

**BEFORE THE PUBLIC SERVICE COMMISSION
STATE OF MISSOURI**

An Investigation into Call Routing and)	
Call Completion Problems in the State)	File No. TW-2012-0112
of Missouri.)	

In the Matter of an Investigation to)	
Examine Call Routing and Call)	File No. TO-2012-0104
Completion Problems in the State of)	
Missouri.)	

In the Matter of an Investigation to)	
Examine Call Routing and Call)	File No. TO-2012-0106
Completion Problems in the State of)	
Missouri.)	

Comments of the MITG

Come now Alma Communications Company d/b/a Alma Telephone Company, Chariton Valley Telephone Corporation, Choctaw Telephone Company, MoKAN Dial Inc., and Otelco Inc., Mid-Missouri division, collectively the Missouri Independent Telephone Company Group, or “MITG”, and submit the following comments:

1. By Order of October 19, 2011, the Commission opened this investigation into call routing and call completion problems in the state of Missouri, acknowledged Staff’s request to conduct a workshop on November 7, 2011, and directed Staff to file an initial report of its investigative findings by January 6, 2012.
2. At the November 7, 2011 workshop staff requested additional comments or suggestions by November 17, 2011.
3. Prior to the workshop, MITG companies had expended their own efforts to identify and evaluate call completion problems. Those efforts included an informal

request to a Missouri certificated interexchange telecommunications carrier to disclose the identity of intermediate carriers¹, whether they were certificated in Missouri, and the nature and terms of the contractual relationship between the Missouri certificated IXC and the intermediate carriers it used. That particular IXC did not provide the information requested to the MITG, citing grounds of confidentiality as to intermediate carrier identification, and confidentiality clauses in its contracts with them.

4. The undersigned also understands that some entities believe that investigating non-completed calls (which normally entails identification of the attempted caller, identification of the IXC, identification of the intermediate carriers, and evaluation of the call signaling and routing) may trigger CPNI considerations. There is a statutory exception that permits regulatory agencies to obtain information that carriers are precluded from providing to private entities.

5. At the workshop there appeared to be a general consensus that, for a long distance call originating and terminating within Missouri, the IXC serving the customer making the call has a duty to complete that call. It is not clear whether the participants believed this duty extended so far as to require them to monitor or police the activities of intermediate carriers involved in a call to assure they do not engage in call non-completion.

6. At the workshop several discussions assumed that the Commission had jurisdiction over all intermediate carriers that may have been utilized in completing a call. The MITG believes that such an assumption is not likely shared by all participants

¹ These entities have been variously referred to at different times by different persons as “least call routers”, “intermediate carriers”, “underlying carriers”, “vendors”, “sub-vendors”, “LD resellers”, “wholesale providers”, or similar labels.

currently engaged, or who might later become engaged, in such an investigation. The MITG believes it is likely that intermediate carriers may claim they are not subject to MoPSC jurisdiction on the grounds they operate private networks, and/or do not hold themselves out to the public as offering their services to the public.

7. At the workshops it appeared that the IXC's present may prefer private solutions based upon contractual terms between the IXC's and intermediate carriers over any solution implemented by additional regulation.

8. At the workshop it also appeared that the IXC's present preferred to await industry standards work supposedly being pursued by industry standards groups.

9. The MITG believes it is in the public interest for this docket to proceed both comprehensively and expeditiously. Both callers and called parties' have a reasonable expectation that IXC's and intermediate carriers will not engage in call non-completion.

10. In order to control this investigation, the MITG respectfully suggests that staff should send a data request to all Missouri certificated interexchange carriers requiring them to identify and produce the following:

- a. the name of each intermediate carrier with whom IXC has an arrangement to carry calls;
- b. a copy of the contract or arrangement.

11. Upon acquisition and assimilation of the responses to the data request described in the preceding paragraph, staff should then send the same or similar data request to each uncertificated intermediate carrier identified by the IXC data responses asking that intermediate carrier to identify and produce the following:

- a. the name of each intermediate carrier with whom that intermediate carrier has an arrangement to carry calls;
- b. a copy of the contract or arrangement.

12. This process should be repeated until Staff is satisfied it has sufficiently identified a substantial majority of certificated and uncertificated intermediate carriers that are likely to be utilized by IXC's in completing intrastate calls. Completion of this process, and assimilation of the results of this process, would enable Staff and the industry to have an improved understanding of the nature and scope of the possible issues associated with compelling call completion. This in turn will improve the Commission's ability to comprehensively and expeditiously address assurance of call completion.

Respectfully submitted,

/s/Craig S. Johnson
Craig S. Johnson
Mo Bar # 28179
Johnson & Sporleder, LLP
304 E. High St., Suite 200
P.O. Box 1670
Jefferson City, MO 65102
(573) 659-8734
(573) 761-3587 FAX
cj@cjlaw.com

Certificate of Service

I hereby certify that a true and correct copy of the above and foregoing document was electronically mailed, this 16th day of November, 2011 to:

Cully Dale
Office of General Counsel
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102
cully.dale@psc.mo.gov

Lewis Mills
Office of Public Counsel
P.O. Box 7800
Jefferson City, MO 65102
lewis.mills@ded.mo.gov

/s/ Craig S. Johnson
Craig S. Johnson