

**BEFORE THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS**

Received
on

AUG 21 2013

In the Matter of the Complaint Against AT&T)
by Gary Ferguson.

) Docket No. 12-SWBT-746-COM of Kansas
by
State Corporation Commission

NOTICE OF STATUS UPDATE FILING

Staff hereby files a Status Update, attached hereto and made a part hereof by reference. The Status Update provides an update in regard to the Formal Complaint filed on April 13, 2012, by Gary Ferguson against Southwestern Bell Telephone Company d/b/a AT&T Kansas ("AT&T") regarding noise disruption on his telephone line since July 2008. On August 14, 2013, an AT&T technician did maintenance work on the Induction Neutralizing Transformer ("INT") it had previously installed on May 16, 2013. After completing the maintenance, Mrs. Ferguson stated that the line was noise free. However, Staff will check on the Fergusons on August 30, 2013, to determine whether it will make a recommendation to dismiss the complaint. No Commission action is requested at this time.

Respectfully submitted,



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Mark Sievers, Chairman
Thomas E. Wright, Commissioner
Shari Feist Albrecht, Commissioner

Sam Brownback, Governor

**STATUS REPORT
UTILITIES DIVISION**

TO: Chairman Mark Sievers
Commissioner Thomas E. Wright
Commissioner Shari Feist Albrecht

FROM: Kelly Mabon, Telecommunications Analyst
Christine Aarnes, Chief of Telecommunications
Jeff McClanahan, Utilities Director

DATE: August 16, 2013

DATE SUBMITTED TO LEGAL: 8/20/13

DATE SUBMITTED TO COMMISSIONERS: 8-21-13

SUBJECT: Docket No. 12-SWBT-746-COM
Complaint Against Southwestern Bell Telephone Company d/b/a AT&T
Kansas by Gary Ferguson

STATUS UPDATE

The purpose of this Status Report is to provide an update in regard to the Formal Complaint filed on April 13, 2012, by Gary Ferguson (customer) of 27953 West 95th Street, Desoto, Kansas, against Southwestern Bell Telephone Company d/b/a AT&T Kansas (AT&T) regarding noise disruption that had been ongoing on his telephone line since July 2008. No Commission action is required at this time.

On May 16, 2013, an AT&T network manager and an AT&T technician installed a 6 pair, Induction Neutralizing Transformer (Noise Mitigation Device) at Terminal #25 on 95th Street. They treated all pairs in the 5 pair drop/cable that feeds the Ferguson drop pedestal. Upon testing, it was noted that the Power Influence was lowered to 85 dbs and the Circuit Noise to 15 dbs. Initially, the customer indicated that they were satisfied with the service and also indicated that they planned to inform the KCC that they were satisfied with the service.

On June 6, 2013, Gary Ferguson called the KCC to tell them that the noise on his telephone line was back. The AT&T network manager working with Mr. Ferguson on this issue was out of the office until June 17, 2013. Due to various staffing issues, AT&T was unable to address the ongoing concern until August 14, 2013.

On August 14, 2013, the following update was received from AT&T:

An AT&T technician visited the site August 14, 2013, to work on the INT and associated wiring. The INT is working once again and creating a 20db drop in Power Influence on the Ferguson's line. The technician reported that the line sounded very quiet and the customer agreed the line was quiet on their end, also. The technician tagged the cable pairs and wiring associated with the INT to identify them and is having the exciter cable pair reserved in the office. Tagging, identifying and reserving the associated equipment will ensure the exclusive use of those facilities for the INT, allowing the INT to keep the Power Influence and circuit noise at a satisfactory level.

Staff contacted Mrs. Ferguson to see if the noise level has been mitigated. Mrs. Ferguson agreed that the line was noise free, however, asked that the Complaint be kept open to ensure the problem does not occur again.

Staff will check with the Fergusons on August 30, 2013, and make a determination at that time about a recommendation to close the Complaint.

STATE OF KANSAS)
) ss.
COUNTY OF SHAWNEE)


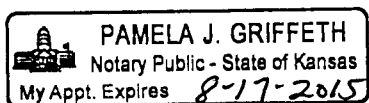
VERIFICATION

Michael Neeley, being duly sworn upon his oath deposes and states that he is Litigation Counsel for the State Corporation Commission of the State of Kansas, that he has read and is familiar with the foregoing *Notice of Status Update Filing*, and that the statements contained therein are true and correct to the best of his knowledge, information and belief.



Michael Neeley # 25027
Kansas Corporation Commission of the
State of Kansas

Subscribed and sworn to before me this 21st day of August, 2013.



Notary Public

My Appointment Expires: August 17, 2015

CERTIFICATE OF SERVICE

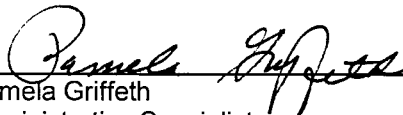
12-SWBT-746-COM

I, the undersigned, hereby certify that a true and correct copy of the above and foregoing Notice of Status Update Filing was placed in the United States mail, postage prepaid, or hand-delivered this 21st day of August, 2013, to the following:

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Pamela Griffeth
Administrative Specialist