

United States Senate

WASHINGTON, DC 20510

September 26, 2014

The Honorable Tom Wheeler
Chairman
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Chairman Wheeler:

All Americans deserve access to reliable telephone service for a myriad of important uses including commerce, public safety, and connecting with family and friends. Unfortunately, for too many rural American families and businesses, call completion issues persist.

Rural businesses, residents, and their families continue to express concern and frustration about the lack of reliable telephone service, including dropped calls, poor voice quality, and calls that simply do not complete. Rural businesses are particularly impacted when calls are not completed because they risk losing valuable business, especially when they are unaware a long distance or wireless caller is attempting to contact them.

We understand that several carriers have acted independently to comply with the Federal Communications Commission's (FCC's) safe harbor rules to address call completion. We commend these actions, but also understand the issue persists, in particular with nomadic Voice over Internet Protocol (VoIP) and other similar services.

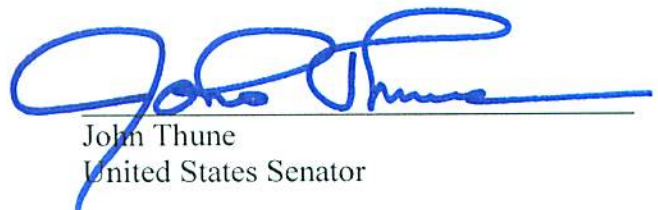
In October 2013, the FCC unanimously approved an order to address rural call completion issues. We commend the Commission for approving the order and seeking comment on the possible burdens of the proposed information collection, as required by the Paperwork Reduction Act. However, since the comment period closed on February 28, 2014, the Commission has not followed through to complete this process.

We urge the Commission to complete its work by resolving all petitions for reconsideration of its order and by promptly submitting the necessary Paperwork Reduction Act request to the Office of Management and Budget, which will allow the data collection process to begin. Americans in rural areas will continue to experience subpar service without the Commission's commitment to move the order forward.

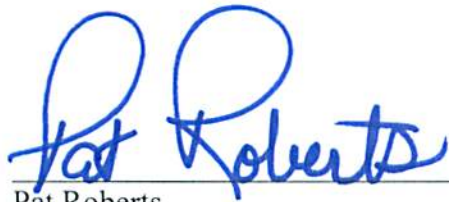
Sincerely,



Michael B. Enzi
United States Senator



John Thune
United States Senator



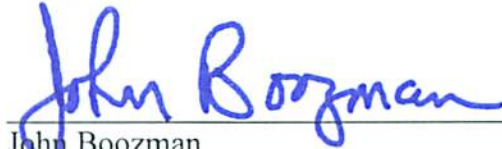
Pat Roberts
United States Senator



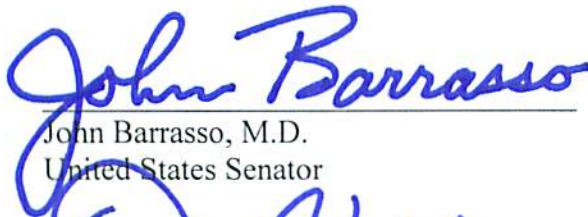
James M. Inhofe
United States Senator



Jerry Moran
United States Senator



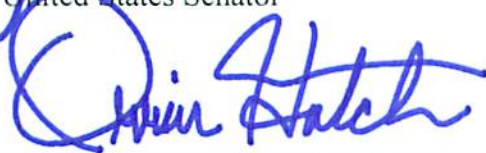
John Boozman
United States Senator



John Barrasso, M.D.
United States Senator



John Hoeven
United States Senator



Orrin G. Hatch
United States Senator



Deb Fischer
United States Senator

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