

THE STATE CORPORATION COMMISSION  
OF THE STATE OF KANSAS

Before Commissioners:                    Mark Sievers, Chairman  
                                                  Ward Loyd  
                                                  Thomas E. Wright

In the Matter of the Complaint Against AT&T    )    Docket No. 12-SWBT-746-COM  
by Gary Ferguson.                                    )

**ORDER GRANTING ENLARGEMENT OF TIME TO FILE RESPONSE TO  
COMPLAINT**

NOW, the above-captioned matter comes before the State Corporation Commission of the State of Kansas (Commission) for consideration and decision. Having reviewed its files and records and being duly advised in the premises, the Commission makes the following findings:

1.        On April 13, 2012, Gary Ferguson filed a complaint alleging that Southwestern Bell Telephone Company d/b/a AT&T Kansas (AT&T) has failed to provide sufficient, efficient, and adequate service. The main allegation is that there has been static on the lines for four years.
2.        On April 19, 2012, the Commission served a copy of the complaint on AT&T pursuant to K.A.R. 82-1-220(c). Pursuant to K.A.R. 82-1-220(c), AT&T was instructed to “either satisfy the matter complained of or file a written answer within 10 days.”
3.        On April 25, 2012, AT&T filed a motion requesting additional time to file an answer or satisfy the matter. AT&T requested that it be granted an additional ten (10) business days thereby extending the deadline to file a response until May 14, 2012. AT&T states: “Counsel for AT&T is undertaking an investigation of the allegations of the complaint and requires additional time to complete the investigation; satisfy the Complainant’s matter and/or

prepare the necessary written response.” AT&T also states that its request for enlargement is made timely and in good faith.

4. K.A.R. 82-1-217(b) allows the Commission discretion to grant extensions for good cause shown.

**IT IS, THEREFORE, BY THE COMMISSION ORDERED THAT:**

- A. AT&T’s request for enlargement of time is granted.
- B. AT&T shall have until May 14, 2012 to either satisfy the matter complained of or file a written answer.
- C. The parties have fifteen (15) days, plus three (3) days if service of this order is by mail, from the date this order was served in which to petition the Commission for reconsideration of any issue or issues decided herein. K.S.A. 66-118; K.S.A. 77-529(a)(1).
- D. The Commission retains jurisdiction over the subject matter and parties for the purpose of issuing such further order, or orders, as it may deem necessary.

**BY THE COMMISSION IT IS SO ORDERED.**

Sievers, Chmn.; Loyd, Com.; Wright, Com.

Dated: APR 27 2012



ORDER MAILED APR 27 2012

Patrice Petersen-Klein  
Executive Director

MRN

PLEASE FORWARD THE ATTACHED DOCUMENT (S) ISSUED IN THE ABOVE-REFERENCED DOCKET TO THE FOLLOWING:

NAME AND ADDRESS	NO. CERT. COPIES	NO. PLAIN COPIES
GARY FERGUSON 27935 WEST 95TH ST De Soto, KS 66018		
MICHAEL NEELEY, LITIGATION COUNSEL KANSAS CORPORATION COMMISSION 1500 SW ARROWHEAD ROAD TOPEKA, KS 66604-4027 ***Hand Delivered***		
BRUCE A. NEY, GENERAL ATTORNEY SOUTHWESTERN BELL TELEPHONE CO. D/B/A AT&T KANSAS 220 SE 6TH AVE RM 515 TOPEKA, KS 66603-3596		

ORDER MADE APR 27 2012

The Docket Room hereby certified that on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, it caused a true and correct copy of the attached ORDER to be deposited in the United States Mail, postage prepaid, and addressed to the above persons.