

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

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

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

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

**STAFF STATUS REPORT**

COMES NOW the Staff of the Missouri Public Service Commission and for its Status Report states:

1. On October 12, 2011, the Commission established this docket as a repository file for documents and comments concerning issues concerning call routing and call completion in the state, particularly in certain rural areas. On October 19, 2011, the Commission ordered the Staff to file a report of its initial findings no later than January 6, 2012. The Staff conducted the workshop as mentioned in the Commission's Order, which may be viewed on the Commission's web site.

2. The Staff has submitted data requests to all of the local exchange telecommunications carriers in the state to determine at which access tandems the call completion issues are occurring. Once the Staff narrows the matter to certain tandems, it will send data requests to the interexchange carriers who serve those tandems, although initial responses seem to indicate that only the rural areas served by small incumbent local exchange telecommunications carriers are experiencing the problem to a significant extent.

3. The Staff has sent letters via e-mail to all certificated telecommunications companies advising them of the illegality of failing to properly complete telephone calls.

4. The Staff is meeting with representatives of rural companies in order to gather sufficient information to bring a complaint against the company or companies who are not properly completing calls. The next meeting is expected in approximately two months, after certain information and call records have been analyzed.

**WHEREFORE**, the Staff submits its Status Report.

Respectfully submitted,



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**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 6<sup>th</sup> day of January, 2012.

