

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

Cancellation of Certificate of Service Authority of) **File No. PD-2011-0313**
Protocall Telecom L.L.C.)

WITHDRAWAL OF STAFF MOTION

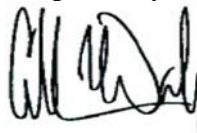
COMES NOW the Staff of the Missouri Public Service Commission and states as follows:

1. On March 25, 2011, the Staff filed a Motion to Cancel the certificate of service authority granted on October 14, 2005, to Protocall Telecom L.L.C. (“the Company”), because it reported no Missouri jurisdictional revenue for the past two years. Staff’s motivation for its filing was not to be punitive, but to merely remove those telecommunications companies not actively involved in providing services in Missouri to better maintain the Commission’s records.

2. On April 11, 2011, the Staff received the attached e-mail, in which the company indicates that it is actively engaged in soliciting business in the State of Missouri. The Staff’s Motion, if granted, would interfere with that activity, which the Staff views as an undesirable result.

WHEREFORE, Staff withdraws its Motion to cancel the Certificate of Service Authority of Protocall Telecom L.L.C. and asks that this matter be closed without further Commission action.

Respectfully submitted,



Colleen M. Dale
Senior Counsel
Missouri Bar No. 31624
Attorney for the Staff of the
Missouri Public Service Commission
P. O. Box 360
Jefferson City, MO 65102
(573) 751-4255 (Telephone)
cully.dale@psc.mo.gov

Certificate of Service

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 27th day of April, 2011.



From: David Lindgren [<mailto:daveprotocall@sbcglobal.net>]
Sent: Monday, April 11, 2011 9:15 AM
To: Dale, Cully
Subject: Fw: RE: Order issued for Case No. PD-2011-0313 (Delegation)

Ms. Dale, we are a jail phone company based in Kansas City that contracts with county jails in Iowa, Missouri, Nebraska and Kansas. Missouri is a state we have had difficulty with because we got started later than our competitors. But because our product and service are so much better, we are starting to get accounts in Missouri. We started servicing Reynolds County last fall. That revenue is reported in the Annual Report we filed last month. Last week we bid on Cole County's inmate phone service.

We sponsor the hospitality room at the Winter Conference of Missouri Sheriffs. That Conference was successful for us in communicating what a tremendous benefit we can offer the Sheriffs. Our primary competitors are based in Omaha and Dallas. Our future revenue dollars will help boost Missouri's economy more than those other companies.

Importantly, it is in the interest of Missouri residents that there be more competition in the inmate phone business. Competition will lower rates that family and friends pay to communicate with inmates. The more communication, the higher the recidivism (sp?) rate. Unless the PSC is not concerned about the rates these people pay and the possibility that you may hear of the activist organizations and complaints that have been increasing in the upper Midwest and Northeast, the Commission should be encouraging companies such as ours. Please be patient with us and continue to certify Protocall Telecom.

We hope to hear from you soon.

Dave Lindgren
Protocall Telecom
913-530-9048

--- On Mon, 4/11/11, Parish, Dana <dana.parish@psc.mo.gov> wrote:

From: Parish, Dana <dana.parish@psc.mo.gov>
Subject: RE: Order issued for Case No. PD-2011-0313 (Delegation)
To: "David Lindgren" <daveprotocall@sbcglobal.net>
Cc: "Dale, Cully" <cully.dale@psc.mo.gov>, "VanEschen, John" <john.vaneschen@psc.mo.gov>
Date: Monday, April 11, 2011, 8:58 AM

Cully contacted me and asked that you send her an email stating what type of business you have and essentially why you need a certificate. She said that the certificate has not yet been cancelled. Once she receives your response, she can

decide whether or not to pull the certificate.

Thank you,

Dana

From: Parish, Dana
Sent: Sunday, April 10, 2011 11:56 AM
To: 'David Lindgren'
Subject: RE: Order issued for Case No. PD-2011-0313 (Delegation)

Dave,

I have sent an inquiry to our General Counsel. I will let you know what I find out.

Dana

From: David Lindgren [<mailto:daveprotocall@sbcglobal.net>]
Sent: Saturday, April 09, 2011 5:24 AM
To: Parish, Dana
Subject: Fw: Order issued for Case No. PD-2011-0313 (Delegation)

Dana, what is this (below)? De-certification of our company in Missouri ? Why?

Please call me ASAP.

Dave Lindgren

Protocall Telecom

913-530-9048

--- On Fri, 4/8/11, efis.messenger@psc.mo.gov <efis.messenger@psc.mo.gov> wrote:

From: efis.messenger@psc.mo.gov <efis.messenger@psc.mo.gov>

Subject: Order issued for Case No. PD-2011-0313 (Delegation)

To: daveprotocall@sbcglobal.net, deborah.steck@psc.mo.gov, gencounsel@psc.mo.gov,
jan.dodson@psc.mo.gov, kay.finnell@psc.mo.gov, kevin.thompson@psc.mo.gov, kim.happy@psc.mo.gov,
melissa.anderson@psc.mo.gov, opcservice@ded.mo.gov, sheryl.gregory@psc.mo.gov,
nikki.senn@psc.mo.gov, nancy.dippell@psc.mo.gov, christine.koenigsfeld@psc.mo.gov,
helen.davis@psc.mo.gov, william.voight@psc.mo.gov, cully.dale@psc.mo.gov, sharon.wiles@psc.mo.gov

Date: Friday, April 8, 2011, 2:01 PM

***** Please do not reply to EFIS Messenger. Replies to this computer generated e-mail are routed to an unmonitored mailbox. *****

Case No: PD-2011-0313

Style of Case: In the Matter of the Cancellation of Certificate of Service Authority of Protocall Telecom L.L.C.

Description of Order/Notice: Order Directing Notice

Effective Date of Order: 4/8/2011

Date Filed: 4/8/2011 2:01:27 PM