

Congress of the United States  
Washington, DC 20515

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September 11, 2014

The Honorable Tom Wheeler  
Chairman  
Federal Communications Commission  
445 12<sup>th</sup> St. SW  
Washington, DC 20554

Dear Chairman Wheeler:

We write you today to ask for your assistance in providing our offices updates regarding WC Docket No. 13-39, *In the Matter of Rural Call Completion*. We understand your office met with Free Conferencing Corporation last week to discuss call completion and routing, and your office is aware of the impact an interruption of service would have on companies such as Free Conferencing Corporation.

As Representatives to Congress for the surrounding communities of Long Beach, Free Conferencing Corporation reached out to our offices as well, briefing us on their concerns over how their business is being impacted by persistent call failures of their customers. According to Free Conferencing Corporation, network providers are choosing to not complete all calls connecting through the Great Lakes Communication Corporation. If true this would be a violation of federal law.

With over 100 employees in the Long Beach area, and thousands of customers across the United States, we are concerned over the impact consistent call failures would have on Free Conferencing Corporation. We request the Federal Communications Commission (FCC) keep our offices updated on your findings, and actions you plan to take to ensure these call failures do not persist.

Thank you for your prompt attention to this matter.

Sincerely,

  
\_\_\_\_\_  
Janice Hahn  
Member of Congress

  
\_\_\_\_\_  
Linda T. Sánchez  
Member of Congress



FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON

OFFICE OF  
THE CHAIRMAN

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:

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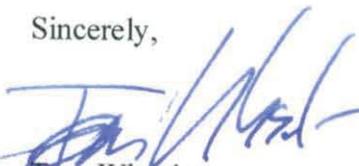
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Tom Wheeler