

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service
Commission held at its office in
Jefferson City on the 19th day of
October, 2011.

An Investigation into Call Routing and Call Completion Problems in the State of Missouri.)	
)	<u>File No. TW-2012-0112</u>
)	
In the Matter of an Investigation to Examine Call Routing and Call Completion Problems in the State of Missouri.)	
)	<u>File No. TO-2012-0104</u>
)	
In the Matter of an Investigation to Examine Call Routing and Call Completion Problems in the State of Missouri.)	
)	<u>File No. IO-2012-0106</u>
)	

**ORDER OPENING AN INVESTIGATION INTO CALL ROUTING AND
CALL COMPLETION PROBLEMS IN THE STATE OF MISSOURI**

Issue Date: October 19, 2011

Effective Date: October 19, 2011

Two groups of small rural incumbent local exchange telephone companies (ILECs) have filed separate pleadings asking the Commission to open an investigation to examine call routing and call completion problems in this state. In response to those pleadings, the Commission directed its Staff to indicate whether it believes an investigation is appropriate and to provide an outline of how such an investigation should be conducted. Staff filed its response on October 12, 2011.

Staff advises the Commission to open a new investigative case and through that case, direct Staff to conduct a workshop where various industry participants can explain the problem in greater detail, discuss possible solutions, and report on actions other

jurisdictions have taken to alleviate the problems. The Commission will do as Staff suggests.

The Commission will direct its Staff to investigate the concerns raised by the small rural ILECs in the applications they filed in File Nos. TO-2012-0104 and IO-2012-0106. To begin its investigation, Staff shall conduct an initial workshop meeting on November 7, 2011, at the Commission's offices in Jefferson City, or at such other time and location as Staff finds appropriate. The Commission will direct Staff to file an initial report of its investigative findings no later than January 6, 2012.

This is an investigative file only and is not a contested case. If Staff finds that Commission action is appropriate, it may file a complaint or otherwise move the Commission to take action to remedy the problem in a new, separate case. Similarly, if any other party wishes to move the Commission to take some action in light of the results of the investigation, it may file a new, separate case before the Commission. Since the Commission is proceeding with an investigation in TW-2012-0112, it will close Case Nos. TO-2012-0104 and IO-2012-0106.

Case No. TW-2012-0112 shall serve as a repository for documents and comments. Using this file, any person with an interest in this matter may view documents and may submit any pertinent responsive comments or documents. As this is not a contested case, any person may file a comment without counsel and without *ex parte* constraints (arising from this matter). Intervention requests are not necessary to submit comments or view documents. Any company or individual who is interested in participating in this workshop and investigation may contact Staff by sending an e-mail to laura.holsman@psc.mo.gov.

The public is welcome to submit comments by forwarding electronic communications through the Commission's electronic filing and information system (EFIS) or by mailing written comments. You may submit electronic comments at the Commission's website at <http://www.psc.mo.gov>. (Click on the EFIS/Case filings link on the left side of the page. Scroll down and click on the public comment link. Please refer to File No.TW-2012-0112) Written comments in hard copy should be addressed to the Commission at P.O. Box 360, Jefferson City, Missouri 65102 and should also reference File No. TW-2012-0112. The public can view the contents of the file by following the link at <http://www.psc.mo.gov>.

THE COMMISSION ORDERS THAT:

1. The Commission's Staff, as the leader of a working group including representatives of the telecommunications industry and the customers of that industry, shall investigate and file an initial report regarding call routing and call completion problems in the state of Missouri no later than January 6, 2012.
2. This case is established as a repository for documents and comments regarding Staff's investigation.
3. The Commission's Data Center shall provide notice of this filing to all telecommunications companies certificated, or otherwise registered, to provide telecommunications service in Missouri.
4. File Nos. TO-2012-0104 and IO-2012-0106 shall be closed.

5. This order shall become effective immediately upon issuance.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'S. Reed', written over a horizontal line.

Steven C. Reed
Secretary

(S E A L)

Gunn, Chm., Davis, Jarrett, and
Kenney, CC., concur.

Woodruff, Chief Regulatory Law Judge