

STATE OF IOWA
DEPARTMENT OF COMMERCE
UTILITIES BOARD

IN RE: REHABILITATION CENTER OF ALLISON, IOWA, UNITYPOINT CLINIC FAMILY MEDICINE AT HUXLEY, f/k/a HUXLEY FAMILY PHYSICIANS, HANCOCK COUNTY HEALTH SYSTEMS, HELEN ADOLPHSON and CHARLOTTE SKALLERUP, CAROLYN FRAHM, and DOUGLAS PALS	DOCKET NOS. FCU-2012-0019, FCU-2013-0004, FCU-2013-0005, FCU-2013-0006, FCU-2013-0007, and FCU-2013-0009
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ORDER SETTING FILING DEADLINE FOR PROPOSED SETTLEMENTS

(Issued August 28, 2015)

On February 12, 2015, an order was issued modifying the remaining procedural schedule in Docket No. FCU-2012-0019, *Rehabilitation Center of Allison, Iowa (Allison)*. Among other things, the order required Qwest Corporation, d/b/a CenturyLink QC (CenturyLink) to file its proposed effective, preventative, long-term solutions to the call completion problems its customers have experienced in Iowa by April 27, 2015, and allowed any party to file a response to the proposed solutions by May 26, 2015. The order stated that at the conclusion of this partial procedural schedule, based on the filings of the parties, the undersigned administrative law judge would determine whether an additional procedural schedule is needed, and if so, what it should include. The order stated the parties would be given the opportunity to provide input into this determination.

Similar orders were issued in each of the dockets listed above, requiring various telephone carriers to provide their proposed solutions, allowing the other parties to file responses, and stating the parties would be given the opportunity to provide input into the decision of whether an additional procedural schedule is needed, and if so, what the procedural schedule should include.

On August 26, 2015, an in-person prehearing conference was held, at which the parties in the dockets listed above were given the opportunity to give their opinions as to whether an additional procedural schedule is needed in these cases, and if so, what it should include. The parties provided a variety of ideas of what is still needed, although they generally agreed there is no need for further fact-finding in these dockets and a hearing is not needed. The Consumer Advocate and other parties reported that none of the complaining customers in these cases has experienced any recent call completion problems. The telephone carriers provided updates on the actions they and the industry have taken to address call completion issues and comply with the Federal Communications Commission (FCC) call completion rules, to the extent they are applicable to the various carriers. The parties expressed a variety of views on the question of whether the Utilities Board (Board) should initiate a proceeding of general applicability, such as a Notice of Inquiry proceeding, to consider whether the Board needs to take any action to address call completion issues in Iowa, and if so, what those actions should include.

During the prehearing conference, the Consumer Advocate and some of the telephone carriers stated they had discussed possible settlement agreements. The

parties expressed a variety of views on whether they thought they could reach a settlement with the Consumer Advocate. It was agreed that the parties would be given a one-month period of time to explore settlement. At the end of that month, the parties involved in possible settlement discussions agreed they would file: a) proposed settlement agreements; b) statements that they are not able to reach a settlement; or c) requests for a short delay to finalize settlement agreements where it appears the additional delay would be productive. The undersigned administrative law judge agreed to wait until the parties make their filings regarding settlement before deciding on the appropriate further actions to be taken in these proceedings.

IT IS THEREFORE ORDERED:

On or before September 30, 2015, the parties involved in possible settlement discussions in each of the dockets listed above must file: a) proposed settlement agreements; b) statements that they are not able to reach a settlement; or c) requests for a short delay to finalize settlement agreements where it appears the additional delay would be productive.

UTILITIES BOARD

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

ATTEST:

/s/ Trisha M. Quijano
Executive Secretary, Designee

Dated at Des Moines, Iowa, this 28th day of August 2015.