

United States Senate  
WASHINGTON, DC 20510

December 3, 2012

The Honorable Julius Genachowski  
Chairman  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**1511**

Dear Chairman Genachowski:

We have heard from many constituents in our states regarding the persistent problem of some long-distance telephone calls not being completed to consumers in rural areas. Telephone service has become less reliable as consumers experience calls that fail to complete, are delayed, have poor voice quality, lack correct caller ID information, or are never connected because some originating providers simply refuse to connect calls to customers served by small rural carriers.

While an increasing number of Americans rely on high-speed Internet and mobile communications, many people still depend on traditional landline telephone service. Call completion problems have serious economic consequences throughout rural America. During this difficult economic period, small businesses cannot afford to lose business opportunities because of dropped calls and poor service quality. We are also concerned about public safety and worry it is only a matter of time before this situation leads to tragedy when a rural customer is unable to receive an urgent call. Small business owners and people living in rural areas are rightfully frustrated and demand a resolution to these problems.

Our constituents' concerns are supported by the National Exchange Carrier Association's April 2012 call completion study that concluded that call failure rates were significantly higher in rural areas compared to their non-rural counterparts across all call originating platforms. The study found that instances of poor voice quality and delays were also higher in rural areas. Additionally, the study revealed that a concerning rate of calls originating as nomadic VoIP were failing to be completed.

We believe the Federal Communications Commission's February 2012 Declaratory Ruling on Rural Call Completion Issues was a step in the right direction, but unfortunately, these problems are continuing to occur at an alarming rate. Swift action is needed to restore quality service in rural areas and to preserve the basic integrity of our nation's communications network. We understand the Commission has been investigating call termination problems since fall 2011 and has developed online portals for consumers and providers to report problems. We urge the Commission to release a summary of its investigation and the information it has gathered in aggregate form that protects the privacy of consumers and individual companies' confidential information.

These problems have continued for far too long. To protect rural consumers and ensure these problems are promptly addressed, we urge the Commission to continue promoting industry best practices and use all authorized and appropriate enforcement powers to take action against parties found to be engaging in the prohibited activities outlined in the Commission's

Declaratory Ruling. Should the Commission suspect an originating provider is violating its Declaratory Ruling, we urge the Commission to expedite its investigation by requiring the originating provider to submit network performance data. This information should include a detailed analysis of call completion rates. If an originating provider submits information indicating that calls sent from that provider's network to rural consumers have materially greater failure rates than calls to urban areas, such information should trigger further review of the provider's operations.

The use of least cost routing services is believed by many to be a factor contributing to these problems. When the Commission suspects an originating provider is failing to properly deliver calls to rural areas, the Commission should require the originating provider to report whether it has utilized a least cost routing service. Such information could warrant additional scrutiny by the Commission.

Thank you for your attention to this matter. We respectfully request that you consider implementing the actions we have recommended and urge you to work with the Federal Trade Commission to conduct a parallel investigation if it is determined that your agency lacks jurisdiction over any of the providers failing to properly complete calls to rural areas. We also ask that you outline your plans for carrying out our recommendations or describe an alternative action plan that will resolve these problems and ensure that rural businesses and consumers can once again access reliable telephone service.

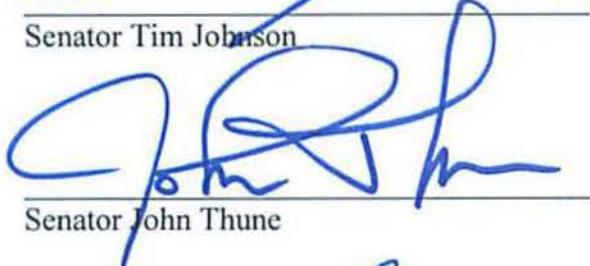
Sincerely,



Senator Tim Johnson



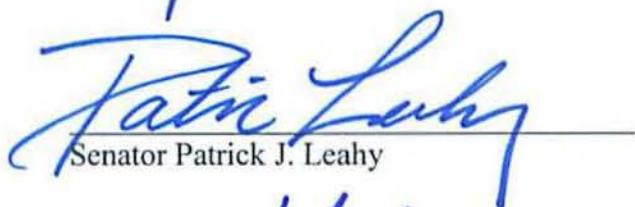
Senator Chuck Grassley



Senator John Thune



Senator Al Franken



Senator Patrick J. Leahy



Senator Bernard Sanders



Senator Tom Harkin



Senator Ben Nelson

Amy Klobuchar

Senator Amy Klobuchar

Jeffrey D. Merkley

Senator Jeff Merkley

Max Baucus

Senator Max Baucus

Michael B. Enzi

Senator Michael B. Enzi

Michael F. Bennet

Senator Michael F. Bennet

John Hoeven

Senator John Hoeven

Richard J. Durbin

Senator Richard J. Durbin

Herb Kohl

Senator Herb Kohl

Mike Johanns

Senator Mike Johanns

Debbie Stabenow

Senator Debbie Stabenow

Jon Tester

Senator Jon Tester

John Barrasso

Senator John Barrasso

Barbara Boxer

Senator Barbara Boxer

Kent Conrad

Senator Kent Conrad

James M. Inhofe

Senator James M. Inhofe

Maria Cantwell

Senator Maria Cantwell

Tom Udall

Senator Tom Udall

Mark Kirk

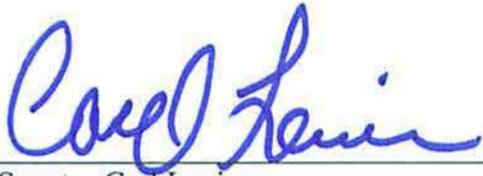
Senator Mark Kirk

Orrin G. Hatch

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John Boozman

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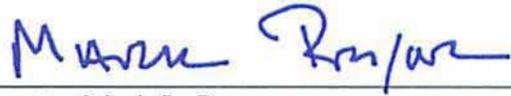
Senator Carl Levin



Senator Mark Udall



Senator Jeff Bingaman



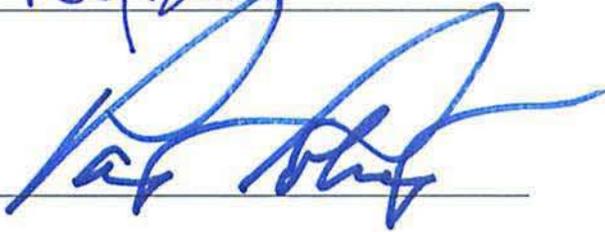
Senator Mark L. Pryor



Senator Ron Wyden



Senator Claire McCaskill



cc: Commissioner Robert M. McDowell  
Commissioner Mignon Clyburn  
Commissioner Jessica Rosenworcel  
Commissioner Ajit Pai



FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI  
CHAIRMAN

January 24, 2013

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 continue to be 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 NECA test project that you reference in your letter shows that overall completion and quality problems have improved since last year, but as you note, problems remain. Commission action in this area is continuing on multiple fronts, including working with our partners in state commissions to understand and reduce the problem, increasing coordination with the Alliance for Telecommunications Industry Solutions (ATIS), and investigating carrier practices. These investigations have revealed how complicated this issue is, and how hard it can be to identify the responsible parties. But I remain fully committed to seeing them through and holding the appropriate parties responsible. The Commission's Rural Call Completion Task Force established an email box for rural providers to alert the Commission on a real-time basis about call completion problems. The Task Force also created a website (<http://xrl.us/bm8fke>) that focuses on the rural call completion problem and instructs consumers on how to file complaints with the Commission.

Information provided through these sources is assisting the Commission in active investigations. The Declaratory Ruling that the Commission's Wireline Competition Bureau issued in February 2012, reminds carriers of their responsibilities and potential liability if they engage in, or use underlying providers that engage in, practices prohibited by the Communications Act or Commission rules. Appropriate action will be taken against any violation of the Act or Commission rules.

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



FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI  
CHAIRMAN

January 24, 2013

The Honorable John Barrasso  
United States Senate  
307 Dirksen Senate Office Building  
Washington, D.C. 20510

Dear Senator Barrasso:

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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Julius Genachowski



FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI  
CHAIRMAN

January 24, 2013

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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Julius Genachowski



FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI  
CHAIRMAN

January 24, 2013

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

Dear Senator Bennet:

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI  
CHAIRMAN

January 24, 2013

The Honorable Jeff Bingaman  
United States Senate  
703 Hart Senate Office Building  
Washington, D.C. 20510

Dear Senator Bingaman:

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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Julius Genachowski



FEDERAL COMMUNICATIONS COMMISSION

January 24, 2013

JULIUS GENACHOWSKI  
CHAIRMAN

The Honorable John Boozman  
United States Senate  
320 Hart Senate Office Building  
Washington, D.C. 20510

Dear Senator Boozman:

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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Julius Genachowski



FEDERAL COMMUNICATIONS COMMISSION

January 24, 2013

JULIUS GENACHOWSKI  
CHAIRMAN

The Honorable Barbara Boxer  
United States Senate  
112 Hart Senate Office Building  
Washington, D.C. 20510

Dear Senator Boxer:

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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Julius Genachowski



FEDERAL COMMUNICATIONS COMMISSION

January 24, 2013

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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Julius Genachowski



## FEDERAL COMMUNICATIONS COMMISSION

January 24, 2013

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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Sincerely,

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Julius Genachowski



FEDERAL COMMUNICATIONS COMMISSION

January 24, 2013

JULIUS GENACHOWSKI  
CHAIRMAN

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

Dear Senator Durbin:

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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Julius Genachowski



FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI  
CHAIRMAN

January 24, 2013

The Honorable Mike Enzi  
United States Senate  
379A Russell Senate Office Building  
Washington, D.C. 20510

Dear Senator Enzi:

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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Julius Genachowski



FEDERAL COMMUNICATIONS COMMISSION

January 24, 2013

JULIUS GENACHOWSKI  
CHAIRMAN

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

Dear Senator Franken:

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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FEDERAL COMMUNICATIONS COMMISSION

January 24, 2013

JULIUS GENACHOWSKI  
CHAIRMAN

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

Dear Senator Grassley:

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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

Dear Senator Harkin:

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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



FEDERAL COMMUNICATIONS COMMISSION

January 24, 2013

JULIUS GENACHOWSKI  
CHAIRMAN

The Honorable Orrin G. Hatch  
United States Senate  
104 Hart Senate Office Building  
Washington, D.C. 20510

Dear Senator Hatch:

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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Julius Genachowski



FEDERAL COMMUNICATIONS COMMISSION

January 24, 2013

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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Julius Genachowski



FEDERAL COMMUNICATIONS COMMISSION

January 24, 2013

JULIUS GENACHOWSKI  
CHAIRMAN

The Honorable James M. Inhofe  
United States Senate  
453 Russell Senate Office Building  
Washington, D.C. 20510

Dear Senator Inhofe:

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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FEDERAL COMMUNICATIONS COMMISSION

January 24, 2013

JULIUS GENACHOWSKI  
CHAIRMAN

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI  
CHAIRMAN

January 24, 2013

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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## FEDERAL COMMUNICATIONS COMMISSION

January 24, 2013

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI  
CHAIRMAN

January 24, 2013

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI  
CHAIRMAN

January 24, 2013

The Honorable Carl Levin  
United States Senate  
269 Russell Senate Office Building  
Washington, D.C. 20510

Dear Senator Levin:

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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Julius Genachowski



FEDERAL COMMUNICATIONS COMMISSION

January 24, 2013

JULIUS GENACHOWSKI  
CHAIRMAN

The Honorable Claire McCaskill  
United States Senate  
717 Hart Senate Office Building  
Washington, D.C. 20510

Dear Senator McCaskill:

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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FEDERAL COMMUNICATIONS COMMISSION

January 24, 2013

JULIUS GENACHOWSKI  
CHAIRMAN

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

Dear Senator Merkley:

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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FEDERAL COMMUNICATIONS COMMISSION

January 24, 2013

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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Julius Genachowski



FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI  
CHAIRMAN

January 24, 2013

The Honorable Mark Pryor  
United States Senate  
255 Dirksen Senate Office Building  
Washington, D.C. 20510

Dear Senator Pryor:

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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Julius Genachowski



FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI  
CHAIRMAN

January 24, 2013

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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Julius Genachowski



FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI  
CHAIRMAN

January 24, 2013

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI  
CHAIRMAN

January 24, 2013

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI  
CHAIRMAN

January 24, 2013

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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Julius Genachowski



FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI  
CHAIRMAN

January 24, 2013

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 continue to be 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 NECA test project that you reference in your letter shows that overall completion and quality problems have improved since last year, but as you note, problems remain. Commission action in this area is continuing on multiple fronts, including working with our partners in state commissions to understand and reduce the problem, increasing coordination with the Alliance for Telecommunications Industry Solutions (ATIS), and investigating carrier practices. These investigations have revealed how complicated this issue is, and how hard it can be to identify the responsible parties. But I remain fully committed to seeing them through and holding the appropriate parties responsible. The Commission's Rural Call Completion Task Force established an email box for rural providers to alert the Commission on a real-time basis about call completion problems. The Task Force also created a website (<http://xrl.us/bm8fke>) that focuses on the rural call completion problem and instructs consumers on how to file complaints with the Commission.

Information provided through these sources is assisting the Commission in active investigations. The Declaratory Ruling that the Commission's Wireline Competition Bureau issued in February 2012, reminds carriers of their responsibilities and potential liability if they engage in, or use underlying providers that engage in, practices prohibited by the Communications Act or Commission rules. Appropriate action will be taken against any violation of the Act or Commission rules.

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.

Julius Genachowski



FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI  
CHAIRMAN

January 24, 2013

The Honorable Tom Udall  
United States Senate  
110 Hart Senate Office Building  
Washington, D.C. 20510

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Sincerely,

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Julius Genachowski



FEDERAL COMMUNICATIONS COMMISSION

JULIUS GENACHOWSKI  
CHAIRMAN

January 24, 2013

The Honorable Ron Wyden  
United States Senate  
223 Dirksen Senate Office Building  
Washington, D.C. 20510

Dear Senator Wyden:

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 continue to be particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America.

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Julius Genachowski