

ORDER NO. 12 237

ENTERED JUN 28 2012

**BEFORE THE PUBLIC UTILITY COMMISSION  
OF OREGON**

UM 1547

In the Matter of

PUBLIC UTILITY COMMISSION OF  
OREGON

Staff Investigation of Call Termination  
Issues.

ORDER

DISPOSITION: DOCKET CLOSED; NEW EXPEDITED  
RULEMAKING ORDERED

In this order, we close the investigation and direct the Commission Staff to promulgate new administrative rules on an expedited basis to address the issues in this docket.

**I. BACKGROUND**

Call termination issues relate to factors that prevent a call from reaching its intended recipient. Oregon rural local exchange carriers reported to Staff that they had received numerous complaints from their customers about their inability to receive phone calls and faxes in their service areas. The rural carriers have experienced a high level of customer dissatisfaction and rural carrier customer loss. The problem is national in scope, but is being acutely felt here in Oregon.

At the July 5, 2011 Public Meeting, we opened a docket to investigate this issue. Representatives from a broad spectrum of industry groups—local exchange carriers, interexchange carriers, competitive carriers, cellular telephone companies, cable television companies, and others—participated in workshops and conferences and submitted comments regarding call termination issues and the means that regulatory authorities should use to address the problem.

At a prehearing conference held on June 26, 2012, all of the participants agreed that the Commission should close this docket and direct that a new rulemaking proceeding be opened with the goal of drafting new rules on an expedited basis that would provide the Commission with the means to reduce the incidence of uncompleted or poor quality calls to rural exchange customers.

**II. DISCUSSION**

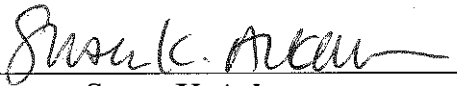
Based upon the record before us, we agree with the participants and believe that an expedited rulemaking proceeding is the most effective way to address the call termination problems that were the subject of our investigation.

**III. ORDER**

IT IS ORDERED that:

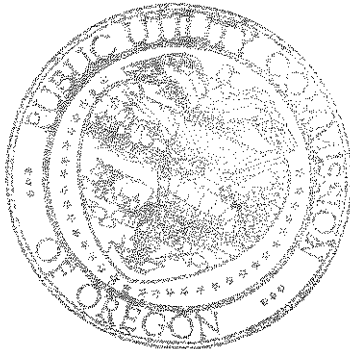
1. This investigation of call termination issues in this docket is closed.
2. Staff is directed to open an administrative rulemaking proceeding on an expedited basis to address call termination issues.

Made, entered, and effective JUN 28 2012.

  
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**Susan K. Ackerman**  
 Chair

  
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**John Savage**  
 Commissioner

  
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**Stephen M. Bloom**  
 Commissioner



A party may request rehearing or reconsideration of this order under ORS 756.561. A request for rehearing or reconsideration must be filed with the Commission within 60 days of the date of service of this order. The request must comply with the requirements in OAR 860-001-0720. A copy of the request must also be served on each party to the proceedings as provided in OAR 860-001-0180(2). A party may appeal this order by filing a petition for review with the Court of Appeals in compliance with ORS 183.480 through 183.484.