



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable E. Benjamin (Ben) Nelson
United States Senate
720 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Nelson:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

On February 6, 2012, the Commission's Wireline Competition Bureau issued a Declaratory Ruling reminding carriers of the Commission's longstanding prohibition on carriers blocking, choking, reducing or otherwise restricting traffic, and making clear that practices that lead to call termination and call quality problems may constitute unjust and unreasonable practices in violation of the Communications Act. The Declaratory Ruling alerts carriers of their responsibilities and potential liability if they engage in, or use underlying providers that engage in, practices prohibited by the Act or Commission rules. I am enclosing a copy of the Declaratory Ruling for your information.

This Declaratory Ruling is an important step in clarifying the rules of the road. In addition, Commission action in this area is continuing on many fronts, including working with our partners in state commissions to solve the problem, increasing coordination with the Alliance for Telecommunications Industry Solutions (ATIS) – a standards-setting body for carriers – and investigating carrier practices. Appropriate action will be taken against any violation of the Act or Commission rules.

Page 2—The Honorable E. Benjamin (Ben) Nelson

I appreciate your concern and will keep your office informed of developments on the matter. Please let me know if I can be of any further assistance.

Sincerely,



Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable James E. Risch
United States Senate
483 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Risch:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable James E. Risch

I appreciate your concern and will keep your office informed of developments on the matter. Please let me know if I can be of any further assistance.

Sincerely,

A handwritten signature in black ink, appearing to be 'JG', with a long horizontal stroke extending to the right. The signature is positioned above the printed name 'Julius Genachowski'.

Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Bernard Sanders
United States Senate
332 Dirksen Senate Office Building
Washington, D.C. 20510

Dear Senator Sanders:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Bernard Sanders

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Sincerely,



Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Debbie Stabenow
United States Senate
133 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Stabenow:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Debbie Stabenow

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Sincerely,

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Jon Tester
United States Senate
724 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Tester:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Jon Tester

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable John R. Thune
United States Senate
493 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Thune:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable John R. Thune

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Sincerely,



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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Mark Udall
United States Senate
317 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Udall:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Mark Udall

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Max S. Baucus
United States Senate
511 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Baucus:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Max S. Baucus

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Michael Bennet
United States Senate
702 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Bennet:

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Page 2—The Honorable Michael Bennet

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Maria Cantwell
United States Senate
511 Dirksen Senate Office Building
Washington, D.C. 20510

Dear Senator Cantwell:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Maria Cantwell

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Dan Coats
United States Senate
131 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Coats:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Dan Coats

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Kent Conrad
United States Senate
530 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Conrad:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Kent Conrad

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Sincerely,



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✓ Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Michael D. Crapo
United States Senate
239 Dirksen Senate Office Building
Washington, D.C. 20510

Dear Senator Crapo:

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Page 2—The Honorable Michael D. Crapo

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Richard J. Durbin
United States Senate
309 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Durbin:

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Page 2—The Honorable Richard J. Durbin

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Al Franken
United States Senate
320 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Franken:

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Charles E. Grassley
United States Senate
135 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Grassley:

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This Declaratory Ruling is an important step in clarifying the rules of the road. In addition, Commission action in this area is continuing on many fronts, including working with our partners in state commissions to solve the problem, increasing coordination with the Alliance for Telecommunications Industry Solutions (ATIS) – a standards-setting body for carriers – and investigating carrier practices. Appropriate action will be taken against any violation of the Act or Commission rules.

Page 2—The Honorable Charles E. Grassley

I appreciate your concern and will keep your office informed of developments on the matter. Please let me know if I can be of any further assistance.

Sincerely,

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Tom Harkin
United States Senate
731 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Harkin:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Tom Harkin

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable John Hoeven
United States Senate
322 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Hoeven:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

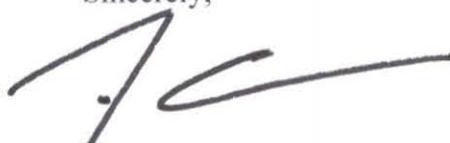
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Page 2—The Honorable John Hoeven

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Sincerely,



Handwritten signature of Julius Genachowski, consisting of a stylized 'J' followed by a horizontal line.

Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI
CHAIRMAN

March 15, 2012

The Honorable Mike Johanns
United States Senate
404 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Johanns:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Mike Johanns

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Tim Johnson
United States Senate
136 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Johnson:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

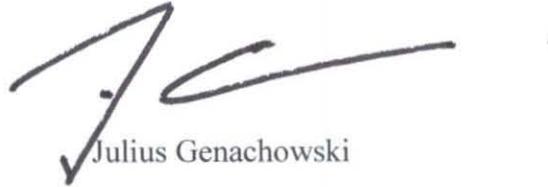
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Page 2—The Honorable Tim Johnson

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Mark Steven Kirk
United States Senate
387 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Kirk:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Mark Steven Kirk

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Sincerely,

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Amy Klobuchar
United States Senate
302 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Klobuchar:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Amy Klobuchar

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Patrick J. Leahy
United States Senate
433 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Leahy:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Patrick J. Leahy

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Jeff Merkley
United States Senate
313 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Merkley:

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Page 2—The Honorable Jeff Merkley

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Julius Genachowski

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