

ATTACHMENT A

Proposed New Rule 4 CSR 240-32.210 Call Completion

- (1) Every telecommunications company has a duty to assure telecommunications calls and Voice over Internet Protocol (VoIP) calls to and from the Public Switched Telephone Network (PSTN) are completed.
- (2) Unless otherwise permitted by law, no telecommunications company shall cause or allow any act, omission, artifice, or scheme designed to prevent, impede, delay, or frustrate the completion of any intrastate call, including but not limited to:
 - (A) circuitous call routing;
 - (B) the reorigination of calls;
 - (C) the prevention of ringing of the called party's telephone;
 - (D) the creation of false audible ringing for the calling party;
 - (E) the creation of false busy signals for the calling party;
 - (F) providing inaccurate recorded announcements to the calling party as to why the call did not complete;
 - (G) the creation of inability of either the calling or called party to hear the other;
 - (H) delaying incoming calls;
 - (I) falsify caller identification parameters;
 - (J) lengthening or delaying call set up;
 - (K) block, choke, or restrict a call or telecommunications traffic;
 - (L) causing ring back tone in lieu of ringing the called party;
 - (M) causing ring back tone before called party ringing;
 - (N) allowing or permitting inadequate network capacity to process all calls and traffic for call completion;
 - (O) using two-wire bridged connections.
- (3) Every telecommunications company is responsible for completion of calls dialed by its end-users.
- (4) No telecommunications company shall cause or allow any call originated by its end-user to be unable to be completed.
- (5) Every telecommunications company shall take all necessary measures to ensure its agreements with underlying carriers, intermediate facility

providers or least cost routers do not contain provisions preventing delivery of intrastate traffic to any local exchange or local exchange customer.

(6) Every telecommunications company shall be responsible to monitor and prevent any underlying carrier, intermediate facility provider, or least cost router utilized by that company, from engaging in any act, omission, artifice, or scheme designed to prevent, impede, delay, or frustrate the completion of any intrastate call.

(7) Any corporation, company, association, joint stock company or association, partnership or person, their lessees, trustees, or receivers that, in performing services as an underlying carrier, intermediate facility provider, or least cost router for any telecommunications company or VoIP provider, owns, operates, controls or manages any facility over which an intrastate telecommunications call, or an PSTN-to/from-VoIP call, originated by a customer of a telecommunications company or VoIP provider, is transported or terminated, is engaged in the provision of intrastate telecommunications services and thus subject to this rule.