

Telecommunications Service Quality Survey

Missouri PSC File No. TO-2011-0047

Response of ExOp of Missouri, Inc.
d/b/a FairPoint Communications

Please answer the following:

1. Does your company own or maintain telecommunications facilities in Missouri? If yes, please answer all of the following. If no, then your survey is complete and should be submitted at this point.

Response: Yes – ExOp of Missouri, Inc. d/b/a FairPoint Communications. (ExOp) owns and maintains telecommunications facilities in Missouri.

2. Does your company track on a regular basis any of the following: If yes, explain how your company tracks it (include whether such information is tracked by exchange or some other area). If no, explain why not.
 - a. Timeliness of installing service after a customer orders service.
 - b. Timeliness of repairing service after a customer reports trouble.
 - c. Amount of service trouble.

Response: ExOp internally tracks the service quality metrics listed above on a total company basis..

3. Please provide your most recent results for any of the information tracked above.

Response: No such report is available at this time.

4. Explain your company's preventative maintenance procedures. Include in your explanation specific methods you utilize to be certain that telephone equipment and plant is kept in good working condition. State whether your preventative maintenance program is tracked by exchange, area or state. Please, provide results of this measurement for the past two years.

Response: ExOp utilizes a number of preventative maintenance procedures designed to ensure its telecommunications network in Missouri continues to provide high-quality service to its customers. Some of those preventative maintenance procedures include:

- All batteries are checked quarterly
- Trunk surveys are performed hourly to determine trunk usage and whether any problems exist
- Central Office equipment is checked daily for signs of trouble or unusual wear.
- Technicians perform inspections of remote terminals to check for service or safety-affecting environmental conditions, alarms, or signs of unusual wear.

ExOp does not specifically track its preventative maintenance program and therefore cannot produce a report showing the results. Instead, ExOp relies on other metrics, such as trouble reports, to ascertain whether its preventative maintenance program is effective.

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5. What percentage of your company's annual budget is spent on maintaining existing telephone plant?

Response: *ExOp does not maintain its budget or track expenses in such a way as to be able to respond to this question.*

6. What percentage of your company's annual budget is spent on training its technical staff?

Response: *ExOp does not maintain its budget or track expenses in such a way as to be able to respond to this question.*