



Response to PSC data request "Quality of Service" Case TO-2011-0047

Name of Company Responding: Chariton Valley L.D. Corp.

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

Response to A. Chariton Valley L.D. Corp. does not own facilities that provide services directly to end user customers.

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

I. Timeliness of installing service after a customer orders service.

Response to I. No.

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

Response to II. No.

III. Amount of service trouble.

Response to III. No.

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

Response to C. N/A

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, are, or state. Please provide results of this measurement for the past two years.

Response to D. N/A

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

Response to E. N/A

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

Response to F. As a small long distance non-facilities based company, Chariton Valley L.D. Corp. does not have a technical training budget.