

Granby Telephone Company's Response to
MoPSC Questions re Quality of Service

Case No. TO-2011-0047

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

Response: Yes

B. 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.

- i. Timeliness of installing service after a customer orders service.
- ii. Timeliness of repairing service after a customer reports trouble.
- iii. Amount of service trouble.

Response: Yes Items i, ii and iii are tracked by the Company on a quarterly basis . The Company tracks this information for each of the exchanges it serves, but reports with a consolidated company total. Although the Company has elected to waive the Commission rules regarding quality of service objectives and surveillance levels, it nevertheless uses these service objective levels as a benchmark for measuring the timeliness of installing and repairing service and tracking the number of service troubles.

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

Response: PSC Quality of Service Report for 3rd Quarter is attached.

D. 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: See response to Question F below.

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

Response: See response to Question F below.

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

RESPONSE TO QUESTIONS D, E AND F:

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

The Company's preventive maintenance activities for its central offices involve regular testing of the switching and related equipment using the software included with the switch with reporting of "out-of-bounds" conditions. Regular maintenance includes battery inspections and voltage outputs on rectifiers. Backup generators are maintained quarterly and tested on Wednesday of every week. The switch is monitored 24 hours per day with immediate response on alerts of trouble.

The Company's outside plant facilities are also reviewed and tested on a regular basis. Most of GTC's plant is aerial; therefore, maintenance includes brush clearing and spraying brush regularly to keep lines clear of environmental obstructions. On a quarterly basis, GTC's outside plant supervisor reviews the entire plant for any repairs that need immediate attention. In 2009, GTC began an overbuild of the aerial copper plant to fiber to the home -- implementing a completely buried facility plant. Because this is a new project, the maintenance procedures will change, and Granby has a process under discussion to properly maintain the buried plant.

If any problems are found in either the central office or outside plant, the Company takes the necessary steps to immediately correct the problems. The Company performs preventive maintenance on its entire system and therefore its preventive maintenance efforts are not "tracked by exchange, area or state." The Company does not keep a record or report of its preventive maintenance activities. If the Company is performing work in response to a specific trouble report, a record is created and maintained by the Company.

The 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 the separate accounting of preventive maintenance or training expense. 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.