

STATE OF IOWA
DEPARTMENT OF COMMERCE
UTILITIES BOARD

IN RE: COMPLAINT OF HORN MEMORIAL HOSPITAL	DOCKET NO. FCU-2014-0014
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**ORDER REGARDING PREHEARING CONFERENCE
AND REQUIRING FILING**

(Issued March 12, 2015)

A telephone prehearing conference was held in this case on March 10, 2015. The Consumer Advocate Division of the Department of Justice (Consumer Advocate) was represented by its attorney, Ms. Anna K. Ryon. Frontier Communications of Iowa, Inc. (Frontier), was represented by its attorney, Ms. Kris Holub Tilley. Impact Telecom, Inc. (Impact), was represented by its attorney, Ms. Leanna Whipple. Level 3 Communications, LLC (Level 3), was represented by its attorney, Mr. Bret Dublinske. Mr. W.R. Walling, Vice-President, was on the call for Iowa Network Services. Ms. Michelle Weber, Clinic Director of Horn Physicians Clinic, was on the call for Horn Memorial Hospital. Utilities Board (Board) staff Ms. Tara Ganpat-Puffett, Mr. Larry Stevens, and Ms. Suzanne Smith were also on the call. No one was present on the call for Long Lines Metro, Inc. (Long Lines).

Ms. Weber stated that Horn Memorial Hospital has not had any recent call completion problems. She also stated she knows who to call if the hospital has any future call completion problems. If Ms. Weber has questions about the case or Board

procedures, she may call Ms. Ryon at the Consumer Advocate's office. The general number for the Consumer Advocate is 515-725-7200.

The Consumer Advocate stated she had spoken with Frontier, Impact, and Level 3 prior to the prehearing conference and requested a period of six months for discovery, investigation, and exploration of arriving at an agreeable resolution of the case. At the end of the six month period, the parties would file a joint status report regarding their activities. The other parties agreed with this approach.

At the prehearing conference, the request for time to work on discovery, investigation, and possible resolution of the case was granted, with a joint status report due in six months. Another telephone conference call will be held after the report is filed to discuss whether Horn Memorial Hospital has experienced any further call completion problems, the status of the case, and appropriate procedures going forward.

It has come to the attention of the undersigned that some of the parties were unsure of the instructions regarding call-in information in the prior order setting the telephone prehearing conference. It appears this may have been caused because they are unfamiliar with how orders and filings are sent to the parties in a case. Notice of all orders and filings in a case are issued by the Board's Electronic Filing System (EFS) in the form of an e-mail message to the persons on the Board's service list. Each of the persons on the prehearing conference call, and Mr. Bill Gaukel of Long Lines, is on the Board's service list for this case. Each e-mail message sent by the Board for this case will show that it came from "Iowa Utilities

Board EFS Notifications,” and it will include the above docket number in the subject line.

IT IS THEREFORE ORDERED:

1. On or before September 15, 2015, the parties must file a status report informing the Board of the status of their investigation and discovery, whether they are ready to establish a procedural schedule for the case, and whether they have reached a resolution regarding the case. If the parties are ready to establish a procedural schedule, the report should inform the Board of their recommendations regarding the appropriate procedural steps to be followed. The status report must state whether Horn Memorial Hospital has experienced any call completion problems since the date of this order, and if it has, what was done to investigate and solve the problems. The parties must include three mutually agreeable dates and times for a telephone prehearing conference in their report.
2. Once the report is filed, an order will be issued setting the date and time for the next telephone prehearing conference.

UTILITIES BOARD

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

ATTEST:

/s/ Judi K. Cooper
Executive Secretary, Deputy

Dated at Des Moines, Iowa, this 12th day of March 2015.