

## Ganpat-Puffett, Tara [IUB]

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**From:** Gina Manzano <gina.manzano@bluetonecommunications.com>  
**Sent:** Friday, May 10, 2013 5:36 PM  
**To:** Ganpat-Puffett, Tara [IUB]  
**Cc:** Mark DiGiovanni; Gina Manzano  
**Subject:** Re: C-2013-0026 (Complaint) | Request Confidential Treatment

Tara,

Bluetone's downstream provider identified in complaint C-2013-0026 is REDACTED. As Bluetone Communications maintains confidentiality agreements with all customers and vendors, we respectfully request confidential treatment of this information.

Please let me know if you have any questions.

Sincerely,  
Gina Manzano  
Bluetone Communications, LLC.  
Director, Wholesale Account Support  
Gina.Manzano@bluetonecommunications.com  
ph: [614-360-1754](tel:614-360-1754)  
cell: [585-727-8259](tel:585-727-8259)

REQUEST CONFIDENTIAL TREATMENT

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**From:** "Gina Manzano" <gina.manzano@bluetonecommunications.com>  
**To:** "Tara Ganpat-Puffett [IUB]" <Tara.Ganpat-puffett@iub.iowa.gov>  
**Cc:** "Gina Manzano" <gina.manzano@bluetonecommunications.com>, "Mark DiGiovanni" <mark.digiovanni@bluetonecommunications.com>  
**Sent:** Tuesday, May 7, 2013 2:56:19 PM  
**Subject:** Re: C-2013-0026 (Complaint)

Tara,

My apologies for the delay in getting back to you. As per my voice mail message, I will be out of the office on Wednesday and Thursday of this week however, will get back to you on Friday.

Sincerely,  
Gina Manzano  
Bluetone Communications, LLC.  
Director, Wholesale Account Support  
Gina.Manzano@bluetonecommunications.com  
ph: [614-360-1754](tel:614-360-1754)  
cell: [585-727-8259](tel:585-727-8259)



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**From:** "Tara Ganpat-Puffett [IUB]" <Tara.Ganpat-puffett@iub.iowa.gov>  
**To:** "Gina Manzano" <gina.manzano@bluetonecommunications.com>  
**Sent:** Tuesday, May 7, 2013 8:49:08 AM  
**Subject:** RE: C-2013-0026 (Complaint)

Hi Gina,

It's been more than 10 days on this matter, I would like a reply either way by the end of the day tomorrow.

Thanks,  
Tara

Tara Ganpat-Puffett  
Utility Analyst II  
Iowa Utilities Board  
1375 E Court, Room 69  
Des Moines, IA 50319

Phone Direct: 515-725-7317  
Complaint Line Toll Free: 1-877-565-4450  
Complaint Line Local: 725-7321  
E-Mail: [tara.ganpat-puffett@iub.iowa.gov](mailto:tara.ganpat-puffett@iub.iowa.gov)

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**From:** Gina Manzano [mailto:[gina.manzano@bluetonecommunications.com](mailto:gina.manzano@bluetonecommunications.com)]  
**Sent:** Thursday, April 25, 2013 4:12 PM  
**To:** Ganpat-Puffett, Tara [IUB]  
**Cc:** Gina Manzano  
**Subject:** Re: C-2013-0026 (Complaint)

Tara,

Thank you for the returning my call. As discussed, as soon as I hear from Bluetone Legal, I will get back to you.

Regards,  
Gina Manzano  
Bluetone Communications, LLC.  
Director, Wholesale Account Support  
[Gina.Manzano@bluetonecommunications.com](mailto:Gina.Manzano@bluetonecommunications.com)  
ph: [614-360-1754](tel:614-360-1754)  
cell: [585-727-8259](tel:585-727-8259)



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**From:** "Tara Ganpat-Puffett [IUB]" <[Tara.Ganpat-puffett@iub.iowa.gov](mailto:Tara.Ganpat-puffett@iub.iowa.gov)>  
**To:** "Gina Manzano" <[gina.manzano@bluetonecommunications.com](mailto:gina.manzano@bluetonecommunications.com)>  
**Sent:** Thursday, April 25, 2013 12:21:00 PM  
**Subject:** RE: C-2013-0026 (Complaint)

I meant thank you.

Tara Ganpat-Puffett  
Utility Analyst II  
Iowa Utilities Board  
1375 E Court, Room 69  
Des Moines, IA 50319

Phone Direct: 515-725-7317  
Complaint Line Toll Free: 1-877-565-4450

Complaint Line Local: 725-7321

E-Mail: [tara.ganpat-puffett@iub.iowa.gov](mailto:tara.ganpat-puffett@iub.iowa.gov)

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**From:** Gina Manzano [<mailto:gina.manzano@bluetonecommunications.com>]

**Sent:** Thursday, April 25, 2013 12:07 PM

**To:** Ganpat-Puffett, Tara [IUB]

**Cc:** Finnegan, Karen [OCA]; Gina Manzano

**Subject:** Re: C-2013-0026 (Complaint)

Tara,

Good afternoon. I will get back to you shortly.

Thank you,

Gina Manzano

Bluetone Communications, LLC.

Director, Wholesale Account Support

[Gina.Manzano@bluetonecommunications.com](mailto:Gina.Manzano@bluetonecommunications.com)

ph: [614-360-1754](tel:614-360-1754)

cell: [585-727-8259](tel:585-727-8259)



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**From:** "Tara Ganpat-Puffett [IUB]" <[Tara.Ganpat-puffett@iub.iowa.gov](mailto:Tara.Ganpat-puffett@iub.iowa.gov)>

**To:** "Gina Manzano" <[gina.manzano@bluetonecommunications.com](mailto:gina.manzano@bluetonecommunications.com)>

**Cc:** "Karen Finnegan [OCA]" <[Karen.Finnegan@oca.iowa.gov](mailto:Karen.Finnegan@oca.iowa.gov)>

**Sent:** Wednesday, April 24, 2013 2:19:55 PM

**Subject:** RE: C-2013-0026 (Complaint)

Ms. Manzano,

Please provide the name of Bluetone's "downstream provider," you mentioned in your response.

Thanks,

Tara

Tara Ganpat-Puffett

Utility Analyst II

Iowa Utilities Board

1375 E Court, Room 69

Des Moines, IA 50319

Phone Direct: 515-725-7317

Complaint Line Toll Free: 1-877-565-4450

Complaint Line Local: 725-7321

E-Mail: [tara.ganpat-puffett@iub.iowa.gov](mailto:tara.ganpat-puffett@iub.iowa.gov)

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**From:** Gina Manzano [<mailto:gina.manzano@bluetonecommunications.com>]

**Sent:** Wednesday, April 24, 2013 2:30 PM

**To:** Ganpat-Puffett, Tara [IUB]

**Cc:** [doug pals@gmail.com](mailto:doug pals@gmail.com); Finnegan, Karen [OCA]; Diana Ornelas ([Diana.Ornelas@CenturyLink.com](mailto:Diana.Ornelas@CenturyLink.com)); Account Managers Distro Group; Mark DiGiovanni; Shellie K Balke

**Subject:** Re: C-2013-0026 (Complaint)

April 24, 2013

Ms. Tara Ganpat-Puffett  
Iowa Utilities Board  
1375 E Court, Room 69  
Des Moines, IA 50319

Dear Tara,

Below please see Bluetone's findings regarding the investigation of complaint C-2013-0026 (Douglas Pals):

Bluetone received the trouble report from CenturyLink on March 21, 2013 at 10:16 am EST. Following you will find the details of the report as provided by CenturyLink.

Originating Number: **REDACTED**

Dialed Number: [3196270239](tel:3196270239)

Date/Time of Complaint Call: 2/12/2013 @ 20:01 & 20:52 GMT

Trouble Response: The caller did not answer the calls because the Caller ID showed "BIDAXIS [347 466-5248](tel:3474665248)"

As per Bluetone's process, the destination number was blocked to allow CenturyLink to route the call to another provider while Bluetone's technicians worked to troubleshoot the problem. This change was completed within two hours of receiving the initial complaint. Upon further investigation, call records were reviewed and confirmed that the the correct calling party number **REDACTED** was received from CenturyLink and forwarded along correctly to Bluetone's downstream provider. Test calls were completed over the Bluetone network however, did not duplicate the CPN BIDAXIS [347-466-5248](tel:3474665248) report. This single test call received no name or number as confirmed by the end user. Subsequent test calls completed to the end user confirming that the calling party number was correct. As a precautionary measure, Bluetone's downstream provider was removed from routing. Also, routing adjustments remain in place to allow CenturyLink to route the call to an alternate provider.

Please let me know if you have any questions.

Sincerely,  
Gina Manzano  
Bluetone Communications, LLC.  
Director, Wholesale Account Support  
[Gina.Manzano@bluetonecommunications.com](mailto:Gina.Manzano@bluetonecommunications.com)  
ph: [614-360-1754](tel:6143601754)  
cell: [585-727-8259](tel:5857278259)



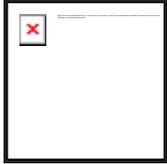
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**From:** "Gina Manzano" <[gina.manzano@bluetonecommunications.com](mailto:gina.manzano@bluetonecommunications.com)>  
**To:** "Tara Ganpat-Puffett [IUB]" <[Tara.Ganpat-puffett@iub.iowa.gov](mailto:Tara.Ganpat-puffett@iub.iowa.gov)>  
**Cc:** [dougpals@gmail.com](mailto:dougpals@gmail.com), "Karen Finnegan [OCA]" <[Karen.Finnegan@oca.iowa.gov](mailto:Karen.Finnegan@oca.iowa.gov)>, "Diana Ornelas (Diana.Ornelas@CenturyLink.com)" <[Diana.Ornelas@CenturyLink.com](mailto:Diana.Ornelas@CenturyLink.com)>, "Account Managers Distro Group" <[accountmanagers@bluetonecommunications.com](mailto:accountmanagers@bluetonecommunications.com)>, "Mark DiGiovanni" <[mark.digiovanni@bluetonecommunications.com](mailto:mark.digiovanni@bluetonecommunications.com)>, "Shellie K Balke" <[shellie.k.balke@centurylink.com](mailto:shellie.k.balke@centurylink.com)>  
**Sent:** Wednesday, April 3, 2013 3:39:37 PM  
**Subject:** Re: C-2013-0026 (Complaint)

Dear Tara,

Thank you for bringing this issue to our attention. We will review the complaint and get back to you by April 24, 2013 as requested.

Sincerely,  
Gina Manzano  
Bluetone Communications, LLC.  
Director, Wholesale Account Support  
[Gina.Manzano@bluetonecommunications.com](mailto:Gina.Manzano@bluetonecommunications.com)  
ph: [614-360-1754](tel:614-360-1754)  
cell: [585-727-8259](tel:585-727-8259)



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**From:** "Tara Ganpat-Puffett [IUB]" <[Tara.Ganpat-puffett@iub.iowa.gov](mailto:Tara.Ganpat-puffett@iub.iowa.gov)>  
**To:** "Gina Manzano ([gina.manzano@bluetonecommunications.com](mailto:gina.manzano@bluetonecommunications.com))"  
<[gina.manzano@bluetonecommunications.com](mailto:gina.manzano@bluetonecommunications.com)>  
**Cc:** [dougpals@gmail.com](mailto:dougpals@gmail.com), "Karen Finnegan [OCA]" <[Karen.Finnegan@oca.iowa.gov](mailto:Karen.Finnegan@oca.iowa.gov)>, "Diana Ornelas ([Diana.Ornelas@CenturyLink.com](mailto:Diana.Ornelas@CenturyLink.com))" <[Diana.Ornelas@CenturyLink.com](mailto:Diana.Ornelas@CenturyLink.com)>  
**Sent:** Wednesday, April 3, 2013 12:49:27 PM  
**Subject:** C-2013-0026 (Complaint)

Dear Ms. Manzano:

We have received the enclosed complaint from Douglas Pals regarding calls that are not completing. The telephone number involved is **REDACTED**

In accordance with Iowa Code § 476, "Public Utility Regulation," Bluetone Communications is required to investigate the complaint and to provide a written response to the Iowa Utilities Board staff no later than April 24, 2013. Copies of your response must also be provided to Mr. Pals and to the Office of Consumer Advocate.

As soon as we receive your response, Iowa Utilities Board (IUB) staff will review the complaint, your response, and any other relevant information including laws, rules, and tariffs. Staff may also request additional information from the utility or the customer to complete this review. Once all of the information has been gathered and reviewed, staff will issue a letter of proposed resolution specifically addressing those issues within the Board's jurisdiction.

Any party in this proceeding will have 14 days from the date of the letter of proposed resolution to request a formal proceeding. This process will be explained in the proposed resolution letter.

Thank you for your prompt attention to this matter.

Sincerely,

/s/  
Tara Ganpat-Puffett  
Utility Analyst II  
Iowa Utilities Board  
1375 E Court, Room 69  
Des Moines, IA 50319

Phone Direct: 515-725-7317

Complaint Line Toll Free: 1-877-565-4450

Complaint Line Local: 725-7321

E-Mail: [tara.ganpat-puffett@iub.iowa.gov](mailto:tara.ganpat-puffett@iub.iowa.gov)

May 24, 2013

IOWA UTILITIES BOARD

STATE OF IOWA  
DEPARTMENT OF COMMERCE  
BEFORE THE IOWA UTILITIES BOARD

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|                               |                                  |
|-------------------------------|----------------------------------|
| In the Matter of              | Docket No. FCU-2013- <u>0009</u> |
| The Complaint of Douglas Pals | (C-2013-0026)                    |

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**JOINDER IN STAFF REQUEST FOR FORMAL PROCEEDING**

Pursuant to Iowa Code § 476.3, the Office of Consumer Advocate (OCA), Iowa Department of Justice, joins the staff request for a formal proceeding regarding the above rural call completion complaint. In support of the request, OCA states:

1. On March 13, 2013, Douglas Pals submitted a complaint alleging difficulties when attempting to place calls from his home in Clive, Iowa, (area code 515) to a number in West Liberty, Iowa (area code 319).<sup>1</sup> In particular, the complaint alleged that on February 12, 2013, at 2:00 p.m., the called party did not answer because her caller ID displayed an incorrect calling party name (BIDAXIS) and an incorrect calling party number in New York City (area code 347). After listening to his voice message, she called him back. They did a few test calls. One worked fine. Another had a problem connecting but did not have the same incorrect caller ID information.

2. On March 14, 2013, staff requested responsive information from CenturyLink.

3. On April 3, 2013, CenturyLink responded. According to the response, CenturyLink opened a trouble ticket and determined that the routing of the calls was the issue. The routing of the calls used an underlying carrier, Blue Tone. The technician

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<sup>1</sup> The population of West Liberty is 3,736 (2010 census).

removed Blue Tone from the routing to the NPA NXX of the West Liberty destination number and opened a ticket with Blue Tone. The technician then tested the fix.

4. On April 3, 2013, staff requested responsive information from Blue Tone.
5. On April 24, 2013, Blue Tone responded. The response stated:

As per Bluetone's process, the destination number was blocked to allow CenturyLink to route the call to another provider while Bluetone's technicians worked to troubleshoot the problem. This change was completed within two hours of receiving the initial complaint. Upon further investigation, call records were reviewed and confirmed that the correct calling party number . . . was received from CenturyLink and forwarded along correctly to Bluetone's downstream provider. Test calls were completed over the Bluetone network however, did not duplicate the CPN BIDAXIS 347-466-5248 report. This single test call received no name or number as confirmed by the end user. Subsequent test calls completed to the end user confirming that the calling party number was correct. As a precautionary measure, Bluetone's downstream provider was removed from routing. Also, routing adjustments remain in place to allow CenturyLink to route the call to an alternate provider.

6. On May 23, 2013, staff issued proposed resolution. The proposed resolution stated that Bluetone had provided additional information on May 10, 2013, apparently including the identity of the downstream provider, and that Bluetone was claiming the information was confidential. The proposed resolution continued:

Your complaint states that your call to another party did not reflect your name and telephone number. This is an issue customers are reporting in the growing number of call completion problems reported to the Board. Some rural carriers believe that call completion problems relate to the use of least cost routers as intermediate or underlying providers. In this case, Blue Tone provided the name of the vendor to the Board staff but stated that a confidentiality clause in its contract with the underlying carrier prevents this information to be public.

Staff has not yet distributed the response containing the vendor's name. Bluetone submitted a request for confidential treatment to Board staff by email on May 13, 2013. That request does not comply with the Board's requirements in rule 199 IAC 1.9. Initiating a formal proceeding would create a docket in which Bluetone could file a request for confidential treatment of the identity of its vendor, allowing the

investigation to proceed. Staff will recommend that the Board initiate a formal proceeding on its own motion.

7. OCA concurs with staff that there is a “reasonable ground for investigation,” within the meaning of Iowa Code § 476.3. The problems reported by Pals are occurring with more than sufficient frequency, and to more than a sufficient number of rural telecommunications consumers, to justify investigation. Investigation is needed regarding the roles and responsibilities being played by the several carriers.

8. Investigation is needed regarding the nature of the problem. Although changing the routing on calls to particular destinations alleviates the problems for those who have complained, it not does prevent like problems from occurring at other locations or even from recurring at a later time at the same locations. What is needed is an understanding of the cause of the problem and tools with which to prevent the problem *before* it occurs.

9. OCA concurs with staff that initiating a formal proceeding would give Blue Tone an opportunity to request confidential treatment regarding the identity of its underlying carrier, should Blue Tone elect to do so. Such a docket would also give other parties an opportunity to resist such a request if made.

10. The failure of calls to complete vitally affects the health, safety and welfare of Iowans. There appears to be a consensus among those who have studied the problem that its source often lies with the underlying carriers or “least cost routers.” Yet with isolated exceptions, no one outside the industry has until recently appeared to know even who these carriers are.

11. It is not clear why the identity of these underlying carriers would be proprietary or why parties to a contract could agree to shield their identity from public

knowledge, especially when the routing of calls on the public network has failed. Public awareness of the failures, including enforcement activity against those responsible when needed, may be an essential part of the solution.

12. An investigation will materially contribute to solving the problem, because carriers will know they are being watched, with a view toward enforcement when needed.

WHEREFORE, OCA concurs with staff that the Board should initiate a formal proceeding on the Pals complaint.

Respectfully submitted,

Mark R. Schuling  
Consumer Advocate

/s/ Craig F. Graziano  
Craig F. Graziano  
Attorney

1375 East Court Avenue  
Des Moines, IA 50319-0063  
Telephone: (515) 725-7200  
E-Mail: [IowaOCA@oca.iowa.gov](mailto:IowaOCA@oca.iowa.gov)  
E-Mail: [Craig.Graziano@oca.iowa.gov](mailto:Craig.Graziano@oca.iowa.gov)

OFFICE OF CONSUMER ADVOCATE

Copies sent electronically to:

Douglas Pals  
2080 NW 144<sup>th</sup> Street  
Clive, IA 50325  
[douglaspals@gmail.com](mailto:douglaspals@gmail.com)

Diana Ornelas, Customer Advocacy Group  
Qwest Corporation d/b/a CenturyLink QC  
930 15<sup>th</sup> Street, 11<sup>th</sup> Floor  
Denver, CO 80202  
[diana.ornelas@CenturyLink.com](mailto:diana.ornelas@CenturyLink.com)

Gina Manzano  
Bluetone Communications LLC,  
1173 Pittsford-Victor Road, Suite 110  
Pittsford, NY 14534  
[Gina.Manzano@bluetonecommunications.com](mailto:Gina.Manzano@bluetonecommunications.com)

## **Ganpat-Puffett, Tara [IUB]**

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**From:** Ganpat-Puffett, Tara [IUB]  
**Sent:** Thursday, May 23, 2013 9:34 AM  
**To:** dougpals@gmail.com  
**Cc:** Diana Ornelas (Diana.Ornelas@CenturyLink.com); Gina Manzano (gina.manzano@bluetonecommunications.com); Finnegan, Karen [OCA] (Karen.Finnegan@oca.iowa.gov)  
**Subject:** C-2013-0026 (Complaint)  
**Attachments:** C-2013-0026-PR.pdf

See attached.

Tara Ganpat-Puffett  
Utility Analyst II  
Iowa Utilities Board  
1375 E Court, Room 69  
Des Moines, IA 50319

Phone Direct: 515-725-7317  
Complaint Line Toll Free: 1-877-565-4450  
Complaint Line Local: 725-7321  
E-Mail: [tara.ganpat-puffett@iub.iowa.gov](mailto:tara.ganpat-puffett@iub.iowa.gov)



GOVERNOR TERRY E. BRANSTAD  
LT. GOVERNOR KIM REYNOLDS

ELIZABETH S. JACOBS, CHAIR  
SWATI A. DANDEKAR, BOARD MEMBER  
VACANT, BOARD MEMBER

May 23, 2013  
File No. C-2013-0026  
PROPOSED RESOLUTION

Mr. Douglas Pals  
2080 NW 144th Street  
Clive, IA 50325

Dear Mr. Pals:

On March 13, 2013, the Iowa Utilities Board (IUB or Board) received your complaint regarding rural call completion issues. Staff forwarded your complaint to Qwest Corporation d/b/a CenturyLink QC (CenturyLink). Staff received a response from CenturyLink on April 3 (confidential) and April 10, 2013, (public version). Also, responses from Bluetone Communications LLC, (Bluetone) were received on April 24, 2013, and May 10, 2013, (confidential information).

Responses from CenturyLink and Bluetone were forwarded to you and the Office of Consumer Advocate. However, staff did not forward the confidential information from Bluetone. Below is the summary of your complaint, CenturyLink and Bluetone's responses, and the IUB staff findings.

Complaint:

Mr. Pals, your complaint states on February 12, 2013, at 2 p.m. you called 319-627-0239 from REDACTED. The called party did not answer because the caller ID showed telephone number 347-466-5828 and the name on the caller ID showed as "BIDAXIS." You stated the called party listened to the voice mail message you had left and realized that it was you calling, so she returned your call. Your complaint states you then performed a few test calls and one call worked fine, and the other had a problem connecting, but did not have the same incorrect caller ID information. You noted you have had this number with Qwest (now CenturyLink) since 1999 and only recently you changed your calling plan to unlimited nationwide calling and started using your landline phone to make long distance calls. You stated you are unsure if this new unlimited arrangement is the potential cause of the problem and if CenturyLink or a carrier they were using is routing calls to avoid paying for them to be completed. In your complaint, you stated you spoke with a CenturyLink technician who was familiar with the problem and with the caller ID name. You stated you told the technician that you were going to file this complaint with the IUB after you completed your phone call with him. You stated this matter seems suspicious and would like to see the rural call completion

problems resolved. Further, you would like for the companies and carriers responsible to pay appropriate fines and fees and for them to be barred from conducting business.

#### CenturyLink Response:

CenturyLink stated it investigated this problem based on the following information you provided:

Issue: The called party did not answer the calls because the caller ID showed "BIDAXIS 347-466-5248."

- Calling telephone number (TN): [REDACTED] customer
- Called TN: 319-627-0239 West Liberty Telephone Company local TN
- February 12, 2013, at 2 p.m., Central Standard Time (CST), and again at 2:50 p.m., CST

CenturyLink stated the established CenturyLink process to investigate this issue was followed. This process involved the CenturyLink's technician creating a trouble ticket to investigate the issue on your behalf. The technician worked to troubleshoot the issue. Also, the technician determined that the routing of the calls was the issue. In this matter, the routing for the calls used Bluetone as the underlying carrier. CenturyLink's technician removed the underlying carrier from the routing to the [REDACTED] NPA/NXX, and opened a ticket with the underlying carrier. CenturyLink stated its technician contacted you to make a test call to the called TN, but it was unable to reach you. A voice mail was left for you to call CenturyLink back for the re-testing between the TNs involved. CenturyLink stated based on its testing the issue is resolved.

#### Bluetone Response:

Bluetone stated the destination number was blocked to allow CenturyLink to route the calls to another provider while Bluetone's technicians worked to troubleshoot the problem. Bluetone stated this change was completed within two hours of receiving the initial complaint from CenturyLink. Bluetone stated it reviewed call records and confirmed that the correct calling party number [REDACTED] was received from CenturyLink and forwarded along correctly to Bluetone's downstream provider. Test calls were completed over Bluetone's network, but testing did not duplicate the calling party number as (CPN) BIDAXIS 347-466-5248. According to Bluetone, this single test call received no name or number as confirmed by the end user (called party). Subsequent test calls completed to the end user confirmed that the calling party number was correct. Bluetone stated as a precautionary measure, Bluetone's downstream provider was removed from routing. Also, routing adjustments remained in place to allow CenturyLink to route the calls to an alternate provider.

#### Staff Findings:

Based on staff review, the testing performed by CenturyLink indicated the problem was with Bluetone, CenturyLink's underlying carrier. Staff finds once CenturyLink removed Bluetone from the routing and performed test calls, the calls completed without issue. Staff notes CenturyLink attempted to reach you to perform additional test calls, but was unable to reach you. CenturyLink stated it resolved the issue by removing Bluetone from the routing.

According to this record, Bluetone stated its investigation confirmed that the correct calling party number [REDACTED] was received from CenturyLink and forwarded along correctly to Bluetone's downstream provider. Also, Bluetone stated the test call did not duplicate the information caller ID name and number you provided (BIDAXIS, 347-466-5248). Furthermore, Bluetone noted the single test call received no name or number.

Staff notes that Bluetone stated the call was forwarded to another provider, but Bluetone asked that IUB staff keep the identity of the provider confidential.

#### Staff Recommendations:

Your complaint states that your call to another party did not reflect your name and telephone number. This is an issue customers are reporting in the growing number of call completion problems reported to the Board. Some rural carriers believe that call completion problems relate to the use of least cost routers as intermediate or underlying providers. In this case, Bluetone provided the name of its vendor to the Board staff but stated that a confidentiality clause in its contract with the underlying carrier prevents this information to be public.

Staff has not yet distributed the response containing the vendor's name. Bluetone submitted a request for confidential treatment to Board staff by email on May 13, 2013. That request does not comply with the Board's requirements in rule 199 IAC 1.9. Initiating a formal proceeding would create a docket in which Bluetone could file a proper request for confidential treatment of the identity of its vendor, allowing the investigation to proceed. Staff will recommend that the Board initiate a formal proceeding on its own motion.

If anyone disagrees with staff's proposed resolution you have 14 days to submit your response. To do so, please send a copy of your response to our office, CenturyLink, Bluetone, and the Office of Consumer Advocate. Please refer to the C-file number listed at the top of this letter

Mr. Pals, thank you for taking time to bring this matter to our attention. If we may be of assistance in the future, please do not hesitate to contact us. Our toll-free number is 877-565-4450.

Sincerely,

/s/

Tara Ganpat-Puffett  
Utility Analyst II  
Customer Services

cc: CenturyLink, 930 15th St, 11th Floor, Denver, CO 80202  
Bluetone Communications LLC, 1173 Pittsford-Victor Road, Suite 110, Pittsford, NY 14534  
Office of Consumer Advocate, 1375 E. Court Avenue, RM 63, Des Moines, Iowa 50319-0069

## Ganpat-Puffett, Tara [IUB]

---

**From:** Gina Manzano <gina.manzano@bluetonecommunications.com>  
**Sent:** Wednesday, April 24, 2013 2:30 PM  
**To:** Ganpat-Puffett, Tara [IUB]  
**Cc:** dougpals@gmail.com; Finnegan, Karen [OCA]; Diana Ornelas (Diana.Ornelas@CenturyLink.com); Account Managers Distro Group; Mark DiGiovanni; Shellie K Balke  
**Subject:** Re: C-2013-0026 (Complaint)

April 24, 2013

Ms. Tara Ganpat-Puffett

Iowa Utilities Board

1375 E Court, Room 69

Des Moines, IA 50319

Dear Tara,

Below please see Bluetone's findings regarding the investigation of complaint C-2013-0026 (Douglas Pals):

Bluetone received the trouble report from CenturyLink on March 21, 2013 at 10:16 am EST. Following you will find the details of the report as provided by CenturyLink.

Originating Number: REDACTED

Dialed Number: [3196270239](#)

Date/Time of Complaint Call: 2/12/2013 @ 20:01 & 20:52 GMT

Trouble Response: The caller did not answer the calls because the Caller ID showed "BIDAXIS [347 466-5248](#)"

As per Bluetone's process, the destination number was blocked to allow CenturyLink to route the call to another provider while Bluetone's technicians worked to troubleshoot the problem. This change was completed within two hours of receiving the initial complaint. Upon further investigation, call records were reviewed and confirmed that the the correct calling party number REDACTED was received from CenturyLink and forwarded along correctly to Bluetone's downstream provider. Test calls were completed over the Bluetone network however, did not duplicate the CPN BIDAXIS [347-466-5248](#) report. This single test call received no name or number as confirmed by the end user. Subsequent test calls completed to the end user confirming that the calling party number was correct. As a precautionary measure, Bluetone's downstream provider was removed from routing. Also, routing adjustments remain in place to allow CenturyLink to route the call to an alternate provider.

Please let me know if you have any questions.

Sincerely,  
Gina Manzano  
Bluetone Communications, LLC.

Director, Wholesale Account Support  
Gina.Manzano@bluetonecommunications.com  
ph: [614-360-1754](tel:614-360-1754)  
cell: [585-727-8259](tel:585-727-8259)



---

**From:** "Gina Manzano" <gina.manzano@bluetonecommunications.com>  
**To:** "Tara Ganpat-Puffett [IUB]" <Tara.Ganpat-puffett@iub.iowa.gov>  
**Cc:** dougpals@gmail.com, "Karen Finnegan [OCA]" <Karen.Finnegan@oca.iowa.gov>, "Diana Ornelas (Diana.Ornelas@CenturyLink.com)" <Diana.Ornelas@CenturyLink.com>, "Account Managers Distro Group" <accountmanagers@bluetonecommunications.com>, "Mark DiGiovanni" <mark.digiovanni@bluetonecommunications.com>, "Shellie K Balke" <shellie.k.balke@centurylink.com>  
**Sent:** Wednesday, April 3, 2013 3:39:37 PM  
**Subject:** Re: C-2013-0026 (Complaint)

Dear Tara,

Thank you for bringing this issue to our attention. We will review the complaint and get back to you by April 24, 2013 as requested.

Sincerely,  
Gina Manzano  
Bluetone Communications, LLC.  
Director, Wholesale Account Support  
Gina.Manzano@bluetonecommunications.com  
ph: [614-360-1754](tel:614-360-1754)  
cell: [585-727-8259](tel:585-727-8259)



---

**From:** "Tara Ganpat-Puffett [IUB]" <Tara.Ganpat-puffett@iub.iowa.gov>  
**To:** "Gina Manzano (gina.manzano@bluetonecommunications.com)" <gina.manzano@bluetonecommunications.com>  
**Cc:** dougpals@gmail.com, "Karen Finnegan [OCA]" <Karen.Finnegan@oca.iowa.gov>, "Diana Ornelas (Diana.Ornelas@CenturyLink.com)" <Diana.Ornelas@CenturyLink.com>  
**Sent:** Wednesday, April 3, 2013 12:49:27 PM  
**Subject:** C-2013-0026 (Complaint)

Dear Ms. Manzano:

We have received the enclosed complaint from Douglas Pals regarding calls that are not completing. The telephone number involved is **REDACTED**

In accordance with Iowa Code § 476, "Public Utility Regulation," Bluetone Communications is required to investigate the complaint and to provide a written response to the Iowa Utilities Board staff no later than April 24, 2013. Copies of your response must also be provided to Mr. Pals and to the Office of Consumer Advocate.

As soon as we receive your response, Iowa Utilities Board (IUB) staff will review the complaint, your response, and any other relevant information including laws, rules, and tariffs. Staff may also request additional information from the utility or the customer to complete this review. Once all of the information has been gathered and reviewed, staff will issue a letter of proposed resolution specifically addressing those issues within the Board's jurisdiction.

Any party in this proceeding will have 14 days from the date of the letter of proposed resolution to request a formal proceeding. This process will be explained in the proposed resolution letter.

Thank you for your prompt attention to this matter.

Sincerely,

/s/

Tara Ganpat-Puffett  
Utility Analyst II  
Iowa Utilities Board  
1375 E Court, Room 69  
Des Moines, IA 50319

Phone Direct: 515-725-7317  
Complaint Line Toll Free: 1-877-565-4450  
Complaint Line Local: 725-7321  
E-Mail: [tara.ganpat-puffett@iub.iowa.gov](mailto:tara.ganpat-puffett@iub.iowa.gov)

## Ganpat-Puffett, Tara [IUB]

---

**From:** Ganpat-Puffett, Tara [IUB]  
**Sent:** Wednesday, April 10, 2013 11:59 AM  
**To:** Gina Manzano (gina.manzano@bluetonecommunications.com); dougpals@gmail.com; Finnegan, Karen [OCA] (Karen.Finnegan@oca.iowa.gov)  
**Cc:** Diana Ornelas (Diana.Ornelas@CenturyLink.com)  
**Subject:** FW: C-2013-0026 (Complaint)  
**Attachments:** C-2013-0026-Confidential Notification.pdf; C-2013-0026-CL Response (public version).pdf

**Importance:** High

Correction

Tara Ganpat-Puffett  
Utility Analyst II  
Iowa Utilities Board  
1375 E Court, Room 69  
Des Moines, IA 50319

Phone Direct: 515-725-7317  
Complaint Line Toll Free: 1-877-565-4450  
Complaint Line Local: 725-7321  
E-Mail: [tara.ganpat-puffett@iub.iowa.gov](mailto:tara.ganpat-puffett@iub.iowa.gov)

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**From:** Ganpat-Puffett, Tara [IUB]  
**Sent:** Wednesday, April 10, 2013 11:51 AM  
**To:** Gina Manzano ([gina.manzano@bluetonecommunications.com](mailto:gina.manzano@bluetonecommunications.com)); [dougpals@gmail.com](mailto:dougpals@gmail.com); Finnegan, Karen [OCA] ([Karen.Finnegan@oca.iowa.gov](mailto:Karen.Finnegan@oca.iowa.gov))  
**Cc:** Diana Ornelas ([Diana.Ornelas@CenturyLink.com](mailto:Diana.Ornelas@CenturyLink.com))  
**Subject:** FW: C-2013-0026 (Complaint)  
**Importance:** High

Hello Everyone,

You were sent an email on April 3, 2013, from me regarding the above file number. As this document contain CPNI, please see the attachment public version and going forward please refer to this document.

I appreciate your attention to this matter.

Thanks,  
Tara

Tara Ganpat-Puffett  
Utility Analyst II  
Iowa Utilities Board  
1375 E Court, Room 69  
Des Moines, IA 50319

Phone Direct: 515-725-7317  
Complaint Line Toll Free: 1-877-565-4450  
Complaint Line Local: 725-7321  
E-Mail: [tara.ganpat-puffett@iub.iowa.gov](mailto:tara.ganpat-puffett@iub.iowa.gov)

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**From:** Ganpat-Puffett, Tara [IUB]  
**Sent:** Wednesday, April 03, 2013 2:49 PM  
**To:** Gina Manzano ([gina.manzano@bluetonecommunications.com](mailto:gina.manzano@bluetonecommunications.com))  
**Cc:** [doug pals@gmail.com](mailto:doug pals@gmail.com); Finnegan, Karen [OCA] ([Karen.Finnegan@oca.iowa.gov](mailto:Karen.Finnegan@oca.iowa.gov)); Diana Ornelas ([Diana.Ornelas@CenturyLink.com](mailto:Diana.Ornelas@CenturyLink.com))  
**Subject:** C-2013-0026 (Complaint)  
**Importance:** High

Dear Ms. Manzano:

We have received the enclosed complaint from Douglas Pals regarding calls that are not completing. The telephone number involved is **REDACTED**

In accordance with Iowa Code § 476, "Public Utility Regulation," Bluetone Communications is required to investigate the complaint and to provide a written response to the Iowa Utilities Board staff no later than April 24, 2013. Copies of your response must also be provided to Mr. Pals and to the Office of Consumer Advocate.

As soon as we receive your response, Iowa Utilities Board (IUB) staff will review the complaint, your response, and any other relevant information including laws, rules, and tariffs. Staff may also request additional information from the utility or the customer to complete this review. Once all of the information has been gathered and reviewed, staff will issue a letter of proposed resolution specifically addressing those issues within the Board's jurisdiction.

Any party in this proceeding will have 14 days from the date of the letter of proposed resolution to request a formal proceeding. This process will be explained in the proposed resolution letter.

Thank you for your prompt attention to this matter.

Sincerely,

/s/  
Tara Ganpat-Puffett  
Utility Analyst II  
Iowa Utilities Board  
1375 E Court, Room 69  
Des Moines, IA 50319

Phone Direct: 515-725-7317  
Complaint Line Toll Free: 1-877-565-4450  
Complaint Line Local: 725-7321  
E-Mail: [tara.ganpat-puffett@iub.iowa.gov](mailto:tara.ganpat-puffett@iub.iowa.gov)

## Ganpat-Puffett, Tara [IUB]

---

**From:** Ornelas, Diana L <Diana.Ornelas@CenturyLink.com>  
**Sent:** Wednesday, April 10, 2013 11:16 AM  
**To:** Ganpat-Puffett, Tara [IUB]  
**Subject:** C-2013-0026, Doug Pals

April 10, 2013

Ms. Tara Ganpat-Puffett  
Iowa Utilities Board  
1375 E. Court Avenue, Room 69  
Des Moines, Iowa 50319

Re: File: C-2013-0026  
Douglas Pals, [REDACTED]

CenturyLink received the complaint filed by Mr. Pals. In the complaint, Mr. Pals' advised that he had called the number [REDACTED]. The person at that number did not pick up the phone because the Caller ID number came up as 347-466-5828 and said BIDAXIS.

CenturyLink investigated this problem with the following facts:

Calling TN: [REDACTED] customers shown in our records as Doug Pals.

Called TN: 319 627-0239 (a West Liberty Telephone Company local TN)

Date/Time: 2/12/13 @ 2 PM Central Time, and again on 2/12/13 @ 2:50 PM Central Time (per the report)

Issue: The caller did not answer the calls because the Caller ID showed "BIDAXIS 347 466-5248".

### Resolution:

Following the established CenturyLink process, the technician created a trouble ticket to investigate the issue on behalf of our CenturyLink customer, Mr. Pals. The technician worked to trouble shoot the issue. It was determined that the routing of the calls was the issue. The routing for the calls used an underlying carrier. The underlying carrier involved in the calls was Blue Tone. Our technician removed the underlying carrier from the routing to the 319 627 NPA NXX, opened a ticket with the underlying carrier. Our technician contacted our customer to make a test call to the called TN, however he was not reached and the Technician left voice mail for him to call us back for the re-testing between the TNs involved in the call. However, we have tested the fix for the issue.

Please let me know if you have any questions on this information.

Sincerely,  
Ms. Ornelas  
Executive/Regulatory Escalations Analyst  
Customer Advocacy Group  
CenturyLink



## Ganpat-Puffett, Tara [IUB]

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**From:** Ornelas, Diana L <Diana.Ornelas@CenturyLink.com>  
**Sent:** Wednesday, April 10, 2013 11:02 AM  
**To:** Ganpat-Puffett, Tara [IUB]  
**Subject:** Confidential CPNI Info- C-2013-0026

April 10, 2013

Ms. Tara Ganpat-Puffett  
Iowa Utilities Board  
1375 E. Court Avenue, Room 69  
Des Moines, Iowa 50319

Re: File: C-2013-0  
Douglas Pals

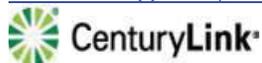
REDACTED

CenturyLink previously responded regarding our findings on Mr. Pals complaint. In the complaint, CenturyLink in error provided the customers pic and lpic which are considered Confidential CPNI information. Could you please refrain from providing this information to others?

If you have any questions concerning this request, please feel free to contact me.

Sincerely,  
Ms. Ornelas  
Executive/Regulatory Escalations Analyst  
Customer Advocacy Group  
CenturyLink

Diana Ornelas  
Executive Regulatory Escalations Analyst  
Customer Advocacy Group  
CenturyLink  
930 15th Street  
Denver, CO 80202  
Direct: (303) 664-7034  
Fax: (800) 939-0599  
[Diana.Ornelas@CenturyLink.com](mailto:Diana.Ornelas@CenturyLink.com)



## Ganpat-Puffett, Tara [IUB]

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**From:** Ganpat-Puffett, Tara [IUB]  
**Sent:** Wednesday, April 03, 2013 2:49 PM  
**To:** Gina Manzano (gina.manzano@bluetonecommunications.com)  
**Cc:** dougpals@gmail.com; Finnegan, Karen [OCA] (Karen.Finnegan@oca.iowa.gov); Diana Ornelas (Diana.Ornelas@CenturyLink.com)  
**Subject:** C-2013-0026 (Complaint)  
**Attachments:** C-2013-0026-Complaint.pdf; C-2013-0026-CL Response.pdf  
**Importance:** High

Dear Ms. Manzano:

We have received the enclosed complaint from Douglas Pals regarding calls that are not completing. The telephone number involved is **REDACTED**

In accordance with Iowa Code § 476, "Public Utility Regulation," Bluetone Communications is required to investigate the complaint and to provide a written response to the Iowa Utilities Board staff no later than April 24, 2013. Copies of your response must also be provided to Mr. Pals and to the Office of Consumer Advocate.

As soon as we receive your response, Iowa Utilities Board (IUB) staff will review the complaint, your response, and any other relevant information including laws, rules, and tariffs. Staff may also request additional information from the utility or the customer to complete this review. Once all of the information has been gathered and reviewed, staff will issue a letter of proposed resolution specifically addressing those issues within the Board's jurisdiction.

Any party in this proceeding will have 14 days from the date of the letter of proposed resolution to request a formal proceeding. This process will be explained in the proposed resolution letter.

Thank you for your prompt attention to this matter.

Sincerely,

/s/

Tara Ganpat-Puffett  
Utility Analyst II  
Iowa Utilities Board  
1375 E Court, Room 69  
Des Moines, IA 50319

Phone Direct: 515-725-7317  
Complaint Line Toll Free: 1-877-565-4450  
Complaint Line Local: 725-7321  
E-Mail: [tara.ganpat-puffett@iub.iowa.gov](mailto:tara.ganpat-puffett@iub.iowa.gov)

Contains confidential CPNI Info. Redact the PIC/LPIC.

## Ganpat-Puffett, Tara [IUB]

---

**From:** Ornelas, Diana L <Diana.Ornelas@CenturyLink.com>  
**Sent:** Wednesday, April 03, 2013 12:47 PM  
**To:** Ganpat-Puffett, Tara [IUB]  
**Cc:** Finnegan, Karen [OCA]; 'doug pals@gmail.com'  
**Subject:** C-2013-0026, Douglas Pals, 515-987-3249

April 3, 2013

Ms. Tara Ganpat-Puffett  
Iowa Utilities Board  
1375 E. Court Avenue, Room 69  
Des Moines, Iowa 50319

Re: File: C-2013-0026  
Douglas Pals, (515) 987-3249

CenturyLink received the complaint filed by Mr. Pals. In the complaint, Mr. Pals' advised that he had called the number **REDACTED**. The person at that number did not pick up the phone because the Caller ID number came up as 347-466-5828 and said BIDAXIS.

CenturyLink investigated this problem with the following facts:

Calling TN: **REDACTED** The customer is shown in our records as Doug Pals.

Called TN: 319 627-0239 (a West Liberty Telephone Company local TN)

Date/Time: 2/12/13 @ 2 PM Central Time, and again on 2/12/13 @ 2:50 PM Central Time (per the report)

Issue: The caller did not answer the calls because the Caller ID showed "BIDAXIS 347 466-5248".

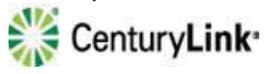
### Resolution:

Following the established CenturyLink process, the technician created a trouble ticket to investigate the issue on behalf of our CenturyLink customer, Mr. Pals. The technician worked to trouble shoot the issue. It was determined that the routing of the calls was the issue. The routing for the calls used an underlying carrier. The underlying carrier involved in the calls was Blue Tone. Our technician removed the underlying carrier from the routing to the **REDACTED** NPA NXX, opened a ticket with the underlying carrier. Our technician contacted our customer to make a test call to the called TN, however he was not reached and the Technician left voice mail for him to call us back for the re-testing between the TNs involved in the call. However, we have tested the fix for the issue.

Please let me know if you have any questions on this information.

Sincerely,  
Ms. Ornelas  
Executive/Regulatory Escalations Analyst

Customer Advocacy Group  
CenturyLink



## **Ganpat-Puffett, Tara [IUB]**

---

**From:** Ganpat-Puffett, Tara [IUB]  
**Sent:** Thursday, March 14, 2013 3:42 PM  
**To:** 'dougals@gmail.com'; Diana Ornelas (Diana.Ornelas@CenturyLink.com)  
**Cc:** Finnegan, Karen [OCA] (Karen.Finnegan@oca.iowa.gov)  
**Subject:** C-2013-0026 (Complaint)  
**Attachments:** C-2013-0026-Complaint.pdf; C-2013-0026-Initial Customer.pdf; C-2013-0026-Initial-CL.pdf

See attached.

Tara Ganpat-Puffett  
Utility Analyst II  
Iowa Utilities Board  
1375 E Court, Room 69  
Des Moines, IA 50319

Phone Direct: 515-725-7317  
Complaint Line Toll Free: 1-877-565-4450  
Complaint Line Local: 725-7321  
E-Mail: [tara.ganpat-puffett@iub.iowa.gov](mailto:tara.ganpat-puffett@iub.iowa.gov)



GOVERNOR TERRY E. BRANSTAD  
LT. GOVERNOR KIM REYNOLDS

ELIZABETH S. JACOBS, CHAIR  
DARRELL HANSON, BOARD MEMBER  
SWATI A. DANDEKAR, BOARD MEMBER

March 14, 2013

Ms. Diana Ornelas  
Customer Advocacy Group  
Qwest Corporation d/b/a/ CenturyLink QC  
930 15th St, 11th Floor  
Denver, CO 80202

Re: Iowa Utilities Board File No. C-2013-0026

Dear Ms. Ornelas:

We have received the enclosed complaint from Douglas Pals regarding calls that are not completing. The telephone number involved is [REDACTED].

In accordance with Iowa Code § 476, "Public Utility Regulation," Qwest Corporation d/b/a/ CenturyLink QC (CenturyLink), is required to investigate the complaint and to provide a written response to the Iowa Utilities Board staff no later than April 3, 2013. Copies of your response must also be provided to Mr. Pals and to the Office of Consumer Advocate.

As soon as we receive your response, Iowa Utilities Board (IUB) staff will review the complaint, your response, and any other relevant information including laws, rules, and tariffs. Staff may also request additional information from the utility or the customer to complete this review. Once all of the information has been gathered and reviewed, staff will issue a letter of proposed resolution specifically addressing those issues within the Board's jurisdiction.

Any party in this proceeding will have 14 days from the date of the letter of proposed resolution to request a formal proceeding. This process will be explained in the proposed resolution letter.

Thank you for your prompt attention to this matter.

Sincerely,

/s/  
Tara Ganpat-Puffett  
Utility Analyst II  
Customer Service

Enc.  
cc: Douglas Pals, 2080 NW 144th Street, Clive, IA 50325  
Office of Consumer Advocate, 1375 E. Court Ave., RM 63, Des Moines, IA 50319-0063



GOVERNOR TERRY E. BRANSTAD  
LT. GOVERNOR KIM REYNOLDS

---

ELIZABETH S. JACOBS, CHAIR  
DARRELL HANSON, BOARD MEMBER  
SWATI A. DANDEKAR, BOARD MEMBER

March 14, 2013

Mr. Douglas Pals  
2080 NW 144th Street  
Clive, IA 50325

Re: Iowa Utilities Board File No. C-2013-0026

Dear Mr. Pals:

We have received your complaint regarding call completion issues. The telephone number involved is [REDACTED]

In accordance with Iowa Code section 476, "Public Utility Regulation," we are forwarding your complaint to Qwest Corporation d/b/a CenturyLink QC (CenturyLink). CenturyLink is required to investigate the complaint and may contact you to identify or resolve any issues. In addition, CenturyLink must provide a written response to the Iowa Utilities Board (IUB) staff no later than April 3, 2013. CenturyLink is also required to provide you and the Office of Consumer Advocate with copies of its response.

As soon as we receive CenturyLink's response, IUB staff will review your complaint, the responses, and any other relevant information including laws, rules, and tariffs. Staff may also request additional information from you, to complete this review. Once all of the information has been gathered and reviewed, staff will issue a proposed resolution letter, specifically addressing those issues within the Board's jurisdiction.

Any party in this proceeding will have 14 days from the date of the letter of proposed resolution to request a formal proceeding with the IUB. This process will be explained in the proposed resolution letter.

Sincerely,

/s/  
Tara Ganpat-Puffett  
Utility Analyst II  
Customer Service

enc.

cc: CenturyLink, 930 15th St, 11th Floor, Denver, CO 80202  
Office of Consumer Advocate, 1375 E. Court Ave, RM 63, Des Moines, IA 50319-0063

# Correspondence

**C-File**

Today's Date: **3/14/2013**

Analyst

Date Received: **3/14/2013**

**Tara Ganpat-Puffett**

|                 |   |
|-----------------|---|
| Company Name #1 | <b>Qwest Corporation d/b/a CenturyLink QC</b> |
|-----------------|---|

|                 |  |
|-----------------|--|
| Company Name #2 |  |
|-----------------|--|

|                 |  |
|-----------------|--|
| Company Name #3 |  |
|-----------------|--|

|                           |                       |
|---------------------------|-----------------------|
| First Name <b>Douglas</b> | Last Name <b>Pals</b> |
|---------------------------|-----------------------|

|                        |  |
|------------------------|--|
| Customer Business Name |  |
|------------------------|--|

|                        |                             |
|------------------------|-----------------------------|
| Service Street Address | <b>2080 NW 144th Street</b> |
|------------------------|-----------------------------|

|                   |                 |                   |
|-------------------|-----------------|-------------------|
| City <b>Clive</b> | State <b>IA</b> | Zip <b>50325-</b> |
|-------------------|-----------------|-------------------|

|                                |                           |
|--------------------------------|---------------------------|
| Mailing Address (If Different) | <b>dougpals@gmail.com</b> |
|--------------------------------|---------------------------|

- Billing
- Cramming
- EAS
- Delayed Install
- Deposit
- Deregulated Services
- Directory Error
- Disconnect
- Info Only
- Comments
- Line Extension
- Meter Reading
- Payment Arrng
- Poor Cust Svc
- Rates/Charges
- Repair
- Slamming
- Service Problem
- Other Call Type If Other >>>

- |  |
|--|
| <ul style="list-style-type: none"><li><input type="checkbox"/> Local Telephone</li><li><input checked="" type="checkbox"/> Long Distance Telephone</li><li><input type="checkbox"/> Electric</li><li><input type="checkbox"/> Gas</li><li><input type="checkbox"/> Water</li><li><input type="checkbox"/> Cellular</li><li><input type="checkbox"/> VOI</li><li><input type="checkbox"/> Broadband</li></ul> |
|--|

|                           |
|---------------------------|
| Other:<br>Call Completion |
|---------------------------|

## Whetstone, Jane [IUB]

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**From:** Douglas Pals <doug pals@gmail.com>  
**Sent:** Wednesday, March 13, 2013 2:56 PM  
**To:** IUB Customer [IUB]; McConnell, Teresa [IUB]  
**Subject:** On-line complaint

Below is the result of your feedback form. It was submitted by Douglas Pals ([doug pals@gmail.com](mailto:doug pals@gmail.com)) on Wednesday, March 13, 2013 at 14:55:41

-----

realname: Douglas Pals

email: [doug pals@gmail.com](mailto:doug pals@gmail.com)

address: 2080 NW 144th Street

city: Clive

state: IA

zipcode: 50325

txtHomePhone: [REDACTED]

txtWorkPhone: [REDACTED]

chkQwestCenturyLink: YES

optContactedUtility: YES

ContactPerson: Josh - trouble reporting center

optWorkingService: YES

chkServiceProblem: YES

chkOtherProblem: YES

OtherTopic: Rural Call Completion

problem: On Feb 12, 2013 at 2pm I called 319-627-0239 from [REDACTED] The caller did not answer because the caller ID came up as 347-466-5828 and name was BIDAXIS.

The caller listened to the voice mail message I left and realized that it was me calling, so she called me back. We then did a few test calls. One worked fine and and other had a problem connecting, but did not have the same incorrect ID.

I have had this number with Qwest and now CenturyLink since 1999. Only recently have I gone to unlimited nationwide calling with them, so I've only just started using my landline to make these types of calls. I'm unsure if this new unlimited

arrangement is the potential cause of the problem and - if CenturyLink or a carrier they use are routing calls to avoid paying for them to be completed - but it seems suspect.

The tech I spoke with was familiar with problem and with the Caller ID name I gave. I told him I was going to file this complaint after I completed my call with him.

The solution I am seeking is the same one I'm sure the IUB would like - the end of Rural Call Completion problems and for the companies and carriers responsible to pay appropriate fines & fees and for them to be barred from conducting business.

Let me know what I can do to further help with this complaint.

submit: Send

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