

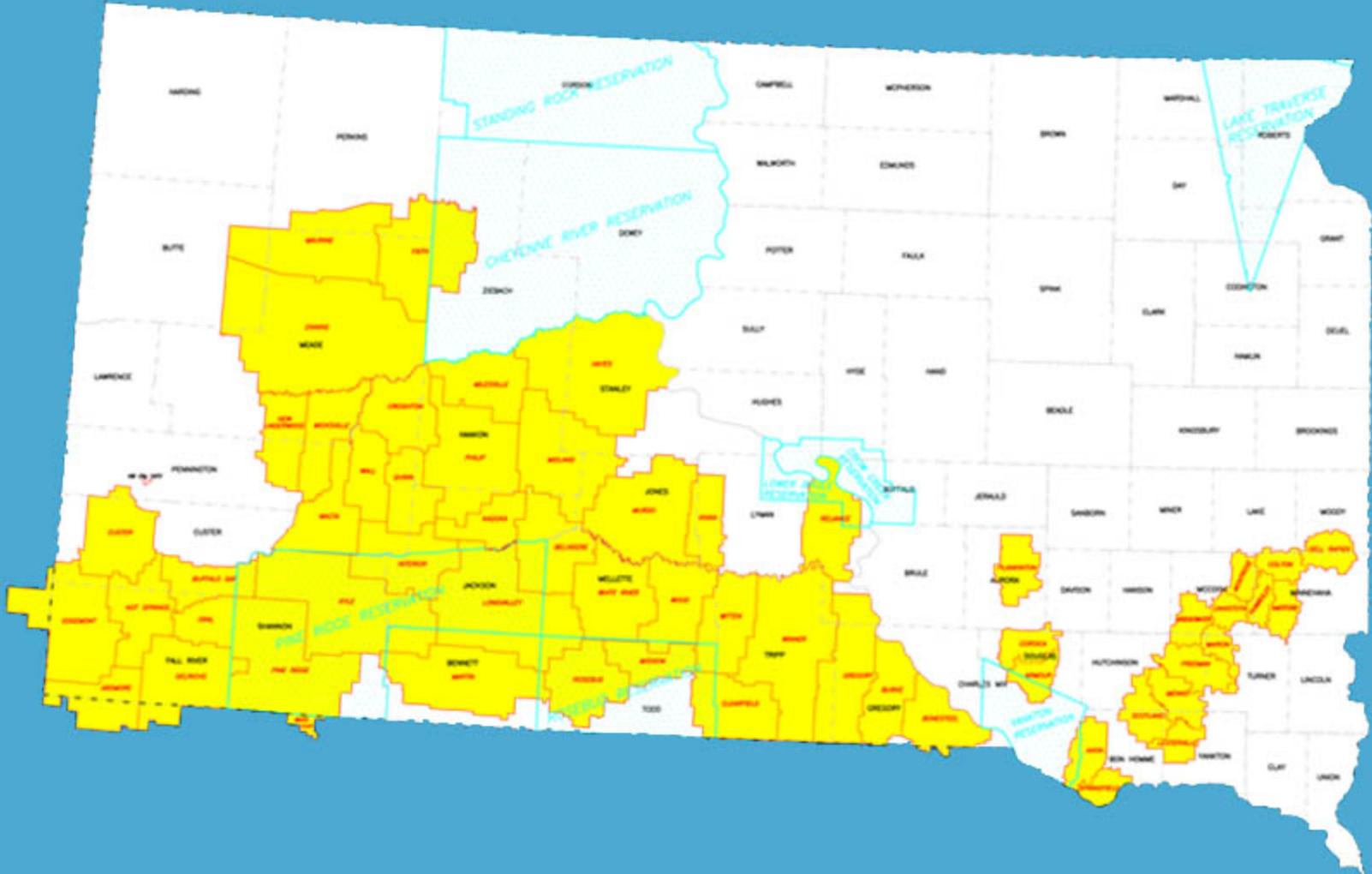


Rural Call Completion Issues Consumer Impacts

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Timeline of call completion problems from Golden West's perspective...

- Fall of 2010 began receiving trouble reports from customers who were not able to receive incoming long distance calls.
- In 2011 the frequency of call termination problems increased.
- In 2012, call termination issues continue and, at times, have increased since the FCC's Declaratory Ruling in February 2012.

Rural Call Completion Impacts

- The failure to properly route and complete calls impacts ALL types of telecommunications users:
 - **BUSINESS**
 - **CONSUMER/RESIDENTIAL**
 - **PUBLIC SAFETY**
 - **HEALTHCARE**

Rural Call Completion Impacts

- **BUSINESS**

- Trucking firms losing business because freight customers could not reach them to schedule loads.
- Motels & Campgrounds unable to receive reservation requests from travelers
- Realtors unable to schedule property showings
- Home-based calling agents for national firms not receiving inbound calls routed to their number

Rural Call Completion Impacts

- **CONSUMER/RESIDENTIAL**

- Relatives Unable to reach family members.

- “When I call it takes about 2 minutes for it to start ringing on my end. The number is my 90-year old mother who lives alone in a very rural area”
- “My husband and I are elderly and our children need to check on us by phone so they need this fixed as soon as possible.”
- “My mother lives at XXXX XXXX Retirement Community and I cannot reach her phone or the main number.”

Rural Call Completion Impacts

- **PUBLIC SAFETY**

- “XXXXXXXXXX (NE) police dispatch is not able to XXXXXXXX XXXXX XXXXX law enforcement center”
- “XXXXXX County Jail has tried several times to reach the XXXXXX County Sheriff’s office and cannot get through to them”
- “XXXXXX Electric cannot be called from the Diggers Hotline of NE”
- Incoming calls to the XXXXXX County law enforcement/911 dispatch center from XXXXXXXXXX (WY) have a 10 second delay and not audible.

Rural Call Completion Impacts

- **HEALTHCARE**

- Physicians at a healthcare facility are not able to contact patients in rural areas with follow-up care information
- Pharmacies are not receiving prescription information because it is being faxed via a long distance call
- A medical facility located in a small community that has a nationwide client base is unable to receive calls to schedule appointments

Rural Call Completion

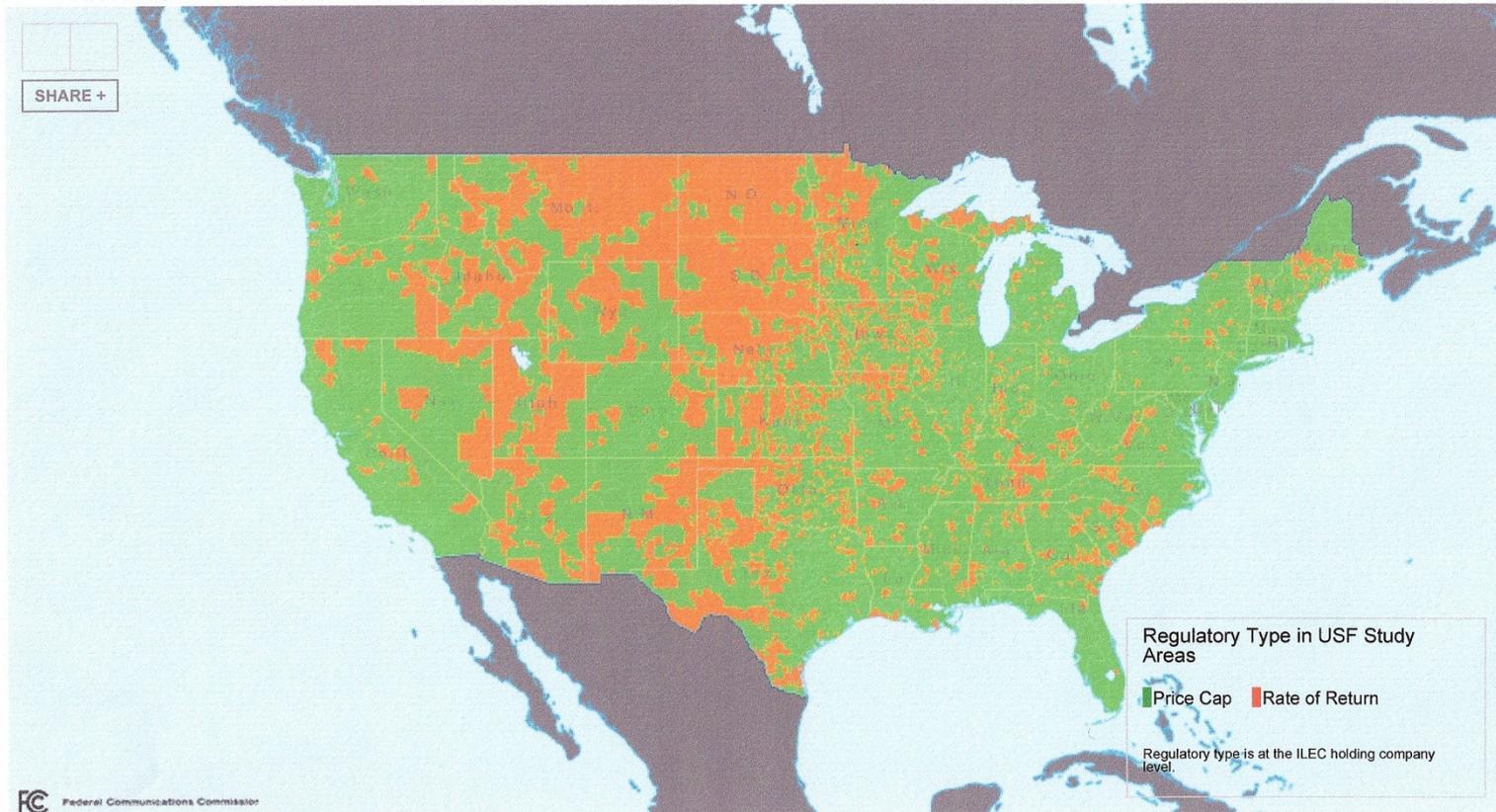
- Golden West has spent thousands of hours working with customers, confirming our network is operating properly and attempting to identify and reach originating carriers. Other rural companies have done the same.
- The FCC's Declaratory Ruling alone has not provided meaningful relief---it requires enforcement.
- Industry solutions (ATIS Intercarrier Call Completion/Call Completion Handbook, August 2012) has not improved the situation.

Rural Call Completion

- Closing Comments
 - The failure to complete calls to rural areas is having a direct impact on rural consumer's lives and livelihood
 - Not isolated to just landline-to-rural landline calls, but also occurs from wireless-to-rural landline calls as well. It is also not limited to VOIP calls.
 - The geographic scope of the problem is large. It affects customers served by rate-of-return local exchange carriers across the United States.

Rate of Return Companies Service-Area in the Lower 48 states

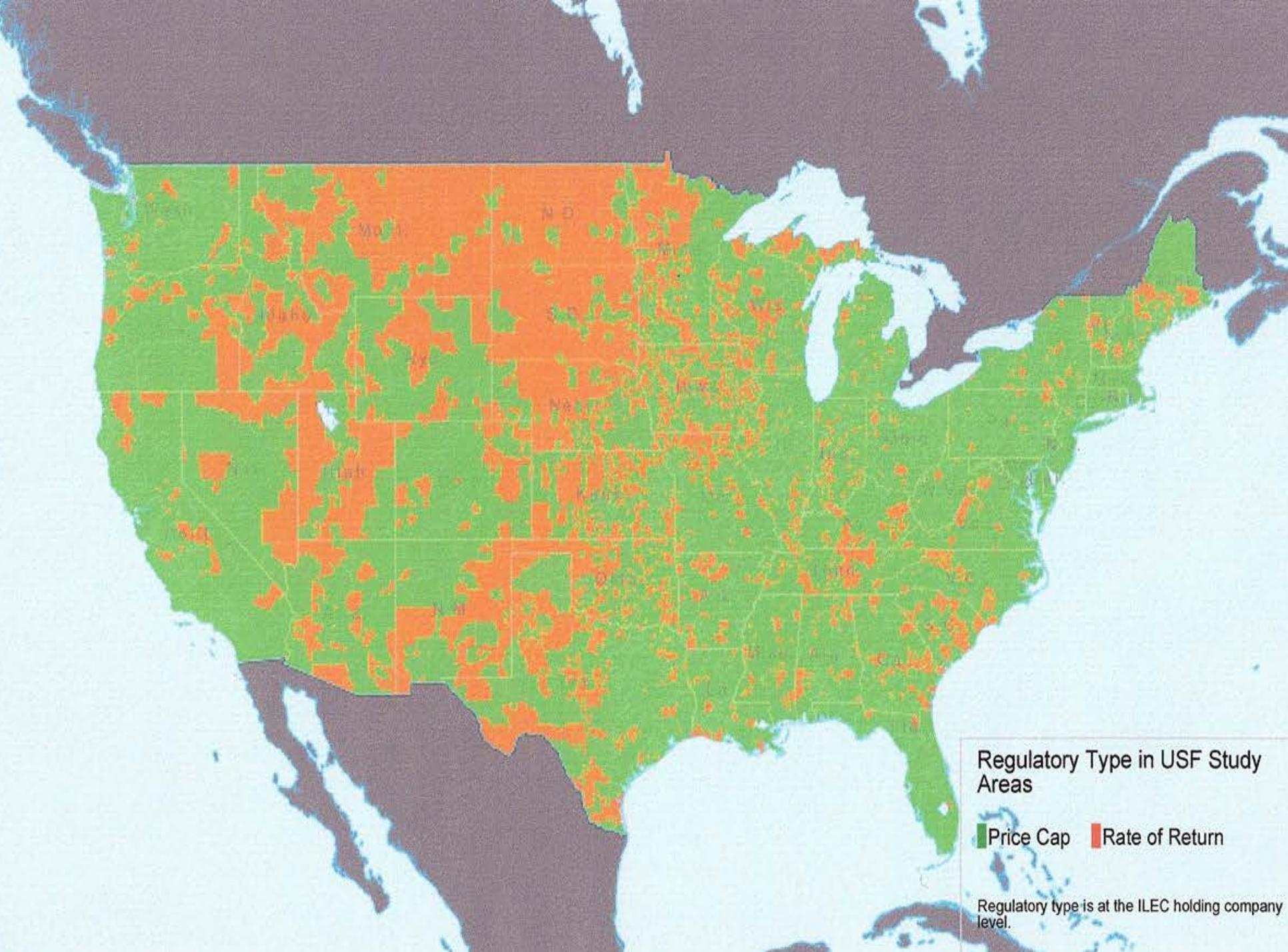
Regulatory Type at the Holding Company Level by Study Area





THANK YOU

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Regulatory Type in USF Study Areas

- Price Cap
- Rate of Return

Regulatory type is at the ILEC holding company level.