

Ganpat-Puffett, Tara [IUB]

From: Ornelas, Diana L <Diana.Ornelas@CenturyLink.com>
Sent: Thursday, March 21, 2013 10:20 AM
To: Ganpat-Puffett, Tara [IUB]
Cc: Finnegan, Karen [OCA]; Kilpatrick, Becky
Subject: RE: C-2012-0147 (FCU-2013-0004)

March 21, 2013

SENT VIA EMAIL TO: tara.ganpat-puffett@iub.iowa.gov

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

Re: C-2012-0147 (FCU-2013-0004)

Dear Ms. Ganpat-Puffett:

CenturyLink thanks the Iowa Utilities Board Staff for the opportunity to provide a response to the Office of Consumer Advocate's Request for Formal Proceeding in this complaint. For the reasons stated in this response, CenturyLink does not believe that a formal proceeding is necessary.

The Office of Consumer Advocate ("OCA") has raised many concerns in its Request for a Formal Proceeding that are outside the scope of this singular complaint. The primary complaint in this matter alleges facts pertaining to the failure of faxes to complete to the Huxley Family Physicians from the Mary Greeley Hospital on the weekend of November 24 & 25, 2012. CenturyLink has completed its investigation in this matter and found the issues were caused by the underlying carrier. CenturyLink took steps to remove this carrier from the call routing and subsequent tests have shown that calls and faxes are now accurately completing to the Huxley Family Physicians.

Yet the OCA's request for a formal investigation into this singular complaint discusses the industry-wide problem of rural call completion and names a number of carriers, in addition to CenturyLink, that are allegedly causing call completion problems to the Huxley Family Physicians. This leads one to believe that the OCA wants to broaden the basis of the original complaint to conduct investigations into the broader issue of rural call completion in the state of Iowa. CenturyLink continues to believe that the Federal Communications Commission ("FCC") is adequately addressing the larger issue with the adoption of rules governing the requirements for call completion and call quality and any further action by the Iowa Utilities Board is unnecessary. This is particularly true in light of the fact that the FCC has issued an additional NPRM regarding call completion/call quality issues to address continuing problems in this.

CenturyLink has conducted a full investigation of the alleged call completion issues and has concluded that complaints of fax communications from Mary Greeley Hospital to the Huxley Family Physicians were caused by issues with the underlying carrier. Following our practice of naming underlying carriers found to be at fault, we identify this underlying carrier as Bluetone Communications, LLC ("Bluetone"). CenturyLink has since removed Bluetone from the call routing to the 515/597 NPA/NXX in Huxley and has conducted subsequent testing that fax calls have

completed without any additional problems. CenturyLink notified the underlying carrier, Bluetone, of our action in removing them from the route and is working with them to address this issue.

CenturyLink has a vigorous process for addressing any call completion issues as we believe it is a part of the duty we owe our customers to provide adequate service. CenturyLink will aggressively follow up on any future issues raised by its customers regarding the performance of their long distance service. And we are more than willing to work with the Mary Greeley Hospital and Huxley Family Physicians to conduct additional testing should they so desire.

For the reasons stated in this response, as well as the prior response provided by our company, CenturyLink believes that a formal proceeding is not in the public interest and is unnecessary. Thank you again for the opportunity to respond.

Respectfully submitted,

/s/ Becky Owenson Kilpatrick

Becky Owenson Kilpatrick
Senior Corporate Counsel

Phone: 573.636.4261

Cell: 573.424.5070

From: Ganpat-Puffett, Tara [IUB] [mailto:Tara.Ganpat-puffett@iub.iowa.gov]

Sent: Thursday, March 07, 2013 1:50 PM

To: Ornelas, Diana; Gina Manzano (gina.manzano@bluetonecommunications.com); garyc@huxleycommunications.net; martenlm@ihs.org

Cc: Finnegan, Karen [OCA]

Subject: C-2012-0147 (FCU-2013-0004)

Our office received the attached Petition from the Office of Consumer Advocate requesting a formal proceeding. If you choose to respond to the petition you have 20 days from the date of this email to file your reply by email. Please reply to all and refer to the file number listed in the subject line of this email.

Sincerely,

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

From: Iowa Utilities Board EFS Notifications [mailto:EFShelpDesk@iub.state.ia.us]

Sent: Thursday, March 07, 2013 11:23 AM

To: IUB EFS Customer Analysts

Subject: Internal Notice of Electronic Filing: FCU-2013-0004

Iowa Utilities Board

Internal Notice of Electronic Filing - Initial Filing

The following filing was accepted on Thursday, March 7 2013

Docket Title: Huxley Family Physicians

Docket Number: FCU-2013-0004

Filing Title: [Request for Formal Proceeding](#)

Submitter Name: Office of Consumer Advocate

Submitting Parties: Office of Consumer Advocate

List of documents filed:

Document Title	Viewable Status
Request for Formal Proceeding	External
Request for Formal Proceeding	Internal

Ganpat-Puffett, Tara [IUB]

From: Ganpat-Puffett, Tara [IUB]
Sent: Thursday, March 07, 2013 2:50 PM
To: Diana Ornelas (Diana.Ornelas@CenturyLink.com); Gina Manzano (gina.manzano@bluetonecommunications.com); garyc@huxleycommunications.net; 'martenlm@ihs.org'
Cc: Finnegan, Karen [OCA] (Karen.Finnegan@oca.iowa.gov)
Subject: C-2012-0147 (FCU-2013-0004)
Attachments: C-2012-0147-OCA Request for Formal.pdf

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STATE OF IOWA
DEPARTMENT OF COMMERCE
BEFORE THE IOWA UTILITIES BOARD

**FILED WITH
Executive Secretary
March 07, 2013
IOWA UTILITIES BOARD**

In the Matter of	Docket No. FCU-2013- <u>0004</u>
The Complaint of Huxley Family Physicians	(C-2012-0147)

REQUEST FOR FORMAL PROCEEDING

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

1. On November 28, 2012, Lynae Millette, Clinic Administrator of Huxley Family Physicians, submitted a complaint alleging “static and lines cutting off” for four years “about this time of year when it gets cold and wet.” The complaint stated that hospitals, other clinics and patients were complaining daily about the phone lines and that, on the previous weekend, “we were unable to get urgent test results from Mary Greeley Hospital as they could not get through our lines.” The complaint also alleged fax issues and calls not getting through to the answering service after hours. The complaint stated: “If we fail to provide care for a patient and something awful happens because we were unable to make or receive a phone call, there are terrible consequences.”¹

2. On November 28, 2012, staff requested responsive information from local exchange carrier Huxley Communications Cooperative.

¹Huxley, Iowa (population 3,317) is ten miles south of Ames, Iowa (population 58,965). Mary Greeley Medical Center is located in Ames. Population figures are from 2010 census.

3. By letters dated December 18 and 19, 2012, Huxley Communications advised that it had researched the matter, with tests consistently showing its fiber-to-the-home system was functioning properly.² The letters stated that all of the problems were on “INCOMING” calls and that Huxley Communications considered the problem a call completion problem. The letters advised that Huxley Communications has no record of calls that do not complete to the clinic because such calls do not reach its switch. The letters stated “this call completion issue needs to be addressed by Iowa Utilities Board.” The letters offered Huxley Communications’ assistance in addressing the problem.

4. On December 21, 2012, staff requested responsive information from long distance carrier CenturyLink.

5. By letter dated January 9, 2013, CenturyLink advised that Mary Greeley Medical Center is a local and long distance customer of CenturyLink. The letter advised that CenturyLink had investigated the relevant call paths from Mary Greeley to the Huxley clinic and had determined the problem to be related to the call routing. The letter identified the underlying carrier as Blue Mile. The letter stated the underlying carrier had been removed from the routing to the NPA/NXX of the Huxley clinic. The letter stated that CenturyLink had notified the underlying carrier of this action and was working with it to address the issue. The letter stated this change solved the problem.

6. On January 10, 2013, staff requested responsive information from Blue Mile. Later that day, Blue Mile advised that, as of December 28, 2012, it had changed the name of its voice operations to Bluetone Communications, LLC.

7. By letter dated February 15, 2013, Bluetone advised that it is a wholesale provider of telecommunication services to CenturyLink. The letter stated that Bluetone

²The letters advised that adjustments were made to the clinic’s key system.

had received a trouble report from CenturyLink for calls placed to the Huxley clinic's fax number on December 17 and 19, 2012. The letter advised that Bluetone had been unable to "determine a definitive cause" for the failure but had re-routed the Huxley clinic's number to another vendor in order to provide an alternative route for call completion.

8. Meanwhile, by letter dated on January 24, 2013, Huxley Communications had further advised that Huxley Communications had performed additional testing with assistance from the Huxley clinic. According to the letter, for the period January 10-15, 2013, nine incoming calls were logged with static, echoing and drops. All of these calls were traced to one of the following carriers: Verizon, US Cellular, CenturyLink, AT&T and Cingular Wireless. The letter stated: "I have talked to the office staff at [the clinic] and again they said some calls are made to their office, but no one answers and they have no way of knowing who they are."

9. The January 24 letter stated: "We conclude that since no outgoing calls are ever an issue and all other calls are completed and not one carrier of record is established, we still consider this a call completion issue that needs to be addressed. With the help of the Iowa Utilities Board, we hope all carriers will use methods that lead to the completion of all calls"

10. On February 21, 2013, Board staff issued a proposed resolution. The proposed resolution concluded that CenturyLink's removal of Bluetone as the underlying carrier resolved the matter and that calls and faxes have since completed without issue. The proposed resolution stated: "If you find that phone calls and faxes to you are not completing, please ask the person calling or sending faxes to contact their telephone

provider and file a complaint with the Board.” The proposed resolution observed that Huxley Communications has no records of calls that do not complete.

11. For the reasons stated in the remaining paragraphs of this request, there is a “reasonable ground for investigation,” within the meaning of Iowa Code § 476.3.

12. The problems reported by the Huxley clinic are not unique to the Huxley clinic. They are occurring with more than sufficient frequency, and to more than a sufficient number of rural telecommunications consumers, both in Iowa and across the nation, to justify an investigation. In Iowa:

A. OCA has previously filed a petition seeking a formal proceeding based on a recent complaint alleging that calls and faxes failed to complete from health care facilities in Shell Rock and Waverly, Iowa, to a nearby rehabilitation center in Allison, Iowa (population 1,029). The administrator of the Allison facility advised she never really knows whether the facility has missed a call and has lost confidence in the reliability of the system. See file no. FCU-2012-0019 (C-2012-0129).

B. A still more recent complaint alleged that Hancock County Health Systems was “hav[ing] an awful time with call completion from our main campus to outlying numbers within our service area,” especially when calling from Britt, Iowa, to Kanawha, Iowa (population 652), a distance of eleven miles. See file no. C-2013-0005.

C. Yet another recent complaint alleged difficulties when the complainant in Red Oak, Iowa, tried to reach her 97-year-old mother in Emerson, Iowa (population 438), eleven miles away. The alleged difficulties included

ringing and ringing on the calling party's end but no ringing on the called party's end, ringing once or twice then a busy signal or drop, and a connection so poor the parties couldn't hear each other. See file no. C-2013-0006.

Nationally:

D. In a February 2012 declaratory ruling, the Federal Communications Commission noted evidence of a pattern of call completion and service quality problems on long distance calls to certain rural areas.³

E. In a July 2012 (second) resolution on the topic, the National Association of Regulatory Utility Commissioners (NARUC) observed that call completion failure rates are 13 times higher in rural areas than in non-rural areas, that of one hundred rural telephone lines tested, one in five experienced failure rates of 10 percent or greater, while one in three had a "total issues" (call failure, poor quality, or delayed set-up) rate greater than 20 percent, and that rural call termination issues remain "serious" and "widespread" and "continue to threaten public safety, homeland security and consumer welfare in rural America."⁴

F. In a November 2012 press release, the National Exchange Carriers Association (NECA) described the problem as a "mounting epidemic," with call completion issues continuing to occur at "alarming" rates.⁵

³Declaratory Ruling, *Developing an Unified Inter-carrier Compensation Regime*, CC Docket No. 01-92, and *Establishing Just and Reasonable Rates for Local Exchange Carriers*, WC Docket No. 07-135, 27 F.C.C.R. 1351, 2012 WL 387736 (FCC 2012), ¶ 1.

⁴NARUC, Resolution Addressing Rural Call Termination Issues (July 25, 2012), <http://www.naruc.org/Resolutions/12%200801%20Passed%20Resolution%20Addressing%20Rural%20Call%20Termination%20Issues.pdf>.

⁵NECA, Press Release, "Survey by Rural Telecom Associations Finds Call Completion Problems Persist: Complaints on the Rise As Consumers Grow Frustrated with Repeated Occurrences of 'Dead Air,'" (Nov. 15, 2012), https://www.neca.org/cms400min/NECA_Templates/PublicInterior.aspx?id=8287.

G. In a February 2013 notice of proposed rulemaking, the FCC stated: “Completion rates of long-distance calls to rural . . . areas are frequently poor.”⁶

The FCC added: “Rural associations suggest that the call-completion problems may arise from the manner in which originating providers set up the signaling and routing of their calls, and that many of these call routing and termination problems can be attributed to intermediate providers.”⁷

13. As observed in the FCC’s declaratory ruling, the call completion problems can have dire consequences. Small businesses can lose customers who get frustrated when their calls don’t go through. Urgent calls from friends and families can be missed. Schools may be unable to reach parents with critical alerts. Those in need of help may be unable to reach public safety officials.⁸ In addition, as here, health care facilities may be left without an ability to provide the care their patients need due to the failure of calls and faxes from one facility to another. Further, particularly in rural areas, where patients, particularly elderly patients, may still be inclined to call their clinic rather than 911 even when needing emergent care, a patient may fail to receive such care if the call fails to

⁶Notice of Proposed Rulemaking, *Rural Call Completion*, FCC 13-18, WC Docket No. 13-39 (Feb. 7, 2013) ¶ 2.

⁷*Id.*, ¶ 6. In particular, as the FCC had previously advised, according to the rural associations, many of the problems appear to lie with the underlying routing providers selected by the retail long distance carriers, including “least cost routers,” which attempt to connect calls to their destinations at the lowest cost possible. These routing practices can have the effect of blocking, choking, reducing or otherwise restricting traffic. Declaratory Ruling, ¶¶ 3,7.

⁸Declaratory Ruling, ¶ 2.

complete. As stated by both U.S. senators from Iowa, and 34 of their colleagues, “[w]e . . . worry it is only a matter of time before this situation leads to tragedy.”⁹

14. In its July 2012 resolution, NARUC observes: “it appears that some carriers are not taking the declaratory ruling seriously.” NARUC continues: “[t]he call termination issues seem unlikely to be resolved unless and until a provider that has failed materially and repeatedly to route calls to destinations as sought by originating carriers faces serious consequences for such failures.”

15. Here, the file raises more questions than it answers, leaving the Board not much closer to understanding who and what caused the difficulties experienced by the Huxley clinic than was the case on the day the complaint was filed.

16. Insofar as calls and faxes from Mary Greeley Medical Center are concerned, CenturyLink advises that the problem was related to the call routing and that it removed Bluetone as underlying carrier, thereby solving the problem. CenturyLink states it is working with Bluetone to address the issue. CenturyLink does not, however, explain what caused the problem or what the issue is.

17. Bluetone, meanwhile, advises that it has not been able to determine a definitive cause for the failure. It states, however, that it re-routed the destination number to another vendor. It does not identify either the earlier or the later vendor.

18. Investigation is needed regarding the routing of the calls, the changes made to the routing, and the reasons why CenturyLink and Bluetone concluded the re-routing would improve the likelihood that the calls would complete. Investigation of these and related issues will likely help explain not only what was causing the problem

⁹See letter to Julius Genachowski, Chairman, FCC, dated December 3, 2012, available at <https://prodnet.www.neca.org/publicationsdocs/wwpdf/12312congress.pdf>.

for the Huxley clinic but also what has been causing the same problem at other rural call destinations.

19. Investigation is needed regarding the performance requirements, metrics and standards imposed by CenturyLink and Bluetone on other companies that are carrying the traffic, in order to ensure that attempted calls complete.

20. The fact that a problem is corrected by re-routing after calls have failed to complete and after an adversely affected party complains is *not* a full or adequate solution. What is needed is an understanding of the cause of the problem and tools with which to prevent it *before* it occurs.

21. It appears that the problems experienced by the Huxley clinic have not been limited to calls originating at Mary Greeley Medical Center. In discussions with OCA on March 5, 2013, the clinic advised it is not satisfied that the call completion problem has been resolved with respect to callers other than Mary Greeley. On the contrary, the clinic advises that it learns almost daily of a previous call or fax that it was supposed to receive but that it did not receive.

22. According to the letter dated January 24, 2013, from Huxley Communications, during a six-day test period in January 2013, nine calls from callers other than Mary Greeley were logged with static, echoing and drops. OCA is advised by Huxley Communications that these calls were initially completed to its switch, so it is possible, based on dates and times provided by Huxley clinic, to ascertain the probable identity of the parties who placed the calls. As indicated in the letter, these calls apparently involved five different originating long distance carriers. An investigation

concerning these calls may well provide further insights into the cause of the problem and hence help yield a solution.

23. While the Federal Communications Commission undoubtedly plays a central role nationally in resolving the problem long-term, that is no reason for the Board to step aside. On the contrary, the most effective way to address and solve the problem, especially near-term, is for state and federal officials to work in mutually supportive ways within their respective jurisdictions. As the FCC observes, NARUC's (first) resolution on the topic urged its state members to "take all appropriate actions to protect consumers by immediately addressing the call terminating issues that exist."¹⁰ The word "immediately" is important.¹¹

24. The Board is more familiar than the FCC with the geography, and in many or most cases, the relevant players in Huxley, Iowa and surrounding areas. It is closer to the scene and to many or most of the relevant sources of information. It has a focused interest in seeing that calls are completed to rural destinations in Iowa, including the Huxley clinic, and more generally in seeing that the quality of service provided to rural communities in Iowa is preserved and restored and not lost or further degraded. It has a focused ability to commit resources to investigating the source of the difficulties occurring in Iowa and to seeking remedies and enforcement when needed, to the end that

¹⁰FCC Declaratory Ruling, ¶ 8.

¹¹The FCC states in its declaratory ruling that it has adopted rules that should ultimately address the root causes of rural call completion problems. In particular, it has comprehensively reformed intercarrier compensation, with a transition that will gradually reduce most termination charges. At the end of the transition, the FCC concludes, the rules should eliminate the primary incentives for cost-savings that appear to be undermining the reliability of telephone service. However, as NARUC has argued, and as the FCC agrees, "there is a need to limit the adverse impact of these rural call completion problems on consumers in the near term." Declaratory Ruling ¶ 10.

the problems do not recur. By contrast, resource constraints probably prevent the FCC from conducting a granular investigation of the local landscape across an entire nation.

25. Potentially, the Board may uncover violations of the federal obligations addressed in the FCC's declaratory ruling. If so, the violations can be reported to the FCC with a request for enforcement action. Because resource constraints at the FCC may be less of an inhibiting factor for the FCC when the FCC is presented with a completed investigation than when it is presented with a file that does not identify the cause of the difficulty, the FCC may be more able to proceed with an enforcement action in the latter case than the former, thus advancing the goal that the problems be brought to an end, and sooner rather than later.

26. Insofar as federal law is concerned, the state is also free to police directly the delivery of intra-state telecommunications services. See *Louisiana Public Service Com'n v. FCC*, 476 U.S. 355, 360 (1986). There may be remedial or enforcement tools available to the Board under the laws of Iowa and the Board's regulations. That, too, merits investigation. If it turns out existing Iowa laws and regulations are inadequate to give the Board the tools it needs to police the problem directly, investigation may suggest a need for new regulations or a new law providing those tools.

27. The failure of calls and faxes to complete affects the health, safety and welfare of Iowans. Calls for help may not be answered, and in this case a physician clinic was apparently unable to communicate with a nearby hospital on patient needs.

28. An investigation will materially enhance the ability of the Board and its staff to participate on a well informed basis in ongoing workshops designed to assess the problem and effect a solution.

29. 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 requests a formal proceeding on the Huxley clinic's complaint.

Respectfully submitted,

Mark R. Schuling
Consumer Advocate

/s/ Craig F. Graziano
Craig F. Graziano, Attorney
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Diana Ornelas, CenturyLink
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Gina Manzano
gina.manzano@bluetonecommunications.com

Ganpat-Puffett, Tara [IUB]

From: Ganpat-Puffett, Tara [IUB]
Sent: Thursday, February 21, 2013 9:12 AM
To: 'martenlm@ihs.org'
Cc: garyc@huxleycommunications.net; Diana Ornelas (Diana.Ornelas@CenturyLink.com); Gina Manzano (gina.manzano@bluetonecommunications.com); Finnegan, Karen [OCA] (Karen.Finnegan@oca.iowa.gov)
Subject: C-2012-0147 (Complaint)
Attachments: C-2012-0147-PR.pdf

See attached.

Tara Ganpat-Puffett
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GOVERNOR TERRY E. BRANSTAD
LT. GOVERNOR KIM REYNOLDS

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

February 21, 2013
File No. C-2012-0147
PROPOSED RESOLUTION

Ms. Lynae Millette
Huxley Family Physicians
305 S Hwy 69
Huxley, IA 50124

Dear Ms. Millette:

On November 28, 2012, the Iowa Utilities Board (IUB) received your complaint on behalf of Huxley Family Physicians regarding static on the telephone line when it is cold and wet causing the calls to cut off and also your request for reliable telephone service. The telephone number involved is **REDACTED**.

Huxley Communications Cooperative (Huxley Communications) filed a response on December 18, and 19, 2012. Windstream Iowa Communications, Inc. (Windstream) indicated in a phone conversation with IUB staff on December 21, 2012, that Windstream is not your telephone provider. The complaint was forwarded to CenturyLink on December 21, 2012. CenturyLink responded on January 10, 2013, and based on further investigation your complaint was also forwarded to Bluetone Communications, LLC. (Bluetone) on January 10, 2013. Staff notes both you and the Office of Consumer Advocate were provided copies of the above mentioned responses. Below is the summary of your complaint, Huxley Communications, CenturyLink, and Bluetone's responses, and the IUB staff findings:

Complaint:

Ms. Millette, in your complaint you stated that Huxley Family Physicians (HFP) has struggled for four years, about this time of year when it gets cold and wet, with static and telephone calls cutting off. Your complaint states that this year your service has been horrible because you have outside customers like hospitals, other clinics, and patients that have complained daily about the phone lines. You stated the weekend of November 24, 2012, HFP was unable to get urgent test results from Mary Greeley Hospital as the hospital could not get through to HFP's phone lines. You stated the problem not only affects your telephone service, but you are also having problems with the fax lines and calls not getting to your after-hours answering service. You noted the nature of your business is not forgiving and if you fail to provide care for a patient and something awful happens because you were unable to make or receive a phone call,

there are terrible consequences. Additionally, you noted there is a lot of documentation with Huxley Communications and Windstream to support your complaint.

Huxley Communications' Response:

Huxley Communications stated that since 2008 it has received four calls relating to static or calls being dropped for HFP. Huxley Communications also stated on each of the trouble calls it found the trouble to be with the HFP (customer-owned) key system or a possible call completion issue. Huxley Communications stated the latest issues were researched by using the times you gave Huxley Communications. However, Huxley Communications stated that you only provided incoming intrastate calls that failed. Because the calls did not complete in Huxley Communications switch it cannot determine where the calls failed. The following trouble tickets were received in 2012:

- January 25, 2012, line 2, [REDACTED], rollover line- static and cuts out. Resolved - Huxley Communications put new ends on the inside wiring and made sure they were not loose in the time slots on the fiber point. Huxley Communications tested the connection and found no trouble.
- February 13, 2012, line 2, same issue as identified in the January 25, 2012 complaint. Pulled on the line while set was on 66 block to make sure that all connections were not loose. Tested and found no static.
- February 22, 2012, phone is echoing and cutting in and out. Huxley Communications reset and cleaned all fiber and checked lines on the 66 block, but could not duplicate the problems.
- October 25, 2012, calls dropping, HFP stated the drops and static are when it rains or is wet outside. Huxley Communications checked to ensure no moisture was inside the demarcation point and utility room. No problem found.

On January 24, 2013, Huxley Communications provided an updated response. In it, Huxley Communications stated it performed additional testing with your assistance. Huxley Communications noted it originally understood the problem to be with incoming or terminating calls. Huxley Communications stated while you logged and documented calls between January 3, 2013, and January 9, 2013, these calls were for the incoming calls. Huxley Communications further noted that nine calls between January 10, 2013, and January 15, 2013, encountered problems with static, echoing, and dropped calls. Huxley Communications indicated these issues were traced to Verizon, US Cellular, CenturyLink, AT&T, and Cingular Wireless. In addition, Huxley Communications stated that according to HFP staff, some calls are made to HFP's office, but no one answers and HFP has no way of knowing who they are. Huxley Communications concluded that while outgoing or originating calls are completed, it still considers this a call completion issue.

CenturyLink's Response:

CenturyLink stated that you indicated you are unable to receive faxes and phone calls from one of its customers. CenturyLink stated it is the local and long distance provider

for Mary Greeley Hospital in Ames, Iowa. CenturyLink provided the following information:

- Calling Telephone Number: 515 239-2011 (CenturyLink local TN and served by CenturyLink long distance) Mary Greeley Hospital
- Called Telephone Number: REDACTED (Huxley Telephone Company local TN) Huxley Family Physicians
 - Date/Time: The weekend of November 24 and 25, 2012, (this timing was factored based on the report provided by the IUB Staff email)
 - Problem: HFP indicates that they could not get faxed test results nor calls from Mary Greeley Hospital.
 - HFP could not receive urgent test results from Mary Greeley Hospital as they could not get through HFP lines. HFP was experiencing fax issues and calls not getting through to the HFP answering service when HFP rolled them over after hours.

CenturyLink stated it received permission from Al Kole at Mary Greeley Hospital to release its customer account information. CenturyLink's stated the technician opened a ticket to investigate the issue on behalf of the Mary Greeley Hospital and no calls were found in CenturyLink's call detail records matching the cited call details. CenturyLink stated its technician made contact with you at HFP to inquire on the correct numbers involved and you advised that the terminating fax line at issue was actually 515-597-3945. CenturyLink then stated with that correction to the terminating telephone number, CenturyLink's technician investigated the trouble, the customer's long distance calling issues, and the call routing paths. The technician performed test calls and determined the problem to be related to the call routing. CenturyLink stated the underlying carrier used in the routing was Bluemile Networks (Bluemile) and CenturyLink subsequently removed Bluemile from the routing to the 515 597 NPA/NXX.

Further, CenturyLink stated its technician contacted Eric Eilers, Mary Greeley Hospital's technical person for telephone issues, to conduct additional test calls with him and Mr. Eilers did not have any problems with the faxes, and said if he did he will call CenturyLink repair. CenturyLink stated its technicians then conducted additional testing on its own and the CenturyLink's network and the fax calls completed without any issues. CenturyLink stated it notified Bluemile of its action removing them from the routing table and are working with them to address this issue.

This matter was sent to Bluemile on January 10, 2013, and Bluemile responded stating it changed its name to Bluetone Communications, LLC.

Bluetone's Response:

Bluetone is a wholesale provider of telecommunication services to CenturyLink and does not receive trouble reports directly from CenturyLink end-users. Bluetone noted any trouble experienced by a CenturyLink end-user is reported directly to CenturyLink. Bluetone stated it investigated the complaint regarding the trouble you experienced on November 24, and 25, 2012, and found no trouble reports from CenturyLink regarding

the telephone numbers in question. Bluetone stated it took no action regarding this matter during the weekend in question. According to Bluetone, CenturyLink, in its own determination, would decide whether or not to report such issues to Bluetone. Additionally, Bluetone noted it did receive a trouble report from CenturyLink to fax number 515-597-3945 on January 13, 2013, for calls placed on December 17, and 19, 2012. Bluetone stated while it was unable to determine a definitive cause for the fax failure, it proactively rerouted the destination number to another vendor in order to provide an alternate route for call completion.

Staff findings:

In a conversation with Huxley Communications on December 19, 2012, Huxley Communications stated that it does not have any records to investigate for calls that do not complete. Huxley Communications can only work with the records for calls that do complete.

Based on the record, Bluetone is the underlying or wholesale carrier for CenturyLink and according to CenturyLink's record, once Bluetone was removed from Mary Greeley Hospital's call route, calls, and faxes completed without issue.

Staff finds that changing the underlying carrier has resolved this matter. If you find that phone calls and faxes to you are not completing, please ask the person calling or sending faxes to contact their telephone provider and file a complaint with the IUB. At this time, no further action is required of our office.

This is staff's proposed resolution, if you disagree, you may request a formal proceeding with the IUB. To do so, please send a copy of your request to our office, CenturyLink, Huxley Communications, Bluetone Communications, and the Office of Consumer Advocate. Please refer to the C-file number listed at the top of this letter. If nothing is received by our office within 14 days of the date of this letter, this case will be closed.

Ms. Millette, thank you for taking time to bring this matter to our attention. If we may be of assistance in the future, please don't hesitate to contact us. Our toll-free number is 1-877-565-4450.

Sincerely,

/s/

Tara Ganpat-Puffett
Utility Analyst II
Customer Services

cc: Huxley Communications Cooperative, 102 N. Main Avenue, PO Box 36, Huxley, IA 50124-0036
Qwest Corporation d/b/a/ CenturyLink QC, 930 15th St, 11th Floor, Denver, CO 80202
Bluetone Communications, 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: Friday, February 15, 2013 12:08 PM
To: Ganpat-Puffett, Tara [IUB]
Cc: Account Managers Distro Group; garyc@huxleycommunications.net; martenlm@ihs.org; Finnegan, Karen [OCA]; Mark DiGiovanni; diana ornelas
Subject: Re: C-2012-0147 **REDACTED**

February 15, 2013

Dear Tara,

Bluetone has investigated the complaint presented by the Iowa Utilities Board. On the dates of 11/24/12 and 11/25/12, Bluetone received no trouble reports from CenturyLink regarding the phone numbers discussed in the complaint. Therefore, no action was taken by Bluetone regarding this matter during the weekend in question. As a wholesale provider of telecommunication services to CenturyLink, Bluetone does not receive trouble reports directly from CenturyLink end-users. Any trouble experienced by a CenturyLink end-user would be reported directly to CenturyLink. CenturyLink, in its own determination, would decide whether or not to report such issues to Bluetone.

Bluetone did receive a trouble report from CenturyLink to fax number [515.597.3945](tel:515.597.3945) on 1/3/13 for calls placed on 12/17/12 and 12/19/12. Although Bluetone was unable to determine a definitive cause for the fax failure, Bluetone proactively rerouted the destination number to another vendor in order to provide an alternate route for call completion.

Please let me know if I can be of further assistance.

Sincerely,
Gina Manzano
Bluetone Communications
Director, Wholesale Account Support
614.360.1754 Office
585.727.8259 Mobile
gina.manzano@bluetonecommunications.com



From: "Tara Ganpat-Puffett [IUB]" <Tara.Ganpat-puffett@iub.iowa.gov>
To: "Gina Manzano" <gina.manzano@bluetonecommunications.com>
Cc: "Account Managers Distro Group" <accountmanagers@bluetonecommunications.com>, garyc@huxleycommunications.net, martenlm@ihs.org, "Karen Finnegan [OCA]" <Karen.Finnegan@oca.iowa.gov>, "Mark DiGiovanni" <mark.digiovanni@bluetonecommunications.com>, "diana ornelas" <diana.ornelas@centurylink.com>
Sent: Tuesday, January 22, 2013 12:01:07 PM
Subject: RE: C-2012-0147 **REDACTED**

Gina,
I will allow the additional time for your reply due February 15, 2013.

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

From: Gina Manzano [mailto:gina.manzano@bluetonecommunications.com]
Sent: Friday, January 18, 2013 4:57 PM
To: Ganpat-Puffett, Tara [IUB]
Cc: Account Managers Distro Group; garyc@huxleycommunications.net; martenlm@ihs.org; Finnegan, Karen [OCA]; Mark DiGiovanni; diana ornelas
Subject: Re: C-2012-0147 **REDACTED**
ED

Resending with the correct email address for Tara Ganpat -Puffett.

From: "Gina Manzano" <gina.manzano@bluetonecommunications.com>
To: "tara ganpat-puffett" <tara.ganpat-puffett@iub.iowa.gov>
Cc: "Account Managers Distro Group" <accountmanagers@bluetonecommunications.com>, garyc@huxleycommunications.net, martenlm@ihs.org, "karen finnegan" <karen.finnegan@oca.iowa.gov>, "Mark DiGiovanni" <mark.digiovanni@bluetonecommunications.com>, "diana ornelas" <diana.ornelas@centurylink.com>
Sent: Friday, January 18, 2013 2:51:40 PM
Subject: Fwd: C-2012-0147 **REDACTED**
D

Tara,

Thank you for your time on the call earlier this week. As discussed, I am currently working with Centurylink to gather additional data associated with this complaint. Unfortunately, it is taking longer than expected to retrieve data sets, CDRs, etc. As requested, please allow for an extension to respond. We should be able to review the data and generate a response by February 15, 2013.

Sincerely,
Gina Manzano
Director, Wholesale Account Support
Bluetone Communications, LLC
614.360.1754 (office)
585.727.8259 (mobile)

From: Gina Manzano
Sent: Thursday, January 10, 2013 12:38 PM
To: Joe Stranges; Ganpat-Puffett, Tara [IUB]; support

Cc: Diana Ornelas (Diana.Ornelas@CenturyLink.com); garyc@huxleycommunications.net;
martenlm@ihs.org; Finnegan, Karen [OCA]
Subject: RE: C-2012-0147 **REDACTED**

Tara,

Thank you for bringing this issue to our attention. I will review the report and get back to you with our findings.

Regards,
Gina Manzano
Director, Wholesale Account Support
Bluetone Communications, LLC
614.360.1754 (office)
585.727.8259 (mobile)

From: Joe Stranges
Sent: Thursday, January 10, 2013 9:36 AM
To: Ganpat-Puffett, Tara [IUB]; support
Cc: Diana Ornelas (Diana.Ornelas@CenturyLink.com); garyc@huxleycommunications.net;
martenlm@ihs.org; Finnegan, Karen [OCA]
Subject: RE: C-2012-0147 **REDACTED**

Hello Tara, we have opened Bluetone ticket #44601 to address this issue.

PLEASE NOTE: As of December 28, 2012, the voice operations of Bluemile Networks has changed its name to Bluetone Communications, LLC.

Bluetone will be investigating this issue, per your request.

We have forwarded the information to our Customer Service Management Team for further review and they will be in contact with you soon.

Thanks.

Joe Stranges
NOC Analyst

Bluetone Communications, LLC

Office (614) 656-1181 (Option 2)

From: Ganpat-Puffett, Tara [IUB] [<mailto:Tara.Ganpat-puffett@iub.iowa.gov>]
Sent: Thursday, January 10, 2013 12:11 PM
To: support
Cc: Diana Ornelas (Diana.Ornelas@CenturyLink.com); garyc@huxleycommunications.net; martenlm@ihs.org; Finnegan, Karen [OCA]
Subject: C-2012-0147

Dear Sir/Madam:

We have received the enclosed complaint from Lynae Millette on behalf of Huxley Family Physicians regarding call termination issue. The telephone number involved is **REDACTED**

In accordance with Iowa Code § 476, "Public Utility Regulation," Bluemile Networks is required to investigate the complaint and to provide a written response to the Iowa Utilities Board staff no later than January 30, 2013. Copies of your response must also be provided to Ms. Millette 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,

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

To report trouble with your service please call the National Support Center at 614.388.6401. All other inquiries please direct to our main number at 614-410-2501 or toll free at 866-384-7587. If you have received this e-mail in error, please notify the sender immediately and permanently delete the original and any copy of this e-mail and any printout. If you are unable to reply via e-mail, please notify Bluemile, Inc. by collect telephone call at the number listed above.

REDACTED

Ganpat-Puffett, Tara [IUB]

From: Gary Clark <garyc@HuxleyCommunications.net>
Sent: Thursday, January 24, 2013 4:08 PM
To: Ganpat-Puffett, Tara [IUB]
Subject: RE: C-2012-0147
Attachments: IUB-No-C-2012-0147 1-24-13.pdf

Tara,

Attached is a copy of the letter sent to you, HFP & the Consumer Advocate. Let me know if you have any questions.

Thanks.





102 N. Main Avenue
P.O. Box 36
Huxley, IA 50124

PH 515-597-2281
TF 800-231-4922
FX 515-597-2899

www.huxcomm.net

January 24, 2013

Ms. Tara Ganpat-Puffett, Utility Analyst II
Iowa Utilities Board
1375 E. Court Avenue, Rm 69
Des Moines, Iowa 50319-0069

RE: Iowa Utilities Board File No. C-2012-0147

Dear Ms. Ganpat-Puffett:

This letter is in response for additional information in regards to the complaint of Lynae Millette of Huxley Family Physicians (HFP).

Huxley Communications Cooperative performed subsequent testing with the assistance of HFP, to determine if the source of the problem relating to their complaint. It was previously determined that only INCOMING calls were noted, thus a CALL COMPLETION issue. For the period of January 3-9, 2013, no calls were logged that referenced a time period, but all were incoming calls. For the period January 10-15, 2013, nine incoming calls were logged that identified static, echoing and drops. All calls were traced to one of the following carriers: Verizon, US Cellular, Century Link, AT&T and Cingular Wireless. I have talked to the office staff at HFP and again they said some calls are made to their office, but no one answers and they have no way of knowing who they are. Sometimes callers may use other methods to complete the call, but HFP is busy doing their business and HFP does not have the time to get pertinent information or release patient information to us to make calls to find the actual carrier. We conclude that since no outgoing calls are ever an issue and all other calls are completed and no one carrier of record is established, we still consider this a call completion issue that needs to be addressed. With the help of the Iowa Utilities Board, we hope all carriers will use methods that lead to the completion of all calls, including HFP.

Sincerely,

REDACTED

Gary A. Clark,
General Manager

cc: Lynae Millette, Huxley Family Physicians
Office of Consumer Advocate

Ganpat-Puffett, Tara [IUB]

From: Ganpat-Puffett, Tara [IUB]
Sent: Tuesday, January 22, 2013 2:01 PM
To: 'Gina Manzano'
Cc: Account Managers Distro Group; garyc@huxleycommunications.net; martenlm@ihs.org; Finnegan, Karen [OCA]; Mark DiGiovanni; diana ornelas
Subject: RE: C-2012-0147 **REDACTED**
ED

Gina,
I will allow the additional time for your reply due February 15, 2013.

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

From: Gina Manzano [mailto:gina.manzano@bluetonecommunications.com]
Sent: Friday, January 18, 2013 4:57 PM
To: Ganpat-Puffett, Tara [IUB]
Cc: Account Managers Distro Group; garyc@huxleycommunications.net; martenlm@ihs.org; Finnegan, Karen [OCA]; Mark DiGiovanni; diana ornelas
Subject: Re: C-2012-0147 **REDACTED**
ED

Resending with the correct email address for Tara Ganpat -Puffett.

From: "Gina Manzano" <gina.manzano@bluetonecommunications.com>
To: "tara ganpat-puffett" <tara.ganpat-puffett@iub.iowa.gov>
Cc: "Account Managers Distro Group" <accountmanagers@bluetonecommunications.com>, garyc@huxleycommunications.net, martenlm@ihs.org, "karen finnegan" <karen.finnegan@oca.iowa.gov>, "Mark DiGiovanni" <mark.digiovanni@bluetonecommunications.com>, "diana ornelas" <diana.ornelas@centurylink.com>
Sent: Friday, January 18, 2013 2:51:40 PM
Subject: Fwd: C-2012-0147 **REDACTED**
D

Tara,

Thank you for your time on the call earlier this week. As discussed, I am currently working with Centurylink to gather additional data associated with this complaint. Unfortunately, it is taking longer than expected to retrieve data sets, CDRs, etc. As requested, please allow for an extension to respond. We should be able to review the data and generate a response by February 15, 2013.

Sincerely,
Gina Manzano
Director, Wholesale Account Support
Bluetone Communications, LLC
614.360.1754 (office)
585.727.8259 (mobile)

From: Gina Manzano
Sent: Thursday, January 10, 2013 12:38 PM
To: Joe Stranges; Ganpat-Puffett, Tara [IUB]; support
Cc: Diana Ornelas (Diana.Ornelas@CenturyLink.com); garyc@huxleycommunications.net;
martenlm@ihs.org; Finnegan, Karen [OCA]
Subject: RE: C-2012-0147 REDACTED

Tara,

Thank you for bringing this issue to our attention. I will review the report and get back to you with our findings.

Regards,
Gina Manzano
Director, Wholesale Account Support
Bluetone Communications, LLC
614.360.1754 (office)
585.727.8259 (mobile)

From: Joe Stranges
Sent: Thursday, January 10, 2013 9:36 AM
To: Ganpat-Puffett, Tara [IUB]; support
Cc: Diana Ornelas (Diana.Ornelas@CenturyLink.com); garyc@huxleycommunications.net;
martenlm@ihs.org; Finnegan, Karen [OCA]
Subject: RE: C-2012-0147 REDACTED

Hello Tara, we have opened Bluetone ticket REDACTED to address this issue.

PLEASE NOTE: As of December 28, 2012, the voice operations of Bluemile Networks has changed its name to Bluetone Communications, LLC.

Bluetone will be investigating this issue, per your request.

We have forwarded the information to our Customer Service Management Team for further review and they will be in contact with you soon.

Thanks.

Joe Stranges
NOC Analyst

Bluetone Communications, LLC

Office (614) 656-1181 (Option 2)

From: Ganpat-Puffett, Tara [IUB] [<mailto:Tara.Ganpat-puffett@iub.iowa.gov>]

Sent: Thursday, January 10, 2013 12:11 PM

To: support

Cc: Diana Ornelas (Diana.Ornelas@CenturyLink.com); garyc@huxleycommunications.net; martenlm@ihs.org; Finnegan, Karen [OCA]

Subject: C-2012-0147

Dear Sir/Madam:

We have received the enclosed complaint from Lynae Millette on behalf of Huxley Family Physicians regarding call termination issue. The telephone number involved is **REDACTED**

In accordance with Iowa Code § 476, "Public Utility Regulation," Bluemile Networks is required to investigate the complaint and to provide a written response to the Iowa Utilities Board staff no later than January 30, 2013. Copies of your response must also be provided to Ms. Millette 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,

Tara Ganpat-Puffett

Utility Analyst II

Iowa Utilities Board

1375 E Court, Room 69

Des Moines, IA 50319

Phone Direct: 515-725-7317

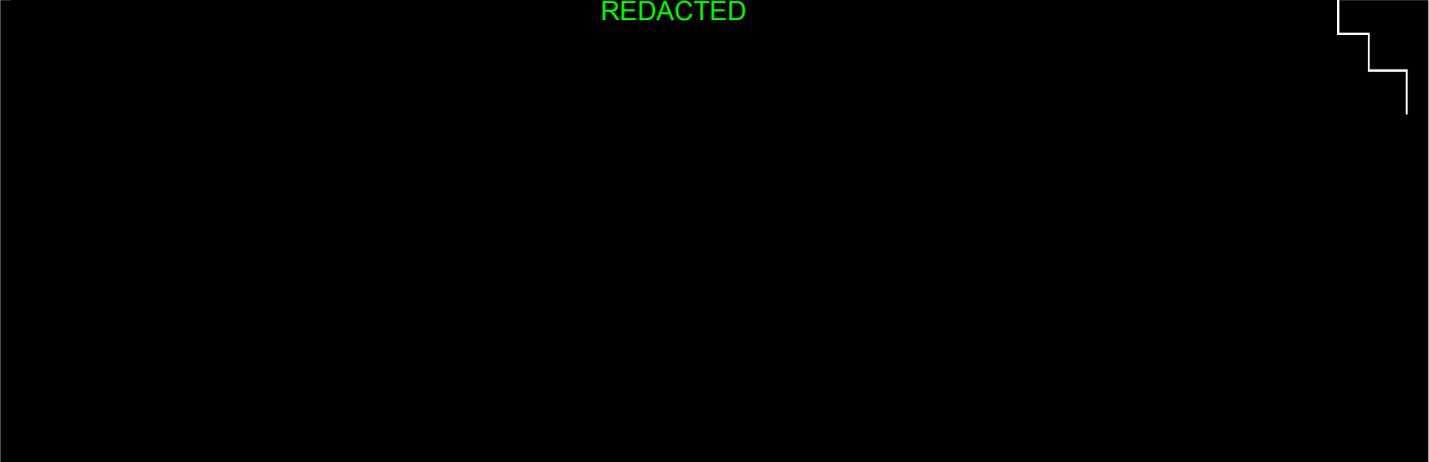
Complaint Line Toll Free: 1-877-565-4450

Complaint Line Local: 725-7321

E-Mail: tara.ganpat-puffett@iub.iowa.gov

To report trouble with your service please call the National Support Center at 614.388.6401. All other inquiries please direct to our main number at 614-410-2501 or toll free at 866-384-7587. If you have received this e-mail in error, please notify the sender immediately and permanently delete the original and any copy of this e-mail and any printout. If you are unable to reply via e-mail, please notify Bluemile, Inc. by collect telephone call at the number listed above.

REDACTED



Ganpat-Puffett, Tara [IUB]

From: Gina Manzano <gina.manzano@bluetonecommunications.com>
Sent: Friday, January 18, 2013 4:57 PM
To: Ganpat-Puffett, Tara [IUB]
Cc: Account Managers Distro Group; garyc@huxleycommunications.net; martenlm@ihs.org; Finnegan, Karen [OCA]; Mark DiGiovanni; diana.ornelas
Subject: Re: C-2012-0147 REDACTED

Resending with the correct email address for Tara Ganpat -Puffett.

From: "Gina Manzano" <gina.manzano@bluetonecommunications.com>
To: "tara ganpat-puffet" <tara.ganpat-puffet@iub.iowa.gov>
Cc: "Account Managers Distro Group" <accountmanagers@bluetonecommunications.com>, garyc@huxleycommunications.net, martenlm@ihs.org, "karen finnegan" <karen.finnegan@oca.iowa.gov>, "Mark DiGiovanni" <mark.digiovanni@bluetonecommunications.com>, "diana ornelas" <diana.ornelas@centurylink.com>
Sent: Friday, January 18, 2013 2:51:40 PM
Subject: Fwd: C-2012-0147 REDACTED

Tara,

Thank you for your time on the call earlier this week. As discussed, I am currently working with Centurylink to gather additional data associated with this complaint. Unfortunately, it is taking longer than expected to retrieve data sets, CDRs, etc. As requested, please allow for an extension to respond. We should be able to review the data and generate a response by February 15, 2013.

Sincerely,
Gina Manzano
Director, Wholesale Account Support
Bluetone Communications, LLC
614.360.1754 (office)
585.727.8259 (mobile)

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Cc: Diana Ornelas (Diana.Ornelas@CenturyLink.com); garyc@huxleycommunications.net; martenlm@ihs.org; Finnegan, Karen [OCA]
Subject: RE: C-2012-0147 REDACTED

Tara,

Thank you for bringing this issue to our attention. I will review the report and get back to you with our findings.

Regards,
Gina Manzano
Director, Wholesale Account Support
Bluetone Communications, LLC
614.360.1754 (office)
585.727.8259 (mobile)

From: Joe Stranges
Sent: Thursday, January 10, 2013 9:36 AM
To: Ganpat-Puffett, Tara [IUB]; support
Cc: Diana Ornelas (Diana.Ornelas@CenturyLink.com); garyc@huxleycommunications.net; martenlm@ihs.org; Finnegan, Karen [OCA]
Subject: RE: C-2012-0147 REDACTED

Hello Tara, we have opened Bluetone ticket REDACTED to address this issue.

PLEASE NOTE: As of December 28, 2012, the voice operations of Bluemile Networks has changed its name to Bluetone Communications, LLC.

Bluetone will be investigating this issue, per your request.

We have forwarded the information to our Customer Service Management Team for further review and they will be in contact with you soon.

Thanks.

Joe Stranges
NOC Analyst

Bluetone Communications, LLC

Office (614) 656-1181 (Option 2)

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Cc: Diana Ornelas (Diana.Ornelas@CenturyLink.com); garyc@huxleycommunications.net; martenlm@ihs.org; Finnegan, Karen [OCA]
Subject: C-2012-0147

Dear Sir/Madam:

We have received the enclosed complaint from Lynae Millette on behalf of Huxley Family Physicians regarding call termination issue. The telephone number involved is **REDACTED**

In accordance with Iowa Code § 476, "Public Utility Regulation," Bluemile Networks is required to investigate the complaint and to provide a written response to the Iowa Utilities Board staff no later than January 30, 2013. Copies of your response must also be provided to Ms. Millette 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.

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Thank you for your prompt attention to this matter.

Sincerely,

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

To report trouble with your service please call the National Support Center at 614.388.6401. All other inquiries please direct to our main number at 614-410-2501 or toll free at 866-384-7587. If you have received this e-mail in error, please notify the sender immediately and permanently delete the original and any copy of this e-mail and any printout. If you are unable to reply via e-mail, please notify Bluemile, Inc. by collect telephone call at the number listed above.

REDACTED

Ganpat-Puffett, Tara [IUB]

From: Ganpat-Puffett, Tara [IUB]
Sent: Thursday, January 10, 2013 11:11 AM
To: 'support@bluemilenetworks.com'
Cc: Diana Ornelas (Diana.Ornelas@CenturyLink.com); garyc@huxleycommunications.net; 'martenlm@ihs.org'; Finnegan, Karen [OCA] (Karen.Finnegan@oca.iowa.gov)
Subject: C-2012-0147
Attachments: C-2012-0147-Complaint.pdf; C-2012-0147-CenturyLink Response.pdf; C-2012-0147-Huxley Response.pdf; C-2012-0147-Additional Information from Huxley.pdf

Dear Sir/Madam:

We have received the enclosed complaint from Lynae Millette on behalf of Huxley Family Physicians regarding call termination issue. The telephone number involved is **REDACTED**

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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

Ganpat-Puffett, Tara [IUB]

From: Ornelas, Diana <Diana.Ornelas@CenturyLink.com>
Sent: Thursday, January 10, 2013 9:58 AM
To: Ganpat-Puffett, Tara [IUB]
Subject: FW: C-2012-0147, Huxley Family Physicians

I just realized I forgot to include you on the email I sent to OCA & Huxley so I wanted to send this so you know they should have received it. Its going to be one of those days today!

From: Ornelas, Diana
Sent: Thursday, January 10, 2013 8:01 AM
To: karen.finnegan@oca.iowa.gov; 'garyc@huxleycommunications.net'
Subject: FW: C-2012-0147, Huxley Family Physicians

From: Ornelas, Diana
Sent: Wednesday, January 09, 2013 5:51 PM
To: Ganpat-Puffett, Tara (IUB)
Subject: C-2012-0147, Huxley Family Physicians

January 9, 2012

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

Re: File: C-2012

CenturyLink has investigated the report from Huxley Family Physicians. The following are the facts we researched and the resolution.

The Complaint was filed by Lynae Millette, on behalf of Huxley Family Physicians, a local service customer of Huxley Telephone company, regarding faxes from Mary Greeley Hospital in Ames, Iowa. Mary Greeley Hospital is a business local and long distance customer of CenturyLink.

The following information was investigated in accordance with the data provided in the complaint:

Calling TN: **REDACTED** (CenturyLink local TN and served by CenturyLink long distance) Mary Greeley Hospital in Ames, IA

Called TN: **REDACTED** (Huxley Telephone Company local TN) Huxley Family Physicians

Date/Time: The weekend of 11/24 &25 (this timing was factored based on the report provided by the Iowa Board Staff email)

Problem: Huxley Family Physicians, indicates that they could not get faxed test results nor calls from our customer, the Mary Greeley Hospital. Per the report: "Last weekend (factored as the weekend of 11/24 & 25) we were unable to get urgent test results from Mary Greeley Hospital as they could not get through our lines. We even are experiencing fax issues and calls not getting to our answering service when we roll them over after hours."

Resolution:

Following CenturyLink's process for investigating these issues, the technician opened a ticket to investigate the issue on behalf of the CenturyLink customer, Mary Greeley Hospital. No calls were found in CenturyLink's call records matching the cited call details. CenturyLink's technician made contact with Kathy at Huxley family Physicians to inquire on the correct numbers involved. Kathy advised that the terminating fax line at issue was actually REDACTED. With that change in the terminating TN, the CenturyLink technician investigated the trouble, the customer's long distance calling issues, and the call paths. The technician tested and determined the problem to be related to the call routing. The underlying carrier used in the routing was Blue Mile. The underlying carrier was removed from the routing to the REDACTED PA/NXX. CenturyLink's technician then contacted Eric Eilers, the Hospital's technical person for telephone issues, to do test calls with him. He did not have any problems with the faxes, and said if he did he will call our repair toll free number. CenturyLink's technicians then did our own testing our network and the fax calls completed without any problems.

CenturyLink notified the underlying carrier of our action in removing them from the route and are working with them to address this issue.

Al Kole at Mary Greeley Hospital was advised that the Hospital's call information would be provided in this report which will be filed with the Iowa Utilities Board, and agreed with such.

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

Diana Ornelas
Customer Advocacy Group
CenturyLink

CC: Huxley Family Physicans
Office of Consumer Advocate

Hard copy mailed to customer

Ganpat-Puffett, Tara [IUB]

From: Ganpat-Puffett, Tara [IUB]
Sent: Wednesday, January 09, 2013 9:19 AM
To: 'Gary Clark'; Mary.Retka@CenturyLink.com; Diana Ornelas (Diana.Ornelas@CenturyLink.com); (Wayne.Johnson3@CenturyLink.com)
Cc: Finnegan, Karen [OCA]; martenlm@ihs.org
Subject: RE: C-2012-0147 (Complaint) Corrected date

I will allow the additional two weeks you requested to respond.

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

From: Gary Clark [<mailto:garyc@HuxleyCommunications.net>]
Sent: Wednesday, January 09, 2013 8:49 AM
To: Ganpat-Puffett, Tara [IUB]; Mary.Retka@CenturyLink.com; Diana Ornelas (Diana.Ornelas@CenturyLink.com); (Wayne.Johnson3@CenturyLink.com)
Cc: Finnegan, Karen [OCA]; martenlm@ihs.org
Subject: RE: C-2012-0147 (Complaint) Corrected date

Tara,

Since the business, Huxley Family Physicians is just that, a medical business, they are subject to employee issues and patient issues. Since the snow storm, the Holidays and sickness of employees, they have had little time to accumulate the logs we need to pursue the issue. Please allow another 2 week extension to allow us to continue our research. Thanks.



From: Ganpat-Puffett, Tara [IUB] [<mailto:Tara.Ganpat-puffett@iub.iowa.gov>]
Sent: Friday, December 21, 2012 9:03 AM

To: Mary.Retka@CenturyLink.com; Diana Ornelas (Diana.Ornelas@CenturyLink.com); (Wayne.Johnson3@CenturyLink.com)
Cc: Finnegan, Karen [OCA]; Gary Clark; martenlm@ihs.org
Subject: FW: C-2012-0147 (Complaint) Corrected date

Sorry, I had the wrong due date on the previous correspondence. See the corrected date below –January 9, 2013).
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

From: Ganpat-Puffett, Tara [IUB]
Sent: Friday, December 21, 2012 8:13 AM
To: 'Mary.Retka@CenturyLink.com'; Diana Ornelas (Diana.Ornelas@CenturyLink.com); (Wayne.Johnson3@CenturyLink.com)
Cc: Finnegan, Karen [OCA] (Karen.Finnegan@oca.iowa.gov); garyc@huxleycommunications.net; 'martenlm@ihs.org'
Subject: C-2012-0147 (Complaint)

Hello,

This complaint relating to call termination was sent to Windstream in error as the customer was not sure who the long distance provider was. I am forwarding this matter to you and will allow 20 days (January 9, 2013) for you to investigate and provide your findings and response to our office, Huxley Communications, Huxley Family Physicians and the Office of Consumer Advocate.

Please find the complaint and responses provide by Huxley Communication attached. I appreciate your attention to this matter.

Sincerely,

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

Ganpat-Puffett, Tara [IUB]

From: Ganpat-Puffett, Tara [IUB]
Sent: Friday, December 21, 2012 9:03 AM
To: Mary.Retka@CenturyLink.com; Diana Ornelas (Diana.Ornelas@CenturyLink.com); (Wayne.Johnson3@CenturyLink.com)
Cc: Finnegan, Karen [OCA] (Karen.Finnegan@oca.iowa.gov); garyc@huxleycommunications.net; 'martenlm@ihs.org'
Subject: FW: C-2012-0147 (Complaint) Corrected date
Attachments: C-2012-0147-Complaint.pdf; C-2012-0147-Initial-Huxley.pdf; C-2012-0147-Initial-Windstream.pdf; C-2012-0147-Huxley Response.pdf; C-2012-0147-Additional Information from Huxley.pdf; C-2012-0147-Additional Information Email.pdf

Sorry, I had the wrong due date on the previous correspondence. See the corrected date below –January 9, 2013).

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

From: Ganpat-Puffett, Tara [IUB]
Sent: Friday, December 21, 2012 8:13 AM
To: 'Mary.Retka@CenturyLink.com'; Diana Ornelas (Diana.Ornelas@CenturyLink.com); (Wayne.Johnson3@CenturyLink.com)
Cc: Finnegan, Karen [OCA] (Karen.Finnegan@oca.iowa.gov); garyc@huxleycommunications.net; 'martenlm@ihs.org'
Subject: C-2012-0147 (Complaint)

Hello,

This complaint relating to call termination was sent to Windstream in error as the customer was not sure who the long distance provider was. I am forwarding this matter to you and will allow 20 days (January 9, 2013) for you to investigate and provide your findings and response to our office, Huxley Communications, Huxley Family Physicians and the Office of Consumer Advocate.

Please find the complaint and responses provide by Huxley Communication attached. I appreciate your attention to this matter.

Sincerely,

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



102 N. Main Avenue
P.O. Box 36
Huxley, IA 50124

PH 515-597-2281
TF 800-231-4922
FX 515-597-2899

www.huxcomm.net

December 19, 2012

Ms. Tara Ganpat-Puffett, Utility Analyst II
Iowa Utilities Board
1375 E. Court Avenue, Rm 69
Des Moines, Iowa 50319-0069

RE: Iowa Utilities Board File No. C-2012-0147

Dear Ms. Ganpat-Puffett:

This letter is in response to your e-mail and phone call requesting additional information in regards to the complaint of Lynae Millette of Huxley Family Physicians (HFP).

There were 4 other times HFP called from 2008-2011, but they listed different issues. I am listing all dates in 2012 that HFP called that may have importance to the issue:

1-25-12 – Line 2 (for 597-2600) is a rollover line that has static and cuts out.
RESOLUTION: Put new ends on inside wire and made sure they were not loose in the time slots on the fiber point. Tested connections and no trouble found. Advised HFP.

2-13-12 – Line 2 has static and cuts out as it did on 1-25-12 call.
RESOLUTION: Switched plug on line 2 to see if it solves issue. Took test set and physically pulled on lines while set was on 66 block to make sure that all connections were not loose. There was no static upon test. Advised HFP no problems detected in HCCoop equipment or FTTH.

2-22-12 – Phone is echoing and cutting in & out. Phone key system people checked out their system & want us to recheck.
RESOLUTION: Reset and cleaned all fibers and checked lines on 66 block with test set and with HFP staff. No echoing, dropped calls or static through any calls upon test. Advised HFP.

10-25-12 – Calls dropping.
RESOLUTION: Good at fiber points. Subscriber says that drops and static are when it rains or is wet outside. Explained to HFP how the FTTH process works and made sure there was no moisture inside the dmarc INSIDE the utility room. Every test has never shown any problems and can physically not happen with FTTH. Advised HFP of tests.

11-20-12 – Lots of static on line 1 **when people call in**. Key system people will check their system and call us back.
RESOLUTION: No call back from HFP on key system check. Flopped line 1 and line 3 of expansion port to see if trouble switches. Key system provider may have an issue and we cannot verify. All testing done and all HCCoop FTTH is perfect in performance to dmarc.

Huxley Communications Cooperative is willing to provide whatever assistance is needed to determine the source of the problem with INCOMING calls and the CALL COMPLETION issue as was finally reported to us on the last trouble call. Upon review of these trouble tickets it was reported on 11-20-12 as such. I have talked to the office staff at HFP this week and they said calls are made to their office, but no one answers and they have no way of knowing who they are. Sometimes they recall using other methods, but they are busy doing their business and HFP does not take the time to get pertinent information to solve this issue. We need more time to establish such records once the caller lets HFP know they tried to call and who their carrier of record is. At this time we consider this a call completion issue that needs to be addressed and held open until HFP is satisfied. With the help of the Iowa Utilities Board we hope this can be accomplished.

Sincerely,

 REDACTED

Gary A. Clark,
General Manager

cc: Lynae Millette, Huxley Family Physicians
Office of Consumer Advocate

Ganpat-Puffett, Tara [IUB]

From: Gary Clark <garyc@HuxleyCommunications.net>
Sent: Wednesday, December 19, 2012 12:23 PM
To: Ganpat-Puffett, Tara [IUB]
Subject: RE: C-2012-0147
Attachments: Gary A Clark.vcf; IUB-No-C-2012-0147 12-19-12.pdf

Tara,

Attached is the letter explaining the trouble tickets and the dates as it was reported. We respond to all trouble on that day or within 24 hours. Let me know if you have any other questions. We want this call completion issue resolved also.



From: Ganpat-Puffett, Tara [IUB] [<mailto:Tara.Ganpat-puffett@iub.iowa.gov>]
Sent: Wednesday, December 19, 2012 9:01 AM
To: Gary Clark
Subject: C-2012-0147

Hi Gary,

Can you provide the dates of the four trouble tickets you received from HFP and the nature of the trouble and what Huxley Comm found the problem to be?

Also, provide the dates and times of the tests you performed in response to this complaint.

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



102 N. Main Avenue
P.O. Box 36
Huxley, IA 50124

PH 515-597-2281
TF 800-231-4922
FX 515-597-2899

www.huxcomm.net

December 18, 2012

Ms. Tara Ganpat-Puffett, Utility Analyst II
Iowa Utilities Board
1375 E. Court Avenue, Rm 69
Des Moines, Iowa 50319-0069

RE: Iowa Utilities Board File No. C-2012-0147

Dear Ms. Ganpat-Puffett:

This letter is in response to the letter we received from you regarding the complaint of Lynae Millette of Huxley Family Physicians.

Since 2008, we have received only 4 calls related to static or calls being dropped for Huxley Family Physicians (HFP). After research on these trouble calls, each one was resolved as an issue with their customer-owned key system or a possible call completion issue. The latest issues were researched by using the times given to us by HFP. HFP gave us ONLY INCOMING INTRASTATE CALLS to them to research. The problem is our switch cannot tell when a CALL is not completed; no information is sent. The carrier was not determined due to calls that failed to reach our switch and no complaints of a carrier were relayed to us from HFP.

Huxley Communications Cooperative is willing to provide whatever assistance is needed to determine the source of the calls, but we need more time to establish such records once the caller lets HFP know they tried to call and who their carrier of record is. At this time this call completion issue needs to be addressed by Iowa Utilities Board.

Sincerely,

REDACTED

Gary A. Clark,
General Manager

cc: Lynae Millette, Huxley Family Physicians
Office of Consumer Advocate

Ganpat-Puffett, Tara [IUB]

From: Gary Clark <garyc@HuxleyCommunications.net>
Sent: Tuesday, December 18, 2012 3:03 PM
To: Ganpat-Puffett, Tara [IUB]
Subject: RE: No. C-2012-0147
Attachments: Gary A Clark.vcf; IUB_Hux Fam Phys-C-2012-0147 12-18-12.pdf

Tara,

I sent the original via mail. Attached is a copy. Let me know if you have any questions.



Ganpat-Puffett, Tara [IUB]

From: Ganpat-Puffett, Tara [IUB]
Sent: Wednesday, November 28, 2012 3:51 PM
To: 'martenlm@ihs.org'; 'huxtel@huxleyCommunications.net'; Windstream (WINDSTREAM.Executive.Complaints@windstream.com)
Cc: Finnegan, Karen [OCA] (Karen.Finnegan@oca.iowa.gov); windstream.legal.disputes@windstream.com
Subject: C-2012-0147 (Complaint)
Attachments: C-2012-0147-Complaint.pdf; C-2012-0147-Initial Customer.pdf; C-2012-0147-Initial-Huxley.pdf; C-2012-0147-Initial-Windstream.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



GOVERNOR TERRY E. BRANSTAD
LT. GOVERNOR KIM REYNOLDS

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

November 28, 2012

Ms. Lynae Millette
Huxley Family Physicians
305 S Hwy 69
Huxley, IA 50124

Re: Iowa Utilities Board File No. C-2012-0147

Dear Ms. Millette:

We have received your complaint on behalf of Huxley Family Physicians regarding static on the telephone line when it is cold and wet causing the calls to cut off and your request for reliable telephone service. The telephone number involved is [REDACTED]

[REDACTED]

In accordance with Iowa Code section 476, "Public Utility Regulation," we are forwarding your complaint to Huxley Communications Cooperative (Huxley) and Windstream Iowa Communications, Inc. (Windstream). Huxley and Windstream are required to investigate the complaint and may contact you to identify or resolve any issues. In addition, Huxley and Windstream must provide a written response to the Iowa Utilities Board (IUB) staff no later than December 18, 2012. Huxley and Windstream are also required to provide you and the Office of Consumer Advocate with copies of its response.

As soon as we receive the responses, 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,

Tara Ganpat-Puffett
Utility Analyst II
Customer Service

enc.

cc: Huxley Communications Cooperative, 102 N. Main Avenue, PO Box 36, Huxley,
IA 50124-0036
Windstream Iowa Communications, Inc., 1720 Galleria Blvd., Charlotte, NC
28270
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

November 28, 2012

Mr. Gary Clark
Huxley Communications Cooperative
102 N. Main Avenue
PO Box 36
Huxley, IA 50124-0036

Re: Iowa Utilities Board File No. C-2012-0147

Dear Mr. Clark:

We have received the enclosed complaint from Lynae Millette on behalf of Huxley Family Physicians regarding static on the telephone line when it is cold and wet causing the calls to cut off and request for reliable telephone service. The telephone number involved is **REDACTED**

In accordance with Iowa Code § 476, "Public Utility Regulation," Huxley Communications Cooperative (Huxley) is required to investigate the complaint and to provide a written response to the Iowa Utilities Board staff no later than December 18, 2012. Copies of your response must also be provided to Ms. Lynae Millette, 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: Lynae Millette, Huxley Family Physicians, 305 S Hwy 69, Huxley, IA 50124
Windstream Iowa Communications, Inc., 1720 Galleria Blvd., Charlotte, NC 28270
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

November 28, 2012

Ms. Mollie Chewning
Windstream Iowa Communications, Inc.
1720 Galleria Blvd.
Charlotte, NC 28270

Re: Iowa Utilities Board File No. C-2012-0147

Dear Ms. Chewning:

We have received the enclosed complaint from Lynae Millette on behalf of Huxley Family Physicians regarding static on the telephone line when it is cold and wet causing the calls to cut off and request for reliable telephone service. The telephone number involved is **REDACTED**

In accordance with Iowa Code § 476, "Public Utility Regulation," Windstream is required to investigate the complaint and to provide a written response to the Iowa Utilities Board staff no later than December 18, 2012. Copies of your response must also be provided to Ms. Millette 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: Lynae Millette, Huxley Family Physicians, 305 S Hwy 69, Huxley, IA 50124
Huxley Communications Cooperative, 102 N. Main Avenue, PO Box 36, Huxley, IA
50124-0036
Office of Consumer Advocate, 1375 E. Court Ave., RM 63, Des Moines, IA 50319-0063

Correspondence

C-File

Today's Date: **11/28/2012**

Analyst

Date Received: **11/28/2012**

Tara Ganpat-Puffett

Company Name #1 **Huxley Communications Cooperative**

Company Name #2 **Iowa Telecommunications Services, Inc.**

Company Name #3

First Name **Lynae**

Last Name **Millette**

Customer Business Name **Huxley Family Physicians**

Service Street Address **305 S Hwy 69**

City **Huxley**

State **IA**

Zip **50124-**

Mailing Address (If Different) **martenlm@ihs.org**

- 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 >>>

- Local Telephone
- Long Distance Telephone
- Electric
- Gas
- Water
- Cellular
- VOI
- Broadband

Other:

Windstream Iowa Communications, Inc.

Whetstone, Jane [IUB]

From: Huxley Family Physicians <martenlm@ihs.org>
Sent: Wednesday, November 28, 2012 9:09 AM
To: IUB Customer [IUB]; McConnell, Teresa [IUB]
Subject: On-line complaint

Below is the result of your feedback form. It was submitted by Huxley Family Physicians (martenlm@ihs.org) on Wednesday, November 28, 2012 at 09:09:00

realname: Huxley Family Physicians

email: martenlm@ihs.org

address: 305 S Hwy 69

city: Huxley

state: IA

zipcode: 50124

txtWorkPhone: 

chkAlliant: YES

chkWindstream: YES

optContactedUtility: YES

ContactPerson: Lance

optWorkingService: YES

chkServiceProblem: YES

problem: We have struggled for four years, about this time of year when it gets cold and wet, we have static and lines cutting off. This year has turned to horrible service. I have outside customer like Hospitals, other Clinics, and patients complaining daily about our phone lines. Last weekend we were unable to get urgent test results from Mary Greeley Hospital as they could not get through our lines. We even are experiencing fax issues and calls not getting to our answering service when we roll them over after hours. The nature of our services is not forgiving! If we fail to provide care for a patient and something awful happens because we were unable to make or receive a phone call, there are terrible consequences. If you check with Huxley Communications and Baker Windstream you will find tons of documentation to support this complaint. Thank you in advance for your immediate attention to this issue.

Lynae Millette
Clinic Administrator

submit: Send

