

**STATEMENT OF  
COMMISSIONER JESSICA ROSENWORCEL**

Re: *Rural Call Completion*, WC Docket No. 13-39.

This is about trust. When you pick up the phone to place a call, you should have every confidence that your call will go through. But in too many places in rural America that is not happening. Calls to friends and family will ring and ring and ring without ever being answered. Business connections will never get made. And worse, calls in times of crisis to public safety may not go through.

For too long, consumers in rural communities—and the carriers that serve them—have complained about this problem. Over the last few years, the FCC has answered their call, putting in place reporting obligations designed to fix this problem. It also has taken enforcement action against those carriers that fail to deliver calls. And yet, the problem persists. So today we fine-tune our prior efforts to help end this problem. We also implement the Rural Call Quality and Reliability Act, which was signed into law earlier this year.

I approve this order and rulemaking. But I am mindful that our work today may still need further adjustment. Because in the end, the only acceptable outcome is putting an end to this problem—and restoring trust. That may be a tall order for this agency—but it's a task we need to take on with vigor.