



Consumer Alert - Call Completion/Termination Issue

Many subscribers, including customers of SCTC, PTC, and SCS, have been experiencing a variety of problems related to Long Distance calling. These issues include dropped telephone calls, calls never received, poor voice quality on calls, calls where only one party can hear, and incorrect caller ID information.

Several national telephone associations and the Oregon Public Utility Commission (OPUC) have gathered information on the scope of these issues and concluded this is an epidemic affecting the routing of calls to customers nationwide. Brian Conway, Administrator of the OPUC Telecommunications Division said, "This is frustrating and confusing for customers who are losing their ability to contact family members. Businesses that depend on being able to receive customer calls and critical faxes are also being affected, as well as the ability to identify 911 calls."

Current findings on this ongoing problem are:

- The problem occurs on calls coming to us from callers outside our company exchanges, using a variety of telephone technologies including land-line, wireless, cable, and VoIP.
- The telephone company has no control over these issues – the problems occur before the call ever reaches our network, if the call reaches our network at all.
- The national telephone associations are collecting data to provide to the Federal Communications Commission (FCC) for further investigation into this problem.

Suggested Consumer Action

- Calling parties should open a trouble ticket with their own telephone company, long distance or other service provider when they determine they cannot reach the called party (local area residential or business customers) or they experience poor call quality.
- When reporting the problem to the originating carrier or provider, the calling party should include the following details:
 1. Date and time of call
 2. The number that was used to place the call
 3. The number that was called
 4. Description of the problem (i.e. dead air, ringing with no answer, etc.)
- Customers that do not receive reliable service or a satisfactory response from their long distance or other service provider should call us at 503-769-2121 to report the issue and file a complaint with the OPUC and the FCC. Complaints can be reported to the Oregon Public Utility Commission, 503-378-6600, Toll Free: 1-800-522-2404, FAX: 503-378-5743 <http://apps.puc.state.or.us/consumer/complaint.asp> and to the FCC, 1-888-225-5322, <http://esupport.fcc.gov/complaints.htm>. At the FCC website, select 'wired' telephone on the first page, then 'billing, service, privacy, number portability and other issues' to get to the consumer form.