

Do you have problems receiving some long distance or wireless/cellular calls? Long Distance Telephone Call Completion Problems is a Nationwide Issue

The telephone network in the United States has worked so reliably for so many years that today most of us take for granted that the phones in our home or business will be there when we need them – without dropped calls, poor signal or other problems. To try and explain the issue in its simplest form, the long distance and or wireless carriers are trying to save money and utilize the *cheapest cost networks to carry the calls*. Calls end up getting dropped or have poor sound quality. **Because of the low cost for the call, they end up on these “low cost” routes.**

A growing number of telephone consumers in rural areas are experiencing problems with long distance phone calls not being completed or suffering from a range of call quality issues. Sometimes the phone on the receiving end rings but the caller’s voice cannot be heard once the phone is answered. Sometimes the voice quality is so poor the call is not productive. There are also reported problems with receiving faxed documents and difficulties with debit and credit transactions at the point of sale. The problem occurs on calls originated using a variety of telephone technologies including landline, wireless and internet voice services.

These problems are very frustrating for consumers who may not receive calls from family and friends and costly for businesses missing calls from customers or suppliers. Naturally telephone subscribers turn to their local telephone company for a resolution. These particular calling problems, however; originate outside of the Kaleva Telephone local telephone network, and therefore cannot be “fixed” by Kaleva Telephone Co. The problem calls, which move from one company’s network to a second and often a third and fourth network, often do not even reach the Kaleva Telephone Company’s network.

What is being done to fix these problems?

Several national telephone associations have gathered information on the scope of these issues and concluded that this is an epidemic effecting the routing of calls to customers in rural areas nationwide. These national associations contacted the FCC Enforcement Bureau and asked for an investigation to identify the cause of the long distance call completion problems. The FCC Enforcement Bureau is currently meeting with several of the national long distance carriers to gather information. It is our hope that these problems will be identified and corrected in the near future.

The FCC (Federal Communications Commission) has addressed concerns about call completion and call quality problems affecting long distance or wireless calls to rural telephone customers in a Declaratory Ruling issued on February 6, 2012.

How do you report these problems?

You will need to have the person that is unsuccessfully trying to call you report this to their phone provider. If you cannot be called from a long distance call or cell, the issue is that Kaleva Telephone Co is not receiving the call to process from their phone company.

If someone attempting to call you experiences call completion problems, it is helpful to gather as many details as possible including:

- The time the call was placed.
- The phone number from which the call originated.
- The name of the caller's long distance or wireless provider.
- Details about what, if anything, occurred on the receiving end of the call.

This information can then be submitted to the Michigan Public Service Commission.

The Michigan Public Service Commission can be contacted via the internet at www.michigan.gov/mpsc or by calling 1-800-292-9555 in Michigan, outside of Michigan call 1-517-241-6180.

The Federal Communications Commission's web site is www.fcc.gov phone number is 1888-225-5322 or mail to:

Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Complaints
445 12th Street, SW Washington, D.C. 20554