



PUBLIC NOTICE

Federal Communications Commission
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FCC ANNOUNCES AGENDA FOR OCTOBER 18 RURAL CALL COMPLETION WORKSHOP

Washington, D.C. – In a September 26, 2011 News Release, the Commission announced the creation of the Rural Call Completion Task Force to investigate and address the growing problem of calls to rural customers that are being delayed or that fail to connect. The Release noted that the Task Force would hold a workshop on October 18 to identify specific causes of the problem and to discuss potential solutions with key stakeholders. The Agenda for the workshop follows.

RURAL CALL COMPLETION WORKSHOP AGENDA

9:15 am **Opening Remarks**

9:30 – 10:30 am **Panel One: Rural Call Completion Problems - Causes and Effects**

Moderator:

- Jeff Goldthorp, Associate Chief, Public Safety and Homeland Security Bureau, FCC

Discussion Topics:

- Analysis of symptoms and scope of problem based upon data collected
- Effects on customers
- Possible causes, including roles of least-cost routing, wireless call quality, IP-based technology interoperability, and incidence of intentional call blocking

Panelists:

- Robert Gnapp, NECA
- Fritz Hendricks, Onvoy Voice Services
- Denny Law, Golden West Telecommunications
- Dave Lewis, ANPI / Zone Telecom
- Kim Meola, AT&T Services, Inc.
- Dale Merten, Toledo Telephone
- Tami Spocogee, PAETEC

10:30 – 10:45 am **Question and Answer Session with Panel**

10:45 – 11:00 am **Break**

11:00 – 12:00 pm Panel Two: How Can Rural Call Completion Problems be Addressed?

Moderator:

- Deena Shetler, Associate Chief, Wireline Competition Bureau, FCC

Discussion Topics:

- Facilitating information sharing among carriers
- Least cost routing contracts requirements
- Industry-consensus solutions including best practices, interoperability and performance profiles, and new technical standards
- Possible regulatory solutions

Panelists:

- Scott Booth, Verizon
- Jill Canfield, NTCA
- Martin Corso, TDS Telecommunications Corp.
- Penn Pfautz, AT&T Services, Inc.
- Rick Ratliff, Sprint

12:00 – 12:15 pm Question and Answer Session with Panel

The workshop will be held in the Commission Meeting Room (TWC-305), 445 12th Street, S.W., Washington, D.C. and will be open to the public; however, admission will be limited to the seating available. Those attending are encouraged to pre-register by sending an email with their name, title, organization affiliation and contact information to RuralCall@fcc.gov.

The workshop will be webcast live at <http://fcc.gov/live/> and questions during the event can be emailed to RuralCall@fcc.gov. The workshop can also be replayed later at <http://www.fcc.gov/events/past>. Further details on this workshop can be found at <http://www.fcc.gov/events/rural-call-completion-workshop>.

Reasonable accommodations for people with disabilities are available upon request. The request should include a detailed description of the accommodation needed and contact information. We ask that requests for accommodations be made as soon as possible in order to allow the agency to satisfy such requests whenever possible. Send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at (202) 418-0530 (voice), or (202) 418-0432 (tty).

Further questions regarding the workshop can be directed to Myrva Charles in the Competition Policy Division, Wireline Competition Bureau at (202) 418-1506 (voice), myrva.charles@fcc.gov.

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