

Workshop

Case No. TW-2012-0112: *An Investigation Examining Call Routing and Call Completion Problems in the State of Missouri*
November 7, 2011 @ 10:00 am to 3:00 pm
Conference Room 470 Governor Office Building
200 Madison Street
Jefferson City, Missouri

This Workshop may be viewed via live streaming by logging onto www.psc.mo.gov. During the Workshop, questions for the panelists and moderator may be sent to workshop@psc.mo.gov

General purpose of the workshop: Clarify the extent of calling problems in Missouri and determine next steps on what should be done to resolve alleged problems.

Comment Period: Following the conclusion of the Workshop, interested parties will have until November 17, 2011 to file written comments. Commentators may file comments either directly into this case file or, comments may be sent via e-mail to workshop@psc.mo.gov. Comments submitted via e-mail will be submitted by the Staff into the case file.

Background:

In a September 26, 2011 news release, the Federal Communications Commission (FCC) announced the creation of the Rural Call Completion Task Force to investigate and address a growing problem of telephone calls to rural customers that are being delayed or that fail to connect.

On October 5th and 6th, the Missouri Public Service Commission was petitioned by two groups, representing 32 incumbent local exchange telephone companies, to open an investigatory case. Citing the FCC task force as well as similar matters occurring in Nebraska and possibly other jurisdictions, and citing numerous customer complaints, and citing health, safety and law enforcement matters, as well as adverse economic impacts, the telephone companies asked the MoPSC to examine the extent of the problems in Missouri. The Commission immediately responded and on October 6th instructed its Staff to provide an outline on how to proceed with an investigation.

After receiving suggestions from its Staff, on October 19th, the Commission docketed Case No. TW-2012-0112, and ordered the Staff to conduct a Workshop and submit an initial report of its findings no later than January 6, 2012. On October 20th, the Commission issued a news release welcoming members of the public to submit electronic or written comments concerning this matter.

Moderator:

Bill Voight; MoPSC Telecommunications Rate and Tariff Section Supervisor

Panelists:

Mary Retka – CenturyLink

Dave Lewis – ANPI/Zone Telecom

Ron Hinds – Assistant General Manager, Grand River Telephone Corporation,
Princeton, Missouri.

Mark Lancaster – AT&T Network Operations

Tami Spocogee – PAETEC/McLeodUSA

10:00 to 10:10	Opening Remarks
10:10 to 10:15	<u>Summary of Issues Underlying Petition Asking the Commission to Investigate Call Completion Problems</u> by W.R. “Trip” England
10:15 to 11:30	Panel Discussion: <u>Cause and Effect of Call Completion Problems in Missouri: An analysis of symptoms and scope of problem based on observation, customer feed-back, and data collected.</u>
11:30 to 12:00	Questions and comments from the audience
12:00 to 1:15	Lunch Break
1:15 to 1:30	<u>Certification Requirements for Missouri Telecommunications Companies</u> presented by Colleen M. (Cully) Dale, Senior Staff Attorney, MoPSC
1:30 to 2:30	Panel Discussion: <u>How Should Rural Call Completion Problems be Addressed in Missouri?</u>
2:30 to 2:55	Questions and comments from the audience
2:55 to 3:00	Closing Remarks
3:00	Adjourn

