

**FARBER TELEPHONE COMPANY
201 S. MAIN STREET
FARBER, MO 63345
(573) 249-9800
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October 14, 2010

Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102

RE: TO-2011-0047

Enclosed are the responses to data request TO-2011-0047

- A. Yes
- B. Yes

Items i, ii, and iii are tracked by Farber Telephone Company on a quarterly basis. Although we have elected to waive the Commission rules regarding quality of service objectives and surveillance levels, we nevertheless use these service objective levels as a benchmark for measuring the timelines of installing and repairing service and tracking the number of service troubles.

C. See Attached

D. Farber Telephone Company takes seriously its obligation to provide high quality service. This commitment to service is regularly communicated to our employees. The fact that the company has not been subject of a customer complaint or inquiry with the Commission regarding quality of services for the last four years is evidence of our commitment.

E. Farber Telephone Company's preventive maintenance activities for our Central Office involves regular testing of the switch and related equipment using the Mitel software included with the switch. We have a printer that prints this 24-7. We also do regular testing of our batteries and standby generator. The outside plant facilities are also reviewed and tested on a regular basis. We inspect buried pedestals and cut brush off aerial cable. The company does not keep a record or report of its preventive maintenance activities.

F. Farber Telephone Company maintains its books and records in accordance with the FCC's uniform system of accounts (Part 32 of the FCC rules). Part 32 does not provide for separate accounting of preventive maintenance or training expenses. Maintenance expenses, both preventive and normal, are

recorded in the plant specific expenses accounts along with other operating expenses associated with specific types of plant. As a result, the company is not able to identify what amount or percentage of its annual budget is spent on preventive maintenance of existing telephone plant or on training of its technical staff. As a general matter, however, the company believes that a significant portion of its plant specific expenses is spent maintaining its telephone plant.

QUARTERLY QUALITY SERVICE REPORT

COMPANY:

Fairfax Telephone Company

DATE:

10/13/2010

Number of Exchanges:

1

Quarter Reporting

3rd

Service Items	Objective Level	Item BASE	Number meeting Objective	Item results	Surveillance Level
Basic Service Orders with In 6days	> 90%	2	2	100%	
Installation Commitments	> 95%	10	10	100%	
OPERATED ASSISTED CALLS	100% < 5 SECONDS	2		30	
CUSTOMER ASSISTED CALLS	< 15 SECONDS	122		0.05	
ORIGINATED SWITCH CALLS	> 98% < 3 SECONDS	10	10	100%	
LOCAL EXCHANGED SWITCHED CALLS	> 98% COMPL.	10	10	100%	
INTEREXCHANGED SWITCH CALLS	> 98% COMPL.	10	10	100%	
CUSTOMER TROUBLE REPORT RATE	< 6 REPORTS PER 100 ACCESS LINES	513	10	1.9%	
CLEARING TIME COS TROUBLE	CLEARED < 24 HOURS	0	0		
REPAIR COMMITMENTS MIET	> 90% MIET	18	18	100%	
HELD SERVICE ORDERS > 30DAYS		0			
HELD SERVICE ORDERS > 60DAYS		0			
HELD SERVICE ORDERS > 90DAYS		0			
HELD SERVICE ORDERS > 120DAYS		0			