

STATE OF IOWA  
DEPARTMENT OF COMMERCE  
BEFORE THE IOWA UTILITIES BOARD

IN RE:  COMPLAINT OF HORN MEMORIAL HOSPITAL	DOCKET NO. FCU-2014-0014 (C-2014-0072)
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**RESPONSE TO ORDER REGARDING SECOND PREHEARING  
CONFERENCE AND REQUIRING FILINGS**

In response to the January 7, 2016 Order (“Order”) issued by the Iowa Utilities Board’s Administrative Law Judge, Frontier Communications of Iowa, Inc. (“Frontier”) reports as follows:

1. The Order directed the Office of Consumer Advocate (“Consumer Advocate”) to file a report of its investigation into whether Horn Memorial Hospital (“Hospital”) had experienced continuing call completion problems and if so, further directed Frontier to file a report stating what it has done to correct the problems and prevent them in the future.

2. Outgoing call completion issues: The Consumer Advocate filed a January 20, 2016 report indicating that, “with respect to outgoing calls [Hospital] reported [it] has not had any problems since filing the initial complaint in this docket” and that the Hospital is “satisfied with the resolution of the previous problems with outgoing calls.” Outgoing call completion issues were the basis of the Hospital’s complaint in this docket proceeding and, by the Hospital’s own admission, have not recurred since June, 2014. Accordingly, Frontier has not needed to take any corrective action, as all outgoing call completion issues at the Hospital have been resolved.

3. Incoming call completion issues: In its January 20, 2016 report, the Consumer Advocate indicated that, with respect to incoming calls, the Hospital continues to have call

completion problems. Further communication between the Consumer Advocate and Hospital revealed that the Hospital does not have any information regarding the dates and times of such incoming call completion issues and that the Hospital understands that the incoming call completion problems lie at the feet of the originating carrier of the individual(s) initiating the call to the Hospital rather than Frontier. Because of the lack of detailed information regarding the problematic incoming calls, there is insufficient information to investigate incoming call completion issues at the Hospital or take any specific remedial actions.

Respectfully submitted,

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