

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

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

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

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

STAFF STATUS REPORT

COMES NOW the Staff of the Missouri Public Service Commission and for its Status Report 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, 2011 the Commission ordered the Staff to file a report of its initial findings no later than January 6, 2012. The Staff conducted the workshop as mentioned in the Commission's Order, which may be viewed on the Commission's web site.

2. The Staff did submit data requests to all of the local exchange telecommunications carriers in the state to determine at which access tandems the call completion issues are occurring, as described in its prior Status Report. The Staff has narrowed the matter to certain tandems, and is sending data requests to the interexchange carriers who serve those tandems.

3. Soon after the workshop, the Staff began to include in its recommendations to grant certificates of service authority the following recommended condition:

The Company will undertake all necessary measures to ensure its contracts with underlying carriers do not contain provisions preventing delivery of traffic to any telephone exchange area of Missouri. Such measures include but are not limited to:

- 1) Prevention of call blocking and/or call gapping based on the cost of traffic termination,
- 2) Preventing the alteration or stripping of Calling Party Number identification, and
- 3) Ensuring sufficient network capacity exists to process all traffic according to industry accepted practices.

4. On August 2, 2012 the Staff met with representatives of the Missouri Small Telephone Company Group (STCG) and the Missouri Independent Telephone Company Group (MITG) for the purposes of evaluating progress on this case. (Note that due to the press of other business, this was the first opportunity that activities in this case could continue.) One of the items discussed was results of nation-wide testing done by various Rural Telecom Associations which indicates that call failure rates are 13 times higher in rural areas compared to those in non-rural areas. As reported in a May 17, 2012 news release, more than 7,400 test calls were made between April 9 and April 13 to 115 rural and non-rural test lines set up in 40 states.

5. The Staff continues to work with industry representatives and to evaluate the results of network reliability testing. Staff intends to provide subsequent status reports as progress necessitates.

WHEREFORE, the Staff submits its Status Report.

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 10th day of August, 2012.

