



OFFICE OF
THE CHAIRMAN

FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

November 4, 2014

The Honorable Janice Hahn
U.S. House of Representatives
404 Cannon House Office Building
Washington, D.C. 20515

Dear Congresswoman Hahn:

Thank you for your letter regarding call completion issues experienced by Free Conferencing Corporation. The consequences of call completion and service quality problems can be dire, impacting businesses, families, and public safety. The Commission is committed to ensuring reliable telephone service.

Staff from the FCC's Wireline Competition Bureau recently met with representatives of Free Conferencing Corporation and Great Lakes Communication Corporation (GLCC) – a rural LEC located in Iowa – to discuss recent developments where calls from T-Mobile USA's and AT&T's networks have resulted in a lower percentage of completed calls reaching GLCC's network. Commission staff is closely reviewing the materials filed by the parties and will take appropriate action, including enforcement action, if necessary.

We take any allegations of call completion problems seriously, and have been attacking this problem on multiple fronts. In October 2013, the Commission adopted new rules, including data retention and call completion performance reporting requirements, which will help ensure that customers in rural areas receive reliable telephone service.

In addition, the Commission is pursuing enforcement actions and continues to investigate the call completion practices of other voice communications providers. The Commission also has pointedly reminded long distance providers of their obligations and acts daily on specific consumer and carrier complaints. Finally, the Commission has a web-based complaint intake portal that focuses on rural call completion problems, instructs consumers and businesses how to file complaints with the Commission, and provides links to the complaint form.

I appreciate your interest in this matter. Please let me know if I can be of any further assistance.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tom Wheeler".

Tom Wheeler



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

November 4, 2014

The Honorable Linda T. Sánchez
U.S. House of Representatives
2423 Longworth House Office Building
Washington, D.C. 20515

Dear Congresswoman Sánchez:

Thank you for your letter regarding call completion issues experienced by Free Conferencing Corporation. The consequences of call completion and service quality problems can be dire, impacting businesses, families, and public safety. The Commission is committed to ensuring reliable telephone service.

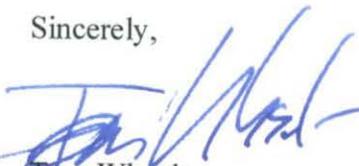
Staff from the FCC's Wireline Competition Bureau recently met with representatives of Free Conferencing Corporation and Great Lakes Communication Corporation (GLCC) – a rural LEC located in Iowa – to discuss recent developments where calls from T-Mobile USA's and AT&T's networks have resulted in a lower percentage of completed calls reaching GLCC's network. Commission staff is closely reviewing the materials filed by the parties and will take appropriate action, including enforcement action, if necessary.

We take any allegations of call completion problems seriously, and have been attacking this problem on multiple fronts. In October 2013, the Commission adopted new rules, including data retention and call completion performance reporting requirements, which will help ensure that customers in rural areas receive reliable telephone service.

In addition, the Commission is pursuing enforcement actions and continues to investigate the call completion practices of other voice communications providers. The Commission also has pointedly reminded long distance providers of their obligations and acts daily on specific consumer and carrier complaints. Finally, the Commission has a web-based complaint intake portal that focuses on rural call completion problems, instructs consumers and businesses how to file complaints with the Commission, and provides links to the complaint form.

I appreciate your interest in this matter. Please let me know if I can be of any further assistance.

Sincerely,



Tom Wheeler