

THE KINGDOM CONNECTION

A Kingdom Telephone Company Publication

June 2011

The Call Completion Conundrum

Problems with the completion of calls to rural carriers have become a “nationwide epidemic”. That is how representatives of telecommunications groups characterized the difficulties plaguing rural telcos for the last year when they met with the FCC Pricing Policy Division and Enforcement Bureau on March 10.

The group included representatives of the National Telecommunications Cooperative Association (NTCA), the National Exchange Carrier Association (NECA), the Organization for the Promotion and Advancement of Small Telecommunications Companies (OPASTCO), and the Western Telecommunications Alliance (WTA), as well as some of their member companies. They outlined four problem scenarios to the FCC, but there are more. The problem calls may come from wireline, wireless, interconnected VoIP providers and VoIP systems.

- Calls that ring for the calling party, but not at all or on a delayed basis for the customer of the rural carrier
- Calling parties who receive incorrect or misleading message interceptions before the call reaches the rural local exchange carrier (LEC) or the tandem switch through which the rural LEC receives traffic
- Calls that appear to loop between routing providers but never reach the rural carrier or its serving tandem
- Incorrect caller ID that displays to called parties

The call completion problem is well-known to Kingdom management and staff. Customer Service Representatives regularly receive complaints from frustrated customers whose calls simply won't go through, and management has struggled to find a solution with limited success.

“We often get blamed for the problems by the originating carrier. Our investigations show otherwise,” said General Manager Tom Young. “We do not take this issue lightly. It is vital for elderly who live alone, as well as affecting businesses and even law enforcement.”

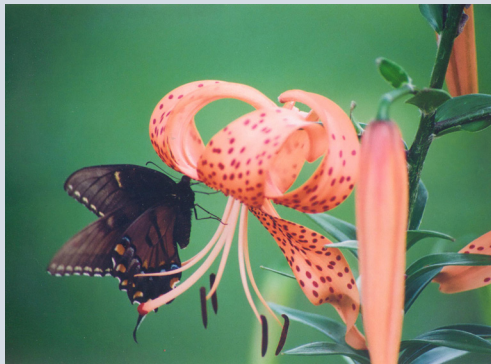
It is difficult to identify the source of these problems when they occur since they arise with calls placed by customers of other carriers, which may never reach the local telephone company network at all. Problems are

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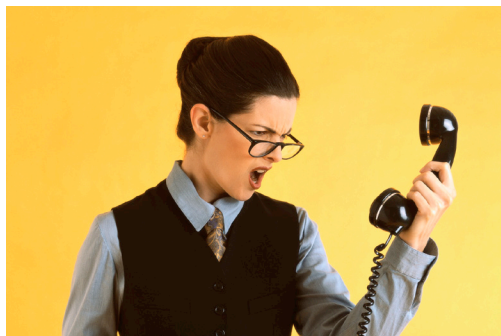
WINNERS OF THE DIRECTORY COVER PHOTO CONTEST ANNOUNCED

The votes have been counted and the results are in! We have a winner—and a beautiful photo for the cover of the 2011 telephone directory. The first place winning photograph was taken by Barb Griffith, who will receive a cash prize of \$100. Jason A. Harris received second place and a prize of \$50, and the third place prize of \$25 was won by Gary Wathen. Voting was open to the public. General Manager Tom Young made the final selections from the top three public selections.



First place - Barb Griffith (left); second place - Jason A. Harris (center); third place - Gary Wathen (right).

THE CALL COMPLETION CONUNDRUM, CONTINUED



most often identified only when the calling party communicates the concern to the called party, and then only if the called party in turn reports this concern to its local telephone company. There are a variety of platforms on which the troubles arise, and a number of barriers to “troubleshooting” problems on other carriers’ networks.

For most rural telephone companies, the most successful method of resolving the issues that occur has been to encourage the calling party to file a trouble ticket with the originating carrier. When the local telephone company tries to find out the calling party’s long distance or wireless carrier and report the problem to them on behalf of the caller, the carrier rarely responds. After all, the local telephone company isn’t their customer! Nearly half of all complaints have never been resolved or only fixed temporarily.

The rural groups said their fact-finding supports the conclusion that the problems appear to arise from how originating carriers choose to set up the signaling and routing of their calls. The rural groups did not speculate on whether other carriers are deliberately blocking calls or how they are doing it.

At present, the situation is still unresolved. The rural telco groups urged the FCC to take several steps to address this problem, including:

- Ensuring that providers do not initiate or permit actions that result in calls failing to terminate or to be choked, restricted or disguised
- Affirming that where a provider knows, or should reasonably know, that calls will fail to complete or suffer in delivery, the provider should be responsible for its acts or omissions

The rural associations will continue to seek solutions. They plan to survey their membership, send letters to the Enforcement Bureau, and, hopefully, trigger an independent investigation of the problem.

COMMUNITY GRANT AWARDS: 1ST Q 2011

One of the signs that spring has rolled around is the distribution of the first community grants of the year. The board of directors awarded grants of \$500 to four recipients at their April meeting. The organizations are Cub Scout Pack #32 of Auxvasse, Old Auxvasse Nine Mile Presbyterian Church, Mokane Lions' Club, and Tebbetts Community Center.

With their grant, Cub Scout Pack #32 of Auxvasse will replace the heater in the Auxvasse Scout Cabin with a heating and cooling unit. The Scout Cabin is used for meetings and offers a place to work on community projects and other activities.

Old Auxvasse Nine Mile Presbyterian Church will get new tables and chairs for their fellowship hall with their grant. The church fellowship hall is used as a multipurpose building, available for wedding receptions, funeral meals, and other events.

The Mokane Lions' Club also received a community grant. The Lions recently updated the kitchen in their Mokane building, and the grant money will be used to purchase appliances and other kitchen necessities, such as pots, crock pots, mixers, grills, a coffee pot and mats for the sinks.

The grant to the Tebbetts Community Center will help to replace and upgrade the electrical boxes on the outside of the Center's building, as well as finance the installation of a new breaker box for all of the circuits inside of the building.

For more information and to view photos of the recipients, go to our blog at <http://kingdomtelco.wordpress.com/>.

ADVERTISE YOUR COMMUNITY EVENT

If you have a group or community event coming up, let us know. We can help you get the word out. We'll advertise it for you for free on our blog and mention it on our Facebook page.

You can visit our blog at <http://kingdomtelco.wordpress.com/>. You can also click on the link on the Kingdom home page. Look for the blog icon in the upper right corner of our home page. You'll find a variety of Kingdom news, tips and tricks about your phone and Internet service, and whatever else catches our fancy.

TRAVELING TO WASHINGTON, D. C.

We are pleased to announce that two North Callaway students were chosen to travel to Washington, D.C. on the Foundation for Rural Service (FRS) Youth Tour.



Michaela Crawford and Jared Graves will join other rural students from across the United States for a four-day tour of some of the most historic sites in the nation. Kingdom Administrative Assistant Paula Barnett will accompany Michaela and Jared on the tour as their chaperone.

While in Washington, students learn about the telecommunications industry, as well as the regulatory and legislative processes. Educational sessions on these topics are enriched by site visits to the U.S. Capitol and the Federal Communications Commission, in addition to meetings with industry leaders and members of Congress. The students also are given ample time to explore the Nation's Capital and its many attractions. The group will visit such sites as the Lincoln and Jefferson Memorials; The Korean, Vietnam and new World War II Memorials; Mount Vernon, home of George Washington; and the Smithsonian Museums.

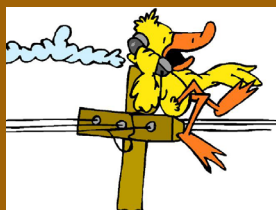
SEND US YOUR FAVORITE RECIPES



The Relay for Life Team is compiling a cookbook filled with recipes from Kingdom customers, staff, and retirees. The books will go on sale for \$10 on September 1, 2011. All proceeds will benefit the American

Cancer Society Relay for Life.

- Each person may submit up to two recipes
- Recipe submission form available on request
- Include your name, phone number, the town you live in, and, if you wish, a 4 line, 375 character dedication in honor or memory of a loved one with cancer.
- Mail, drop off or fax to 386-3442 before June 30
- E-mail to pgriffith@ktis.net or dmyers@ktis.net



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FIND YOUR PHONE NUMBER TO WIN!

Get credit for reading The Connection! In each issue, the last four digits of a randomly chosen telephone number 4760 will be "hidden" in the text of one of the stories. Find the number, and if it's yours, we'll give you a \$20.00 credit on your Kingdom Telephone bill.

The winning number must be currently active. You will have until the last day of the month in which the newsletter appeared to notify our office.

Congratulations to the April winners James E. Krenzel and A.M. Smith.

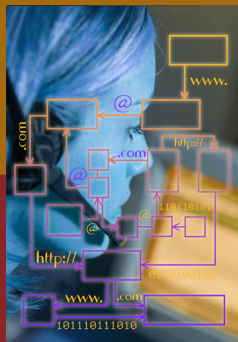


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OFFICE HOURS

Monday-Friday, 9:00 a.m.-5:00 p.m. The business office will be closed in observance of Memorial Day on Monday, May 30.



KINGDOM TECHNOLOGY SOLUTIONS NEWS

Rob Barnes Returns to Kingdom Technology Staff

After more than two years at the helm of his own business, Rob Barnes has rejoined the staff of Kingdom Technology Solutions as Sales and Engineering Manager. Formerly Chief Technical Officer, Rob was employed by Kingdom from January 1999 through October 2008.

In 2008, Rob left Kingdom to start his own business providing IT consulting and contracting to commercial accounts including schools, financial institutions, general businesses, and not-for-profits. He returned to Kingdom early in 2011 on a part-time basis while fulfilling the terms of a contractual arrangement with a local municipality. During the transition from his small company to Kingdom's environment, Barnes focused on, and built upon, the work he was doing independently.

"Kingdom," he said, "with its strength, great reputation, and quality workforce will allow me to reach more commercial accounts and build stronger business relationships throughout central Missouri. Working together, once again, was a good fit—namely for the client."

We welcome Rob back and wish him the best of luck as he continues his career with Kingdom.

