

THE STATE CORPORATION COMMISSION  
OF THE STATE OF KANSAS

Before Commissioners: Andrew J. French, Chairperson  
Dwight D. Keen  
Annie Kuether

In the Matter of the Complaint Against )  
Everfast Fiber Networks by Jerry Gilson and ) Docket No. 25-EFNT-330-COM  
Joan Gilson )

**ORDER ON PRIMA FACIE DETERMINATION AND LEAVE TO AMEND**

This matter comes before the State Corporation Commission of the State of Kansas (“Commission”). Having examined its pleadings and records, the Commission finds:

1. On February 25, 2025, Jerry Gilson and Joan Gilson (“Complainants”) filed a Formal Complaint against Everfast Fiber Networks (“Everfast”) alleging that they have been without landline telephone service since February 7, 2025, and that this outage is affecting all of the residents at Lakeview Village apartments in Lenexa, Kansas.<sup>1</sup> Complainants are seeking to have their service restored.<sup>2</sup>

2. Pursuant to K.A.R. 82-1-220(b), a complainant must: (1) fully and completely advise the Commission as to the provisions of law or the regulations or orders of the Commission that have been violated; (2) set forth concisely and in plain language the facts claimed that constitute the violation(s); and (3) state the relief sought by the Complainant.

3. On February 26, 2025, the Commission’s Public Affairs and Consumer Protection staff verified Complainants regained service from Everfast on February 25, 2025.

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<sup>1</sup> Formal Complaint Against Everfast Fiber Networks by Jerry and Joan Gilson (Feb. 25, 2025).

<sup>2</sup> *Id.*

4. Due to the Complainants' requested relief of restored service being met, the Commission finds this formal complaint is moot and fails to establish a *prima facie* case for Commission action.

5. Pursuant to K.A.R. 82-1-220(c), the Complainants may amend the formal complaint. Accordingly, the Complainants have thirty (30) days, from the date of this Order, to supplement their Complaint to explain reallege a purported violation of any law, regulation, or Commission order. If Complainants fail to amend the formal complaint in a manner that satisfies K.A.R. 82-1-220(b), its formal complaint will be dismissed without prejudice.

**THEREFORE, THE COMMISSION ORDERS:**

A. The Complaint does not satisfy K.A.R. 82-1-220(b) and the relief sought has been provided, and therefore the formal complaint does not establish a *prima facie* case for Commission action.

B. Complainants shall have 30 days to amend the formal complaint. If Complainants fail to do so in a manner that satisfies K.A.R. 82-1-220(b), the formal complaint will be dismissed without prejudice.

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

French, Chairperson; Keen, Commissioner; Kuether, Commissioner

Dated: 03/04/2025



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Abigail D. Emery  
Acting Secretary to the Commission

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**CERTIFICATE OF SERVICE**

25-EFNT-330-COM

I, the undersigned, certify that a true copy of the attached Order has been served to the following by means of first class mail and electronic service on 03/04/2025.

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