



Mark E. Oberlander for

Burl W. Haar, Executive Secretary

STATE OF MINNESOTA PUBLIC UTILITIES COMMISSION

Notice of Commission Investigation and Solicitation of Comments

Issued: January 16, 2014

In the Matter of the Commission Investigation of the Completion of Long-Distance Calls to Rural Areas in Minnesota

PUC Docket Number: P999/CI-12-1329
(Formerly P999/DI-12-1329)

Comment Periods: Comment period closes **February 17, 2014**, at 4:30pm.
Reply comment period closes **March 19, 2014**, at 4:30pm.

Background:

On January 13, 2014, the Department of Commerce (DOC) filed a petition in Docket P999/DI-12-1329 recommending that the Commission open an investigation of rural call completion issues by soliciting comments from interested parties addressing the following questions:

1. Are intermediate providers that provide either transport or switching for intrastate Minnesota calls subject to the Commission's jurisdiction as provided in 237.74 Subd. 12 or other statute?
2. If intermediate providers are subject to the Commission's jurisdiction, should they be required to obtain a certificate of authority or be subject to a certification/registration process?
3. If intermediate providers are required to be certified or register with the Commission, should retail interexchange carriers be required to only use certified/registered intermediate providers for the termination of toll calls?
4. If intermediate providers are subject to the Commission's jurisdiction, what requirements, as outlined in Minnesota Rules 7811 and 7812 are applicable and which requirements are not applicable?
5. If intermediate providers are not subject to the Commission's jurisdiction, are there any actions that the Commission can take to ensure that calls to rural Minnesota customers are properly completed?
6. If intermediate providers are not subject to the Commission's jurisdiction, should the responsibility for any call termination problems rest solely with the originating interexchange carrier?
7. If intermediate providers are not subject to the Commission's jurisdiction, what requirements should the Commission place on the originating interexchange carriers to ensure call termination problems do not occur?
8. Should there be "point of contact" information for any intermediate carrier so that any call failures identified can more readily be addressed?
9. Should there be a requirement that any contract between an originating interexchange carrier and an intermediate carrier require the full cooperation of the intermediate carrier to resolve any call failures, including any inquiries by regulatory agencies?
10. What processes are in place to monitor call completion problems?

11. What data has been collected to demonstrate that calls through the originating interexchange carrier are completing?
12. If an originating interexchange carrier, do the contracts you have with intermediate providers:
 - a) ensure that all calls will be completed?
 - b) require that if the intermediate carrier cannot complete the call, it must be handed back for completion?
 - c) ensure that the intermediate carrier is not providing a false ring back?
 - d) require that the intermediate carrier is not changing the originating number?
 - e) establish how quickly a call must be completed to the terminating end-user?
13. Do confidentiality clauses in contracts with intermediate providers exist that would prevent the disclosure of information needed to determine where a call failed in the call path? If so, explain why such clauses do, or do not, interfere with resolution of call completion issues.
14. How should the Commission deal with intrastate calls in which the calling party number has been stripped, or altered so that the call appears interstate when in fact the call is intrastate?

The DOC petition, in its entirety, is available in eDockets.

Notice of Commission Investigation

The Commission opens this investigation of rural call completion by re-designating Docket P999/DI-12-1329 as P999/CI-12-1329.

Notice Soliciting Comments and Reply Comments

The Commission solicits comments and reply comments regarding the DOC petition. More specifically, The Commission solicits comments responding to the questions presented above from all telephone companies, telecommunications carriers, and other interested parties. Please provide the responses under the heading of each question and in the same sequence as presented above.

Questions regarding this notice may be directed to Ganesh Krishnan at 651-201-2215, or ganesh.krishnan@state.mn.us.

Filing Requirements: Utilities, telecommunications carriers, official parties, and state agencies are **required** to file documents using the Commission's electronic filing system (eFiling). All parties, participants and interested persons are encouraged to use eFiling.

Full Case Record: All documents filed in this docket are available on the Commission's website at www.puc.state.mn.us, select "Search eDockets," enter the year (12) and the docket number (1329), select "Search."

Subscribe to the Docket: Receive notification when new documents are filed in this docket at www.puc.state.mn.us, select "Subscribe to a Docket," and follow the prompts.

This document can be made available in alternative formats (i.e., large print or audio) by calling 651-296-0406 (voice). Persons with hearing loss or speech disabilities may call us through Minnesota Relay at 1-800-627-3529 or by dialing 711.