

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

JUN 20 2013

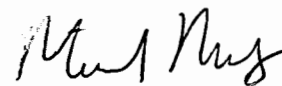
by
State Corporation Commission
of Kansas

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

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 May 16, 2013, AT&T technicians installed a noise mitigation device on the cable that feeds the Ferguson drop pedestal. Shortly after installation of the device, the customer indicated to AT&T that they were satisfied with their service. However, on June 6, 2013, Gary Ferguson called the Commission and stated the noise on his telephone line was back. The AT&T network manager working with Mr. Ferguson in this issue was out of the office until June 17, 2013. The AT&T technician familiar with the issue, who will need to work with Westar, is out of the office until July 11, 2013. AT&T and Westar continue to collaborate to resolve the issue for Mr. Ferguson. Staff will continue to monitor the activity and provide an update by July 26, 2013, to the Commission. No Commission action is requested at this time.

Respectfully submitted,



Michael Neeley #25027
Attorney for Staff
Kansas Corporation Commission
1500 SW Arrowhead Rd.
Topeka, KS 66604-4027
(785) 271-3173

STATE OF KANSAS)
) ss.
COUNTY OF SHAWNEE)

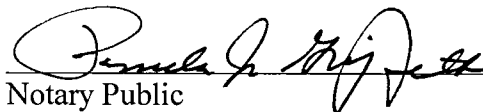
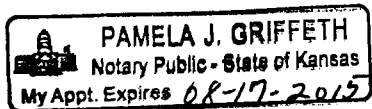
VERIFICATION

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 20th day of June, 2013.


Notary Public

My Appointment Expires: August 17, 2015

1500 SW Arrowhead Road
Topeka, KS 66604-4027



Phone: 785-271-3100
Fax: 785-271-3354
<http://kcc.ks.gov/>

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: June 20, 2013

DATE SUBMITTED TO LEGAL: 6/20/13

DATE SUBMITTED TO COMMISSIONERS: 6/20/13

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 June 20, 2013 Staff received the following update from AT&T:

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 db and the Circuit Noise to 15 db. 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.

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. The AT&T technician familiar with the issue, who will need to work with Westar, is out of the office until July 11. There have been no changes made to the Ferguson's service since AT&T learned, June 6, that the noise had returned to the line.

The Complaint continues to involve both Westar and AT&T engineers and technicians who continue to collaborate to solve this problem for the customer. Staff will continue to monitor the activity and provide an update by July 26, 2013, to the Commission.

CERTIFICATE OF SERVICE

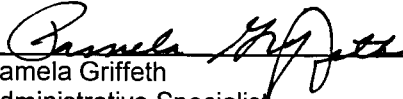
12-SWBT-746-COM

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 20th day of June, 2013, to the following:

GARY FERGUSON
27935 WEST 95TH ST
DE SOTO, KS 66018
gary.ferguson@urs.com

MICHAEL NEELEY, LITIGATION COUNSEL
KANSAS CORPORATION COMMISSION
1500 SW ARROWHEAD RD
TOPEKA, KS 66604-4027
Fax: 785-271-3167
m.neeley@kcc.ks.gov

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
Fax: 785-276-1948
bruce.ney@att.com



Pamela Griffeth
Administrative Specialist