

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

An Investigation into Call Routing and)
Call Completion Problems in the)
State of Missouri.)
File No. TW-2012-0112

STAFF REPORT AND RECOMMENDATION

COMES NOW the Staff of the Missouri Public Service Commission and for its Report and Recommendation states:

1. On October 12, 2011, the Commission established this docket as a repository file for documents and comments concerning issues concerning call routing and call completion in the state, particularly in certain rural areas. On October 19, the Commission ordered the Staff to file a report of its initial findings no later than January 6, 2012. The Staff conducted a workshop and conducted an investigation, which was more involved and took longer than the Staff anticipated.

2. The Staff hereby submits its Report of the investigation, as well as the legal memorandum distributed at the workshop, on which the Staff seeks comment.

WHEREFORE, the Staff submits its Report and recommends that the Commission issue a Notice requesting comment from interested persons on the following issues:

1. Staff’s conclusions and observations.
2. Staff Counsel’s legal analysis that intermediate providers (least-cost-routers) must be certificated or registered with the MoPSC.
3. Whether the MoPSC has sufficient authority to adequately address call completion problems.

4. Whether the parties believe sufficient root cause analysis has been completed to this point.

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 29th day of March, 2013.

