

STATE OF IOWA  
DEPARTMENT OF COMMERCE  
UTILITIES BOARD

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IN RE:  COMPLAINT OF DOUGLAS PALS	DOCKET NO. FCU-2013-0009
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**ORDER GRANTING CONSUMER ADVOCATE’S REQUEST FOR  
MODIFICATION OF THE PARTIAL PROCEDURAL SCHEDULE**

(Issued December 16, 2014)

On December 9, 2014, the Consumer Advocate Division of the Department of Justice (Consumer Advocate) filed a request for modification of the partial procedural schedule that had been set in the “Order Modifying Partial Procedural Schedule,” issued November 3, 2014 (November 3 Order), and the “Order Setting Partial Procedural Schedule and Discussing Fifth Prehearing Conference,” issued on October 14, 2014 (October 14 Order). The Consumer Advocate states it requires additional time to prepare its initial report and movement of the due date for the Consumer Advocate’s initial report will require movement of the subsequent dates in the procedural schedule. The Consumer Advocate proposed a modified procedural schedule and states that Qwest Corporation, d/b/a CenturyLink QC (CenturyLink), Bluetone Communications, LLC (Bluetone), and West Liberty Telephone Company, d/b/a Liberty Communications (Liberty), have no objection to this request.

The request is reasonable and should be granted.

**IT IS THEREFORE ORDERED:**

1. As discussed in the body of the October 14 Order, on or before January 16, 2015, the Consumer Advocate must file an initial report, supported by affidavits of the telephone carriers who provided the information, which provides all the information the parties have regarding what happened in this case. The report must provide answers, as much as the parties have the information, to the questions posed by the Board in its "Order Docketing for Formal Proceeding and Assigning to Administrative Law Judge," issued on July 1, 2013. The report must provide the information the parties have to assist the Board in understanding what caused the call completion problems at issue in this case, what was done to correct the problems in this case, why the corrections solved the call completion problems, and what was done or still needs to be done to provide a long-term solution to the call completion problems at issue in this case. If the parties are unable to provide some of the answers to these questions or do not have the information needed to provide the answers, they should include an explanation of why they cannot provide the answers or do not have the information. The Consumer Advocate's report must tell the Board whether Mr. Pals has experienced any call completion problems since the date of this order. If he has, the report must tell the Board what was done to resolve the problems. The report must also include information the Consumer Advocate has learned from this and other call completion cases about solutions that have worked to prevent call completion problems.

2. As discussed in the November 3 and October 14 Orders, on or before February 16, 2015, the parties must file any responses and clarifications they have regarding the Consumer Advocate's initial report. The telephone carriers are also encouraged to include any suggestions they have to solve call completion problems for customers in Iowa in their responses.

3. As discussed in the November 3 Order, if the Consumer Advocate has any reply or additional clarification, it must be filed on or before March 9, 2015.

4. As discussed in the body of the October 14 Order, on or before April 16, 2015, CenturyLink and Bluetone must each file its proposed effective, preventative, long-term solutions to the call completion problems its customers have experienced in Iowa. These solutions must include specific actions CenturyLink or Bluetone has taken or will take, and a proposed timeline for when future actions will occur.

CenturyLink's proposal may be based on the solutions it has agreed to with the FCC, but the proposal must include commitments to the Board as to what CenturyLink will do in Iowa. If CenturyLink and the Consumer Advocate can agree on CenturyLink's solutions, it would be ideal. If Bluetone and the Consumer Advocate can agree on Bluetone's solutions, it would be ideal. In addition, the Board recognizes that even after CenturyLink's solutions have been implemented, an occasional call completion problem may occur. Therefore, part of the solution that must be proposed and implemented in these cases is the establishment of better procedures, including providing information to customers on how to most effectively report call completion

problems, so customers may report and have their call completion problems addressed much more quickly and effectively than has occurred in the past.

5. As discussed in the October 14 Order, on or before May 15, 2015, any party may file a response to the proposed solutions.

6. At the conclusion of this procedural schedule, based on the filings of the parties, the undersigned administrative law judge will determine whether an additional procedural schedule needs to be set, and if one is needed, what the procedural schedule needs to include. The parties will be given the opportunity to provide input into this determination.

7. During the pendency of this additional procedural schedule, if Mr. Pals experiences any call completion problem and reports it to any of the parties, the appropriate telephone carrier must correct the problem, and either the applicable carrier or the Consumer Advocate must file a report with the Board explaining the problem and what was done to correct the problem.

**UTILITIES BOARD**

/s/ Amy L. Christensen  
Amy L. Christensen  
Administrative Law Judge

ATTEST:

/s/ Joan Conrad  
Executive Secretary

Dated at Des Moines, Iowa, this 16<sup>th</sup> day of December 2014.