

THE STATE CORPORATION COMMISSION  
OF THE STATE OF KANSAS

Received  
on

**JUL 30 2012**

Before Commissioners: Mark Sievers, Chairman  
Thomas E. Wright

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. Staff is currently trying to set up a meeting with Westar staff, AT&T staff, and the customer on site to try to resolve this problem. Staff will provide the Commission with updates as the investigation progresses.

Respectfully submitted,



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Mark Sievers, Chairman  
Thomas E. Wright, Commissioner

Sam Brownback, Governor

**STATUS REPORT  
UTILITIES DIVISION**

STATE CORPORATION  
COMMISSION

JUL 26 2012

PATRICE PETERSEN-KLEIN  
EXECUTIVE DIRECTOR

**TO:** Chairman Mark Sievers  
Commissioner Thomas E. Wright

**FROM:** Kelly Mabon

**DATE:** July 20, 2012

**DATE SUBMITTED TO EXECUTIVE DIRECTOR:** 7/26/12

**DATE SUBMITTED TO LEGAL:** 7-27-12

**DATE SUBMITTED TO COMMISSIONERS:** 7-30-12

**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 of 27953 West 95<sup>th</sup> 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 April 25, 2012, AT&T filed a Motion for Enlargement of Time to File a Response to Complaint. On April 27, 2012, the Commission granted the Motion for Enlargement of Time to File a Response to Complaint and set a deadline for response of May 14, 2012.

On May 14, 2012, AT&T filed a Response to the Formal Complaint. In the response, AT&T stated the following:

- 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 95<sup>th</sup> St., DeSoto, Kansas.
- 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.

- 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.
- 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.
- 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.

Staff sent DR #1 to AT&T to further understand what steps have been taken and why the hum is still detected on the customer's line. DR #1 was sent to AT&T on June 23, 2012, asking clarifying questions.

AT&T sent a response to DR#1 on July 2, 2012. These answers included engineering issues that were associated with Westar's power grid.

Staff is currently trying to set up a meeting with Westar staff, AT&T staff, and the customer on site to try to resolve this ongoing problem. Staff will provide the Commission with updates as the investigation progresses.

cc: Patrice Petersen-Klein, Executive Director  
Jeff McClanahan, Utilities Director  
Christine Aarnes, Chief of Telecommunications

**CERTIFICATE OF SERVICE**

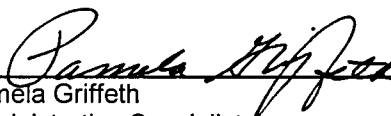
12-SWBT-746-COM

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 30th day of July, 2012, to the following:

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Administrative Specialist