To our valued customers:

The Federal Communications Commission (FCC) has initiated an investigation surrounding an epidemic affecting the routing of calls to customers in rural areas nationwide. Telephone subscribers have reported experiencing a variety of “call termination issues.”

These issues include, but are not limited to:

1. The calling party hears ringing but the called party hears nothing;
2. The called party hears ringing but hears only dead air when they answer;
3. Unusually long call set-up times, sometimes as long as 50 seconds;
4. Garbled, one way or otherwise poor quality voice on completed calls;
5. Inability to receive Faxes;
6. Missing or altered Caller ID.

Should you experience any of the listed issues, please contact our repair department at 1-866-746-3873 (option 4) to open a trouble ticket.

Please include the following details:
- Date and time of call
- The number that was used to place the call
- The number that was called
- Description of the problem (i.e. dead air, ringing with no answer, etc.)

Your information will be provided to the Federal Communications Commission (FCC) for further investigation into the problem.

Please note: OTT Communications has no control over these issues – these problems occur prior to the call ever reaching our network. For more information, please visit FCC.gov:

[Call Termination Issues-FCC.gov](https://www.fcc.gov)

We thank you for your patience, and your assistance in the resolve to this matter.