

Call Completion Problems

Some customers have reported a problem of not receiving long-distance calls. Problems with sending and receiving faxes have also been reported. This problem is not just affecting WesTel Systems' customers. In fact, rural consumers in 36 states have experienced the problem.

The issue is referred to as call completion or call termination problems. The Federal Communications Commission (FCC) reports that there was a 2,000 percent increase in the number of these complaints between April 2010 and March 2011.

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.

Why does the problem exist?

Less populated rural areas traditionally are more expensive to serve, it can cost carriers more to deliver calls in these rural areas. Certain providers do not want to incur these higher charges and therefore they route the call in a hot potato fashion in order to minimize the cost. This routing process may be cheaper for the carrier routing the call, but it may also lead to poorer service quality for you. The calls or faxes that you may not be receiving are not reaching our network. They are lost before they reach us. WesTel Systems is delivering all the calls that reach our network to our customers.

What you can do

As a consumer, your best action is to report each call completion incident. The person who initiated the call must report the problem to their long-distance company. If you have had problems with outgoing calls, please contact us and we will walk through a set of questions to help report the problem.

What we are doing

We are working with our national and state associations to help bring resolution for our customers. Ultimately, the FCC has regulatory authority over these long-distance telephone service providers and has implemented penalties for non-compliance.

While the issues are not with our facilities, WesTel Systems is committed to giving you the best service that we can.