

STATE OF IOWA  
DEPARTMENT OF COMMERCE  
BEFORE THE IOWA UTILITIES BOARD

<p>IN RE COMPLAINTS OF:</p> <p>REHABILITATION CENTER OF ALLISON, 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.</p>	<p>DOCKET NOS. FCU 2012-0019, FCU-2013-0004, FCU-2013-0005, FCU-2013-0006, FCU-2013-0007, &amp; FCU-2013-0009</p>
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**SUPPLEMENTAL REPORT**

OCA reports that despite best efforts Impact, Inc. and OCA have not been able to reach a settlement.

In its earlier reports, OCA has recommended a nine-step solution to the rural call completion problem in Iowa. Subsequent work in discussing possible settlement and drafting possible settlement agreements has enabled OCA to consolidate its suggested solutions into four, without altering their substance, as follows: (1) OCA has previously combined steps 1 and 6, regarding the exercise of responsibility over downstream carriers; (2) step 2, regarding the identification of downstream carriers, is separate (OCA suggests that listings be updated quarterly); (3) step 7, regarding the reporting of the Iowa portion of the federal data to the Board and OCA, is separate; and (4) the remaining steps (3, 4, 5, 8 and 9) can be consolidated into a single progress report.

OCA understands based on the conference held August 26, 2015, that the presiding officer will enter an order concluding the proceedings and requiring such action as the presiding officer deems appropriate. Based on the evidence presented and the

arguments advanced, OCA urges the presiding officer to direct the companies to implement the solutions proposed by OCA, until such time as the Board determines they are no longer needed or conducts further proceedings and establishes an order or ruling that supersedes the order in these proceedings.

Respectfully submitted,

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Consumer Advocate

/s/ Craig F. Graziano

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OFFICE OF CONSUMER ADVOCATE