

Miller 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 and a report, by exchange, is generated on a quarterly basis. The Miller Telephone Company continues to use the Missouri PSC Quarterly Quality of Service Report for this purpose even though the requirement to submit this report to the PSC was waived in Case No. IE-2009-0186.

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

Response: See attached copy of our latest Quarterly Quality of Service Report.

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: The Miller Telephone Company has no formal preventative maintenance program in place at this time. Our central office is monitored on a 7 day/24 hour basis. Alarms are checked/verified and corrections made to the switch or other central office hardware/software relative to existing or potential service affecting conditions. Outside plant conditions are monitored by our

technicians and customer trouble reports. Outside plant is repaired or replaced when conditions warrant such action.

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

Response: 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.

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

Response: The Miller Telephone Company has an experienced workforce and no turnover, so training is generally made available when technological changes or advancements dictates such training.