



November 5, 2014

***Ex Parte Notice***

Ms. Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

**Re:**

***In the Matter of Rural Call Completion, WC Docket No. 13-39***

Dear Ms. Dortch:

The undersigned, representing NTCA–The Rural Broadband Association (“NTCA”), and Derrick Owens representing WTA – Advocates for Rural Broadband (“WTA”) met with Nick Degani, Wireline Legal Advisor to Commissioner Ajit Pai, on November 3, 2014 to discuss rural call completion. We expressed frustration with the fact that more than a year after rules to address rural call completion problems were adopted, the record keeping and reporting rules are still not in effect.

Rural call incompleteness is a problem of which the Commission has been aware for several years. NTCA, WTA and other rural associations first brought the issue to the attention of Commission staff in a series of letters and meetings in the spring of 2011. The record is replete with data and anecdotal information describing the extent of the problem and the serious public safety and financial ramifications of call failure. Family members have been unable to contact loved ones, rural businesses have lost opportunities and customers, doctors have been unable to reach patients, hospitals have been unable to reach on-call emergency surgeons and there is a reported instance in which a 911 call center was unable to make emergency call backs.

Mr. Degani provided assurances that Commissioner Pai is committed to addressing this problem.

Pursuant to Section 1.1206 of the Commission’s rules, a copy of this letter is being filed via ECFS. If you have any questions, please do not hesitate to contact the undersigned.

Sincerely,

/s/ Jill Canfield

Jill Canfield  
Director of Legal and Industry,  
Assistant General Counsel

cc Nick Degani