## BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

In the Matter of an Investigation to	)	
Examine Call Routing and Call Completion	)	File No. TO-2012-0104
Problems in the State of Missouri	)	
In the Matter of an Investigation to	)	
Examine Call Routing and Call Completion	)	File No. IO-2012-0106
Problems in the State of Missouri	)	

## **STAFF RESPONSE**

**COMES NOW** the Staff of the Missouri Public Service Commission and for its response states:

- 1. The Staff agrees that the two above-referenced matters may be consolidated. If the Commission determines that such a consolidated investigation is warranted, the Staff suggests the Commission assign it a new file number with a "TW (Telecommunications Workshop)" category identifier.
- 2. The Staff requests that the Commission, in opening this matter, clearly note that this is not a contested case. The Staff will not take any action in this case beyond reporting to the Commission its findings. If the results of the investigation indicate that there is a widespread problem, the Staff may file a complaint or otherwise move the Commission to take action to remedy the problem.
- 3. The Staff requests that the Commission send notice of this matter to all telecommunications companies certificated or registered with the Commission. The notice should include instructions for any company or individual who is interested in receiving EFIS notices for this case to contact Laura Holsman, who can develop a service list for this matter.
- 4. The Staff opines that the best way to proceed is to conduct a workshop where various industry participants can explain the problem in greater detail, discuss possible solutions and report on

actions to alleviate the problem taken by other jurisdictions. The Staff has taken the liberty of reserving Room 470 for November 7, 2011, should the Commission agree that a workshop is the appropriate action.

WHEREFORE, Staff submits its response.

Respectfully submitted,

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## **CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this  $12^{th}$  day of October, 2011.