



P.O. Box 178
Richland, OR 97870

September 7, 2016

Chairman Walden:

On behalf of Eagle Telephone System, Inc. and Snake River PCS let me thank you for the opportunity to share with you a little history of our company's experience with call completion issues.

Eagle is a small rural phone company located in Eastern Oregon, along the Oregon Idaho border in what is known as the Snake River corridor. Eagle operates a Rural ILEC, as well as a Cellular CLEC. So Eagle experienced call completion issues with both its wireline and cellular services.

Eagle's call completion issues ranged from latency issues at the extreme end of the spectrum, which meant that a caller could initiate a call and it could take up to 3 minutes or more to connect, if it ever did connect. Our customers also experienced an echo problem that was atrocious. It is hard to explain how the echo problem worked, but it was something along the line of you would answer my call, say hello, then I would start my conversation, only to hear your hello echo again, and when you started to talk again, your own conversation echoed in your call.

It was quite possibly this issue that cost Eagle and Snake River the most customers. At one point during the height of the call completion issues Snake River (our cellular company that had 475 subscribers at the time) lost approximately 10% of their customers. Eagle only lost a few customers to this issue but we attribute that to the fact Eagle was the only wireline ILEC available in the area.

Another extreme issue both companies experienced was foreign national cross talk in our conversations. Once a call actually completed you would be talking and without warning you heard an entire other conversation being held on the same line in a foreign language. Honestly they could hold an entire conversation over the top of our conversations. This would cause our customers to have to terminate their calls and re-attempt the call again. For over two years Eagle and Snake River's customer service reps fielded calls regarding the degraded services our customers thought we offered.

The problem for us was we could not isolate the problem to our system at any point, therefore we knew it had to be coming from elsewhere. Therein lay the problem, no other carrier would admit fault with their service related to these call completion issues.

We truly appreciate the effort you are undertaking to ensure that intermediate carriers engaging in this type of business are held accountable for their part of the network. If legislation is passed by your Committee that requires these carriers to adhere any type of service quality standards, then call completion issues might be something our customers no longer have to experience.

Sincerely,



Mike L. Lattin
President
Eagle Telephone System, Inc.