Response to questions:

A. We do not own telecommunications transmission facilities in Missouri. We do own telecommunications switching equipment in Missouri.

B. We do track exceptions to our standard installation interval of 10 days. We track it in our internal project management system, DayLite. We serve only the Kansas City exchange. We track the timeliness of response to service requests in our proprietary internal system, OMER. We track the amount of service trouble in the same system.

C. We track the information on a customer by customer basis, but do not summarize that information across the base. Our base is fewer than 300 clients, and broad-brush service measures such as are typically used in the industry do not provide us with the view of an individual account's service experience. Further, the information we track covers a variety of non-telecom services as well as telecom, and we track service issues related to our clients local area networks and their firewalls, which would be well beyond the scope of service indicies that track telecom quality.

D. Our preventative maintenance procedures involve constant performance monitoring of all the electronic components in our network and the proactive replacement of any element that shows signs of failure. I'm not sure what measurement would apply to this.

E.  Approximately 8%.

F. The technical staff is required to stay current on ongoing changes in technology and equipment. That is innately intertwined in their daily activities and would be difficult to precisely calculate. I would estimate 20% of their time is spent on this, and as such, the percentage of our total budget would be roughly 5%.

Please let me know if further information is needed or if this needs to be filed via EFIS in order to be considered complete.

Respectfully,

David E. Scott

Managing Member