



FEDERAL COMMUNICATIONS COMMISSION

August 2, 2011

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Robert E. Latta
U.S. House of Representatives
1323 Longworth House Office Building
Washington, D.C. 20515

Dear Congressman Latta:

Thank you for your letter regarding concerns that calls to customers of rural local exchange carriers are not being delivered to their destination. In response to your request, Commission staff recently conducted a conference call with your staff to discuss generally what they have learned so far about this issue.

Representatives of rural carriers have met with Commission staff over the last few months to express concerns that calls are not being delivered to customers. These carriers have pointed to the Commission's Declaratory Ruling clarifying long distance carriers' (referred to as interexchange carriers) obligation to complete their customers' interexchange calls.¹ To determine whether an entity has violated the Commission's rules or the Communications Act, the Commission needs specific information about the circumstances regarding undelivered calls. It is not clear if these calls are being dropped intentionally, or if there is a technical issue that prevents their completion. The staff has asked the rural carriers and their industry representatives to provide any specific data available that indicates whether any parties involved in routing calls may be engaged in an activity that violates a provision of the Communications Act, a Commission rule or policy. The industry representatives and Commission staff continue working together monitoring additional data as it becomes available.

The rural carriers also approached the Alliance for Telecommunications Industry Solutions (ATIS), a move that the staff supports. ATIS is a world-wide organization whose subject matter experts resolve issues related to telecommunications network interconnection and interoperability, and thus may be able to assist the rural carriers in resolving this problem. I understand that discussions with ATIS began earlier this year, and we have asked the industry to keep the Commission apprised of developments for an industry solution.

In addition, Commission staff have recommended that individual customers experiencing problems with their calls not being completed contact their long distance providers directly. If these providers are unable to solve the problem, the individual callers may be able to provide

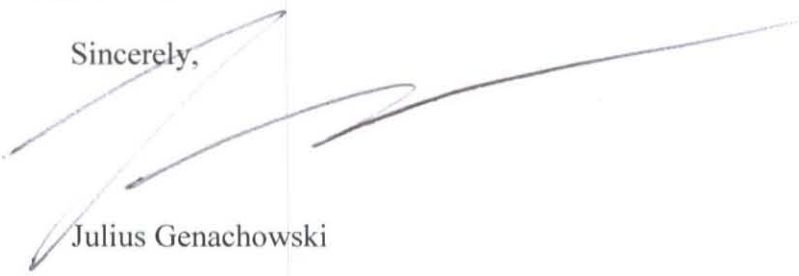
¹ *Establishing Just and Reasonable Rates for Local Exchange Carriers, Call Blocking by Carriers*, WC Docket No. 07-135, Declaratory Ruling and Order, 22 FCC Rcd 11629 (2007).

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specific information to support an allegation that their carrier is engaging in an unlawful activity. If so, a complaint would be the best way for these customers to seek relief from the Commission.

Be assured that I understand your concerns and will keep your office apprised of any developments. Please let me know if I can be of any further assistance.

Sincerely,



Julius Genachowski