

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

MAY 14 2012

by
State Corporation Commission
of Kansas

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

)
) Docket No. 12-SWBT-746-COM

**SOUTHWESTERN BELL TELEPHONE COMPANY'S
RESPONSE TO FORMAL COMPLAINT**

COMES NOW Southwestern Bell Telephone Company d/b/a AT&T Kansas ("AT&T"), pursuant to K.A.R. 82-1-220(c), and submits its response to the formal complaint filed with the Commission in this proceeding. For its response, AT&T shows the Commission as follows:

Background

1. On April 13, 2012, Complainant Gary Ferguson ("Complainant") commenced the above captioned proceeding by filing a formal complaint against AT&T with the Commission.
2. On April 19, 2012, respondent AT&T's counsel was served with a copy of the complaint.
3. On April 25, 2012, AT&T requested an extension of the time for it to either satisfy the matter complained of and/or file a written response.
4. On April 27, 2012, the Commission issued its Order granting AT&T until May 14, 2012 to either satisfy the matter complained of and/or file a written response.

Response of AT&T

5. AT&T is familiar with the subject matter of the Complaint and the complainant. AT&T denies any allegation or inference drawn from the complaint that it

has not undertaken any or sufficient efforts to resolve the complaint concerning noise on the complainant's line.

6. For the past several years, following the customer's complaint directly to AT&T, the respondent has undertaken to resolve alleged static or a "hum" on Complainant's access line to his home at 27935 West 95th St., DeSoto, Kansas.

7. In the past 18 months alone AT&T has incurred 112 man hours of work and approximately \$2,300 in contractor and other construction costs to resolve the "hum" on Complainant's line. AT&T has examined the cable shielding and every splice point along the cable route serving complainant. AT&T has also replaced approximately 1,200 feet of cable and drop serving the Complainant that was previously damaged by road construction work.

8. AT&T's efforts have also not stopped with only its network outside the Complainant's home. Because the Complainant has a cordless home phone, AT&T placed an ISOBAR in the Complainant's home to try and eliminate any issues possibly caused by the home's AC wiring. An ISOBAR is a power supply or power strip designed to isolate anything plugged into it from imbalances or defective shielding in the AC wiring of a house or business. The ISOBAR resulted in a reduction of audible noise, but marginal noise levels were still detectable on the actual cable and cable pair. Because the "noise" persisted, Multi Neutral Ground (MNG) bonds were placed in an effort to counteract current induced on the cable by the power grid in the area serving the Complainant.

9. At this time, AT&T suspects the root cause of the problem is related to slot harmonics caused by the power grid in the area, together with the fact that Complainant

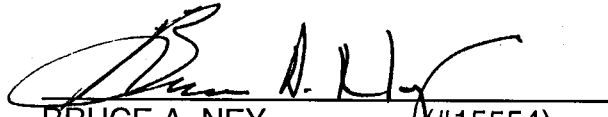
uses cordless telephones which can be adversely affected by high power influences. At this time AT&T is presently working with Westar, the electric utility for Complainant's location, to study the power in the area and determine whether the grid is causing a high power influence on the Complainant's phones and AT&T's plant serving the complainant.

10. AT&T has continually taken Complainant's service issues seriously and actively sought to address them. Complainant's Complaint does not specifically state the remedy sought, but AT&T is continuing to work to reduce any "noise" or "hum" on Complainant's line to industry acceptable levels. As a result of its investigation and work, AT&T does not believe the issues complained of are being caused solely by its network plant. AT&T is actively working with Westar to study and investigate any potential power issues associated with Complainant's location that may be affecting Complainant's cordless phones and AT&T's network.

11. AT&T is willing to keep the Commission apprised of its efforts and the further results of its investigation. However, at this time there is not any further corrective action with regard to AT&T's network that can reasonably be undertaken that is not cost prohibitive.

WHEREFORE, AT&T respectfully requests an Order of the Commission finding that it has worked to resolve Complainant's service issue in a reasonable manner and is continuing to do so.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Bruce A. Ney", is written over a horizontal line.

BRUCE A. NEY (#15554)
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Attorney for
Southwestern Bell Telephone Company, d/b/a
AT&T Kansas

VERIFICATION

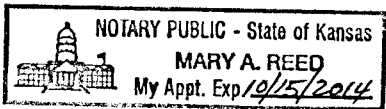
STATE OF KANSAS)
) SS:
COUNTY OF SHAWNEE)

I, Cindy Swoboda, of lawful age, and being first duly sworn, now state: I am Area Manager – Regulatory Relations, and have read Southwestern Bell Telephone Company’s Response to Formal Complaint, and verify the statements contained herein to be true and correct to the best of my knowledge and belief.

Cindy Swoboda

Cindy Swoboda

Subscribed and sworn to before me this 14th day of May, 2012.



Mary A. Reed

Notary Public

My Appointment Expires: October 15, 2014

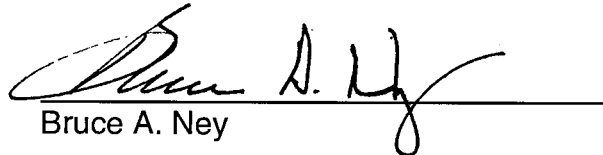
CERTIFICATE OF SERVICE

I hereby certify that a correct copy of Southwestern Bell Telephone Company's Response to Formal Complaint was sent via U.S. Mail or hand-delivered on this 14th day of May, 2012 to:

Michael Neeley – Lead
Assistant Litigation Counsel
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Gary Ferguson
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Bruce A. Ney



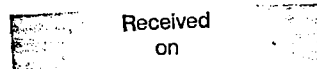
Bruce A. Ney
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May 14, 2012

Patrice Petersen-Klein
Executive Director
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, Kansas 66604-4027



MAY 14 2012

Re: KCC Docket No. 12-GIMT-746-COM

by
State Corporation Commission
of Kansas

Dear Ms. Petersen-Klein:

Enclosed you will find an original and seven copies of Southwestern Bell Telephone Company's Response to Formal Complaint, for filing in the above referenced docket.

Sincerely,

Bruce A. Ney
General Attorney

Enc.

cc: Parties of Record