker, Warren Marcus, to be distributed around the world and shown on major television networks.

We use the Internet every day (from at least three different computers) for e-mail with contacts around the world, to book air flights and hotels for all of our travels. Daily we are receiving e-mail with inquiries for books, tapes, music and travel information to get to our small town. We have our own Website and we use the Net to keep in contact with other churches around the world who are experiencing a similar movement.

To discontinue the COS program and not to have another program to replace it effective March 31, 1998 will greatly affect this ministry and cut us off from the rest of the world.

We request that either the Missouri Public Service Commission reverse their ruling, PSC Order #TW97333 or that they provide a replacement program.

Sincerely,
The Leadership Team
of Smithton Community Church