

FCC Rural Call Completion Workshop



October 18, 2011

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Product Development



Ensuring Call Completion



- IXC's must manage their suppliers
- Develop Industry Best Practices
 - AT&T contracts with call termination suppliers include:
 - No looping (can't send traffic back to AT&T services – directly or indirectly)
 - No actions to make traffic appear as other than US-originated long distance traffic
 - No alteration of CPN or other signaling parameters
 - No attempt to avoid access claiming TDM as “enhanced”
 - Vendor must comply with all applicable laws
 - Vendor must similarly bind any of its suppliers
 - Vendor must indemnify AT&T w/r/t the above
 - If vendor cannot complete, call must be cranked back to AT&T
 - Specify & monitor DMOQs



Ensuring Call Completion



- LECs encouraged to reach out to IXC's
- Report failures with sufficient detail and instances to support root cause analysis:
 - Calling, Called numbers
 - Time and date of call
 - Call disposition
 - Other available information
- Report troubles through normal channels, but where believed to be LCR-related send an email with trouble ticket# assigned to ppfautz@att.com as well.

Working together we can ensure calls complete



ATIS Efforts



- Issue accorded high priority in NGIIF
 - On-going conference calls
- October 7 status letter to FCC
- Reviewed materials provided; letter to RLECs requesting more detail
- Developing handbook
 - excerpts of existing standards that may be relevant
 - specific problems addressed in detail as information becomes available

