

Three-step response to call completion complaints

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NECA has published numerous articles and resources on the call completion issue. We thought it would be helpful at this point to condense the material to present the most practical advice.

If your company receives a call completion complaint we recommend the three steps described below. While following these steps won't guarantee resolution, it will maximize the chances of a positive outcome, ensure a consistent approach throughout the industry and save some time.

1. Educate your subscribers. Telco customer service representatives may find these resources helpful:

[Background and Talking Points for CSRs](#) are useful when responding to customers' call termination complaints.

Refer your subscribers to the FCC's [FCC Call Completion Information for Subscribers](#) web page for instructions on how to file a rural call completion complaint.

2. Document complaints and troubleshoot with originating service providers. Keep track of the following details for each complaint:

- Originating telephone number
- Originating long distance provider/wireless carrier/VoIP provider
- Called telephone number
- The date and time of the call failure
- The type of failure that occurred
- A description of measures taken to correct the problem

Trace the calls in your network to determine whether they even reached your switch (many do not). Whenever possible, contact the originating carrier to troubleshoot. Originating carriers are obligated to take corrective action, regardless of whether their subscriber initiates the request for assistance (see paragraph 2 of the FCC's [February 7, 2012 Declaratory Ruling](#)).

In September 2011, the FCC provided a carrier contact list for seven major carriers. The Alliance for Telecommunications Industry Solutions (ATIS) has expanded the list and integrated it with their [Service Provider Contact Directory](#). If the originating carrier is not on this list, contact the carrier's customer service department.

Our hope is that this process solves the problem. Unfortunately we know many times it does not. If the carrier isn't cooperative or can't resolve the problem long term, the issue should be reported to the FCC.

3. Report unresolved issues to the FCC.

The FCC wants to know about call failures only after efforts to resolve them with the originating carrier have failed to produce a long-term resolution. See our [April 13, 2012 member correspondence](#) for instructions on how to contact the FCC. The sample to the right illustrates the kind of information the FCC wants to receive.

From: john.smith@ruraltelco.com
To: FCC
Subject: Rural call completion – Rural Telco

- **Originating caller's telephone number:** 876-555-4321
- **The originating caller's long distance provider:** Acme Long Distance Co.
- **The number being called:** 234-555-6789
- **Called party's local service provider:** Rural Telco Telephone
- **The date and time of the call failures:** 6/1/12 8:00 AM; all attempts since.
- **The type of failure that occurred:** Caller at 876-555-4321 cannot reach our customer at 234-555-6789. Caller hears two rings then line goes dead.
- **A description of measures already taken to correct the problem:** We set up a test number 234-555-6000. We contacted Acme on 6/1, and spoke to a technician named Edward Smith and they duplicated failure when calling test number. They escalated trouble but we have never heard back. Problem persists.

A complete list of resources and background information on this issue is available on the [Call Completion Issues Page](#) on our website.