



## **Long Distance Call Completion Problems a Nationwide Issue...**

Recently, we have been hearing from customers that some incoming calls being made to them are not being completed. In other instances, they are receiving calls with very poor voice quality or echoing. These problems have been very inconsistent, making them difficult to troubleshoot. This is a major issue of national scope dealing with the way many long distance providers are routing calls to rural providers.

**Please be assured, this issue is not within our network. The problem starts with the long distance carrier used by the customer who places the call.**

We are making every effort to work together with our national and state telecommunications associations and the Federal Communications Commission (FCC) to resolve this issue. The FCC has created a special task force to investigate and address this issue and we are hopeful that they act quickly to resolve these problems. Visit the FCC's official blog for more information on their efforts: [www.fcc.gov/blog/new-year-solutions-rural-call-completion-problems](http://www.fcc.gov/blog/new-year-solutions-rural-call-completion-problems).

**What can you do?** If someone attempting to call you experiences any issues with completing the call or poor call quality, we encourage you to report these details by contacting our Customer Service Department at 496-3391.

- The long-distance carrier used by the person trying to reach you. We need to know the name of the carrier used by the caller so that we can contact the carrier on your behalf to try and resolve the issue.
- The time that call was placed and phone number from which the call originated.
- Go to [www.fcc.gov/complaints](http://www.fcc.gov/complaints) to file an informal wired telephone service complaint with the FCC against the carrier used by the person trying to call you (not Waitsfield and Champlain Valley Telecom).

While the issues are not with our facilities, Waitsfield and Champlain Valley Telecom's commitment to our customers remains the same. We will continue to do everything in our power to provide you with premium service and to ensure that outside carriers meet their responsibility to deliver calls to our network so we can, in turn, deliver those calls to you.

Thank you for the privilege of serving you!