



# PUBLIC NOTICE

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## WIRELINE COMPETITION BUREAU ANNOUNCES EFFECTIVE DATE OF RURAL CALL COMPLETION POINT OF CONTACT REQUIREMENTS FOR COVERED PROVIDERS

### WC Docket No. 13-39

On April 17, 2018, the Federal Communications Commission released a Second Report and Order and Third Further Notice of Proposed Rulemaking (*Second RCC Order*) that reoriented its rural call completion rules to more effectively address rural call completion problems while also reducing the overall burden of our rules on providers.<sup>1</sup> To expedite both the identification and resolution of call completion issues, the *Second RCC Order* requires covered providers<sup>2</sup> to make available a point of contact to address rural call completion issues.<sup>3</sup>

On October 9, 2018, the Commission received Office of Management and Budget (OMB) approval of the point of contact rule. The Federal Register published the announcement of OMB approval on October 24, 2018.<sup>4</sup> As ordered in the *Second RCC Order*, the point of contact rule takes effect upon announcement in the Federal Register of OMB approval.<sup>5</sup> Therefore, the rule is effective as of **October 24, 2018**.

Specifically, the following provisions will take effect:

- Covered providers must designate a telephone number and email address for the express purpose of receiving and responding to any rural call completion issues.
- Covered providers must keep the contact information current on their websites, updating with any changes within ten business days.
- Covered providers must ensure that any staff reachable through this contact information has the technical capability to promptly respond to and address rural call completion issues. Covered providers must respond to communications regarding rural call completion issues via the contact information required under this rule as soon as reasonably practicable and, under ordinary circumstances, within a single business day.

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<sup>1</sup> See *Rural Call Completion*, WC Docket No. 13-39, Second Report and Order and Third Further Notice of Proposed Rulemaking, FCC 18-45 (rel. Apr. 17, 2018) (*Second RCC Order*).

<sup>2</sup> The term “covered provider” means a provider of long-distance voice service that makes the initial long-distance call path choice for more than 100,000 domestic retail subscriber lines, counting the total of all business and residential fixed subscriber lines and mobile phones and aggregated over all of the provider’s affiliates. 47 CFR § 64.2101.

<sup>3</sup> *Second RCC Order*, FCC 18-45 at 19-20, paras. 36-39; see also 47 CFR § 64.2113.

<sup>4</sup> *Rural Call Completion*, Final Rule, Announcement of Effective Date, 83 Fed. Reg. 53588 (Oct. 24, 2018).

<sup>5</sup> *Second RCC Order*, FCC 18-45 at 44, para. 123.

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