

United States Senate  
WASHINGTON, DC 20510-4502

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Rural Call  
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April 25, 2013

The Honorable Julius Genachowski  
Chairman  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

Dear Chairman Genachowski:

Ensuring that all Americans have access to high-quality, reliable communications services is critically important. Regardless of whether consumers live in an urban area like Washington, D.C., or a rural area like Washington, Vermont, they should all be able to confidently rely on their telephone service. Unfortunately, as the Commission is all too aware, rural consumers in Vermont and elsewhere have been experiencing problems with their telephone service. These problems have persisted for too long and must be corrected.

The Commission has taken a number of steps over the past few years to address this issue, and I commend you for taking action. I was particularly encouraged to hear that the Commission successfully concluded an enforcement action against a company that was violating its rules in this area. As a former prosecutor, I know that enforcing the law is one of the best tools available to deter future violations. Recently, however, I have heard from constituents in Vermont that there has been an increase in call completion problems.

Call completion problems harm Vermont businesses, and, generally, the quality of life of all rural Americans. They also harm rural telephone companies, which are often erroneously blamed by consumers for these problems. I once again urge the Commission to act swiftly against any company found to be violating the rules. If I can assist in any way to help bring an end this problem, please do not hesitate to let me know.

Sincerely,

  
PATRICK LEAHY  
United States Senator

*a matter of real concern.*

cc: Commissioner Robert McDowell  
Commissioner Mignon Clyburn  
Commissioner Jessica Rosenworcel  
Commissioner Ajit Pai