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The Honorable Colleen M. Dale
Secretary/Chief Regulatory Law Judge
Missouri Public Service Commission
200 Madison Street, Suite 100
Jefferson City, Missouri 65101

Re: Case No. EO-2007-0037

Dear Judge Dale:

We are writing to provide information requested by the Missouri Public Service Commission during the December 27, 2006, on-the-record proceeding concerning the storm preparation and restoration efforts in eastern Missouri.

Commissioner Gaw asked whether AT&T Missouri could develop a specially-recorded switch announcement to advise customers whose calls are prevented from being completed because of call gapping why their call did not go through. We have looked into this matter and found that such an announcement would not be feasible.

Our switches are designed to provide a "no circuit available" announcement to callers whose calls are not permitted to complete for various reasons, including call gapping. Although we believe that this is the most appropriate announcement as it accurately describes the situation, even this announcement may not be provided to all callers during a severe mass-calling event depending on the total number of incoming calls and switch capacity limitations. As background, switches used to provide local telephone service generally have between 60 and 255 announcement circuits available at one time, depending on the type, size and configuration. Once the switch's last available announcement circuit is engaged, additional callers to the number being call gapped receive a fast busy signal. Thus, during mass-calling events necessitating the application of call gapping, we would not have the technical ability to provide an announcement to all customers. Instead, a large portion would likely receive the fast busy signal. Experienced callers are aware that the fast busy signal reflects the telephone system's inability to complete a call.

Commissioner Gaw also asked about the impact on 911 calls. 911 numbers are not call gapped and our switches will not permit call gapping to be placed on emergency numbers. We would note that call gapping is a network control required only in rare circumstances and usually for relatively short durations (for example, call gapping was not required during the severe ice storms in December). By design, this control affects

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only calls being made to the telephone numbers being mass-called (here, the call gapping only affected three telephone numbers) to prevent telephone company switches from being overloaded. The purpose is to keep the network functioning so that calls to all other telephone numbers -- including 911 -- go through as normal.

We would appreciate your providing this information to the Commission and advising us whether any additional information is needed. Thank you for your assistance.

Very truly yours,



Leo J. Bub

cc: Attorneys of Record