

KINGDOM TELEPHONE COMPANY'S
RESPONSES TO
MOPSC QUESTIONS RE QUALITY OF SERVICE
CASE NO. TO-2011-0047

- A. Yes. Kingdom Telephone Company owns and maintains telecommunication facilities in Missouri.
- B. Yes. Kingdom tracks all of the items on a monthly basis. The timeliness of installation of service is tracked by a monthly printout of a service order summary showing held orders. The timeliness of trouble is also printed out monthly by a category. This shows a breakdown of the types of trouble in the exchanges and an index % of timeliness. Although Kingdom has elected to waive the Commission rules regarding the quality of service objectives we have continued to follow the same measures today to benchmark our timeliness of both installing and repairing service and tracking the number of service troubles.
- C. See attached.
- D, E, F. Kingdom Telephone Company is committed to providing high quality wire line telecommunication services. Our employees are trained and dedicated to respond to customer service issues. As evidence to our commitment to high quality phone service we have not had a customer complaint or inquiry with the MoPSC in the last four years regarding quality of service.

Preventive maintenance is performed on a daily basis due to incoming trouble tickets and new service order requests. All trouble reports received by customers are maintained in our system. Our service technicians regularly drive fiber routes and check pedestals and other equipment. If the cable or pedestals are found damaged we repair them at that time. All seven of our exchanges are supported by a single Nortel CS1500 soft switch. Regular maintenance is performed on our switch by cleaning filters, checking power and following up on any alarms or output messages. Using our switches software, we are able to do regular testing, receive reports of any output messages, and alarms are monitored 24/7 by an alarm company so that they may report any alarms to our switchmen. If any problems are found, our switchmen take the necessary steps to correct the problem immediately.

Kingdom 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. Both preventive and normal maintenance are recorded in the Plant Specific Expenses accounts along with other operating expense associated with that particular type of plant. As a result, Kingdom is unable to identify what percentage of its annual budget is spent on preventive maintenance, or training of technical staff. However, Kingdom believes the majority of the Plant Specific Expenses are dedicated to the maintaining telephone plant.