

Mark Twain Communications Company
Response To The MoPSC's Data Request A thru F Quality of Service
File No. TO-2011-0047

Item 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 to Item A): Yes.

Item 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 to Item B):

Yes. Items i, ii and iii are tracked by Mark Twain on a quarterly basis. Mark Twain tracks this information for each of the exchanges it serves. Although Mark Twain 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.

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

Response to Item C):

Mark Twain still uses the same tracking reports that were required by the MoPSC Staff for tracking quality of service. The attached quarterly quality of service report shows that Mark Twain exceeds all the service objectives and surveillance levels that are set forth in 4 CSR 240-32.080 Service Objectives and Surveillance Levels.

Item 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 to Item D):

Mark Twain Communications Company takes seriously its obligation to provide high quality telephone service. This commitment to service is regularly communicated to its employees. The fact that Mark Twain 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.

Mark Twain Communications Company's preventive maintenance activities for its central offices involve regular testing of the switching and associated electronics. Mark Twain outside plant facilities are also reviewed and tested on a regular basis. If any problems are found in either the central office or outside plant, Mark Twain takes the necessary steps to immediately correct the problems. Mark Twain performs preventive maintenance on its entire system and therefore its preventive maintenance efforts are not "tracked by exchange, area or state." Mark Twain does not keep a record or report of its preventive maintenance activities. If Mark Twain is performing work in response to a specific trouble report, a record is created and maintained by the Company.

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

Response to Item E):

Mark Twain Communications 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, Mark Twain 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. Mark Twain believes that a significant portion of its Plant Specific Expenses is spent maintaining its telephone plant.

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

Response to Item F): See item E above.