

Name of Company Responding: MoKan Dial, Inc.

A. Does your company own or maintain telecommunications facilities in Missouri?

Answer: Yes

B. Does your company track on a regular basis any of the following information:

i. Timeliness of installing service after customer orders service.

Answer: Yes. The Company generates and reviews a monthly Service Quality Report that provides the number of service orders completed (service installed) within the same day, within one to 5 days and greater than 5 days. In most cases, the service orders completed in greater than 5 days are at the customer's request.

ii. Timeliness of repairing service after a customer reports trouble.

Answer: Yes. The Company generates and reviews monthly Trouble Quality of Service Reports.

iii. Amount of service trouble.

Answer: Yes. In addition to the report noted in the above response, the Company generates a monthly Summary of Exchange Troubles Cleared Report.

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

Answer: See attached reports for the month of September 2010

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.

Answer: The Company's preventive maintenance activities for its central offices involve regular testing of the switching and related equipment. The Company's 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, the Company takes the necessary steps to correct the problems. The Company has

two exchanges that cover the same geographic area for purposes of separating the customers that subscribe to an MCA plan. Therefore, the Company's records track all maintenance programs at the area level, which is the same as the state level.

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

Answer: The Company allocates a significant portion of its operating budget on maintaining its existing plant. Historically, the percentage has always exceeded 50% of the total budget, but the exact amount of maintenance required is cyclical in nature. Currently, a greater portion of the budget has been allocated to new plant to make all lines capable of providing DSL services to all customers within the Company's service area. The fact that the Company has not had any customer complaints regarding service is also an indication that the Company is maintaining its existing plant in a satisfactory manner.

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

Answer: The Company maintains its books and records in accordance with Part 32 of Uniform System of Accounts. Part 32 does not provide for the separate accounting of training expense. As a result, the Company is not able to identify what amount or percentage of its annual budget is spent training of its technical staff. As a general matter, however, the Company believes that a significant portion of its annual budget is spent training its technical staff.

All Rpt Areas
CO # : 017

Service Quality Report
From 09/01/2010 To 09/30/2010
MOKAN DIAL INC.

Page 1 of 1
10/21/2010 8:54:55 AM
jim

For Prefix: 899&250 - FREEMAN, MO

All Priorities

All Classes

<u>Days</u>	<u>Number of Applied Service Orders</u>	<u>Percentage Applied</u>
Same Day	72	96.00%
Within 5 Days but more than a Day	1	1.33%
Greater Than 5 Days	2	2.67%
Total	75	

MO Rpt Area: 250

All Svc Areas, Net Type: TEL

CO # : 017

Trouble Quality Of Service Report

Regulated - Sort By Network Number For Trouble Taken 09/01/2010 to 09/30/2010

Page 1 of 2

10/21/2010 11:39:24 AM

jlp

MOKAN DIAL INC.

Trouble Ticket No	Network Type and No.	Taken Date and Time	Appointment Date and Time	Trouble Reported Code and Description		Cause Plant	Cause Code Description	Regulated	Employee Picked Up By		Worked HRS
				Account Name	First Line of Address		Plant Detail Description		Date and Time	Date and Time	
5751	TEL (816) 250-2108	09/21/10 11:33	0018 CAN'T DIAL OUT	TEAGUE, JEFF	3501 E 273 ST	0030	LIGHTNING	Y	BARNES, TIM	09/21/10 12:30	1.50
						003	BURIED PLANT		BARNES, TIM	09/21/10 14:00	2.45
						002	CA OTHER				
Description: CUSTOMER DOESN'T DIAL OUT...JUST A BUZZING NOISE. I GOT A BUSY SIGNAL WHEN I CALLED IT.											
5752	TEL (816) 250-2108	09/22/10 09:14	0030 LINE NOISY	TEAGUE, JEFF	3501 E 273 ST	0064	SHORT	Y	BARNES, TIM	09/22/10 09:30	1.50
						005	COE		BARNES, TIM	09/22/10 11:00	1.77
						058	DSLAM PORT				
Description: CUSTOMER HAS BUZZING NOISE ON PHONE											
5737	TEL (816) 250-2529	09/16/10 08:38	0029 LINE DEAD	DAVENPORT, L	30515 S DAVENPORT RD	0030	LIGHTNING	Y	BARNES, TIM	09/16/10 10:00	0.50
						006	CARRIER		BARNES, TIM	09/16/10 10:30	1.87
						122	CXRS SUB CHAN UNIT				
Description: LINE DEAD. GET FAST BUSY SIGNAL WHEN I TRIED TO CALL IT.											
5741	TEL (816) 250-2645	09/16/10 09:27	0029 LINE DEAD	MUCHMORE, JAMES	3100 E 297TH ST	0030	LIGHTNING	Y	BARNES, TIM	09/16/10 10:00	0.50
						006	CARRIER		BARNES, TIM	09/16/10 10:30	1.05
						122	CXRS SUB CHAN UNIT				
5740	TEL (816) 250-2894	09/16/10 09:23	0029 LINE DEAD	MITCHELL, RICHARD	308 W 299TH ST	0064	SHORT	Y	ARTHUR, DAVE	09/16/10 10:15	1.25
						008	ST CN STATION CONN		ARTHUR, DAVE	09/16/10 11:30	2.12
						011	MODULE				
**** Report Area Totals ****											
Trouble Calls Cleared Within 24 Hours:				5	100.00	%	Active Networks:				
Average Repair Interval (Hours):				1.80	0.00	%	Trouble calls cleared per 100 Networks:				
Appointments Met:				0 of 0	20.00	%	Trouble Calls:				
ANY Repeat Trouble Within 10 Days:				1			Picked Up:				
							Cleared:				

MO Rpt Area: 899

All Svc Areas, Net Type: TEL

CO #: 017

Trouble Quality Of Service Report

Regulated - Sort By Network Number For Trouble Taken 09/01/2010 to 09/30/2010

Page 2 of 2

10/21/2010 11:39:40 AM

jkl

MOKAN DIAL INC.

Ticket No	Network Type and No.	Taken Date and Time	Appointment Date and Time	First Line of Address	Trouble Reported Code and Description	Cause		Regulated	Employee Picked Up By		Worked HRS	Elapsed HRS
						Plant	Plant Code Description		Date and Time	Employee Cleared By		
5730	TEL (816) 899-2152	09/15/10 06:36	0029 LINE DEAD	DECKER, ERIC & MONICA	0050 OPEN	003 BURIED PLANT	029 CA CABLE PAIR	Y	ARTHUR, DAVE	09/15/10 12:30	0.50	6.40

**** Report Area Totals ****

Trouble Calls Cleared Within 24 Hours:	1	100.00 %	
Average Repair Interval (Hours):	6.00		
Appointments Met:	0 of 0	0.00 %	Active Networks:
ANY Repeat Trouble Within 10 Days:	0	0.00 %	Trouble calls cleared per 100 Networks:

Trouble Calls:	1
Picked Up:	1
Cleared:	1

**** Main Report Area Totals ****

Trouble Calls Cleared Within 24 Hours:	6	100.00 %	
Average Repair Interval (Hours):	2.50		
Appointments Met:	0 of 0	0.00 %	Active Networks:
ANY Repeat Trouble Within 10 Days:	1	16.67 %	Trouble calls cleared per 100 Networks:

Trouble Calls:	6
Picked Up:	6
Cleared:	6

MO Rpt Area: 250
CO # : 017

Summary of Exchange Troubles Cleared
For Trouble Taken 09/01/2010 to 09/30/2010
MOKAN DIAL INC.

Page 1 of 2
10/21/2010 11:49:06 AM
jlp

Plant Code and Description	Cause Found	Count	Cleared Date
003 BURIED PLANT	0030 LIGHTNING	1	09/21/2010
005 COE	0064 SHORT	1	09/22/2010
006 CARRIER	0030 LIGHTNING	1	09/16/2010
007 STATION EQUIP	0064 SHORT	2	09/16/2010
007 STATION EQUIP	0080 WORN	1	09/29/2010
008 ST CN STATION CONN	0064 SHORT	2	09/16/2010
		1	
		1	
		7	

Troubles Cleared For Plant Group:

Troubles Cleared For Plant Group:

Troubles Cleared For Plant Group:

Troubles Cleared For Plant Group:

Troubles Cleared For Plant Group:

Total Trouble Cleared for Report Area:

MO Rpt Area: 899
CO # : 017

Summary of Exchange Troubles Cleared
For Trouble Taken 09/01/2010 to 09/30/2010
MOKAN DIAL INC.

Page 2 of 2
10/21/2010 11:49:06 AM
jlp

Plant Code and Description	Cause Found	Count	Cleared Date
003 BURIED PLANT	0050 OPEN	1	09/15/2010
		1	
		Troubles Cleared For Plant Group:	
007 STATION EQUIP	0042 NO TROUBLE FOUND	1	09/16/2010
		1	
		Troubles Cleared For Plant Group:	
		2	
		Total Trouble Cleared for Report Area:	
		9	
		Total Trouble Cleared for Main Report Area:	