

**STATEMENT OF  
COMMISSIONER JESSICA ROSENWORCEL**

Re: *Rural Call Completion*, WC Docket No. 13-39

For too long, rural carriers have complained about dropped calls, missed calls, and connections that fail. Reports to the Commission have shown this problem to be both persistent and widespread. In fact, one survey found that 80 percent of rural carriers have experienced rural call completion failures.

This is unacceptable. After all, failure to complete calls to rural subscribers can cut families off from relatives in rural areas, lead rural businesses to lose customers, and create dangerous delays for public safety communications.

The Notice of Proposed Rulemaking we adopt today proposes new record-keeping requirements. This means that when calls fail or quality is degraded in rural areas, the Commission will have the data necessary to go after bad actors, vigorously enforce its rules, and bring an end to this problem.

I fully support this effort and look forward to working with my colleagues to expeditiously put final rules in place.