

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

An Investigation into Call Routing and
Call Completion Problems in the
State of Missouri.

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File No. TW-2012-0112

ORDER OFFERING AN OPPORTUNITY TO RESPOND TO STAFF'S REPORT REGARDING ITS INVESTIGATION INTO CALL ROUTING AND CALL COMPLETION PROBLEMS IN THE STATE OF MISSOURI

Issue Date: April 5, 2013

Effective Date: April 5, 2013

On March 29, 2013, the Commission's Staff filed a report regarding its investigation into call routing and call completion problems in rural areas of Missouri. Staff's report concludes:

- Call completion problems continue to exist.
- Call completion problems appear to occur only in rural out-state areas served by small incumbent local telephone companies.
- The primary cause of call completion problems appears to be intentional traffic manipulation by certain intermediate providers (a.k.a least-cost routers) used by some originating interexchange carriers.
- The FCC is taking some actions to address this problem, but more prompt and directed action by the Missouri Commission may be appropriate.

To assist it in further investigating the problems, Staff asks for feedback from stakeholders regarding:

- Staff's conclusions and observations;

- Staff Counsel's legal analysis that intermediate providers (least-cost routers) must be certificated or registered with the Missouri Commission;
- Whether the Missouri Commission has sufficient authority to adequately address call completion problems; and
- Whether stakeholders believe sufficient root cause analysis has been completed to this point.

The Commission will offer interested stakeholders an opportunity to respond to the issues identified by Staff.

THE COMMISSION ORDERS THAT:

1. Any stakeholder wishing to respond to the issues identified in Staff's report shall do so no later than May 3, 2013.
2. The Commission's Data Center shall provide a copy of this order to all telecommunications companies certificated, or otherwise registered, to provide telecommunications service in Missouri.
3. This order shall become effective upon issuance.

BY THE COMMISSION



Joshua Harden
Secretary

Dated at Jefferson City, Missouri,
On this 5th day of April, 2013

Woodruff, Chief Regulatory Law Judge