

MoPSC Questions re Service Quality Survey

1. Does your company own or maintain telecommunications facilities in Missouri? If yes, please answer all of the following. If no, then your survey is complete and should be submitted at this point.

Yes

2. 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.

Yes

- 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.

The three items above are tracked by Rock Port Telephone Company on a company wide basis for all three of its exchanges. Although we have elected to waive the Commission rules regarding quality of service objectives and surveillance levels, we continue to use these service objective levels as a benchmark for measuring the timeliness of installing and repairing service and tracking the number of service troubles.

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

See attached.

3. 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.

Rock Port Telephone Company takes seriously its obligation to provide high quality telephone service. This commitment to service is regularly communicated to its employees. The fact that the Company has not been the subject of a customer complaint or inquiry with the Commission regarding the quality of service for the last four years is evidence of its commitment. Our preventive measures involve regular testing of the switching and related equipment using the reports generated by the switch to determine if there are any "out of bounds" conditions. Outside plant facilities are tested by our Installer/Repairmen as install orders and trouble tickets are issued. The Installer/Repairmen use a T&N Sidekick test meter and a HST 3000 test meter and if a trouble fault is found they attempt to repair the line. If the fault cannot be repaired then construction work is performed to replace the cable or other type of facilities. Rock Port Telephone Company's outside plant staff also checks pedestals for damage ensuring they are free of rodents and have rock placed in the bottom, which prevents rodents from entering the pedestal. Rock Port Telephone also offers high-speed broadband Internet

services to our customers. We recognize the critical importance of a good outside plant to maintain the best high-speed broadband service and for that service to be reliable. By continuing to adhere to these standards, we ensure that the outside plant is maintained properly enabling us to provide reliable telephone service and high-speed broadband service. Rock Port Telephone Company does not keep a record or report of its preventive maintenance activities. If the work is in response to a specific trouble report, a record is created and maintained by the Company.

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

See Response to question 5.

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

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.

QUARTERLY QUALITY SERVICE REPORT

COMPANY:

ROCK PORT TELEPHONE COMPANY

DATE:

10/15/2010

Number of Exchanges:

3

Quarter
Reporting

3RD QTR 2010

SERVICE ITEMS	Objective Level	ITEM BASE	Number meeting Objective	Item results	Surveillance Level
Basic Service Orders with In 5days	> 90%	58	57	98%	< 85%
Installation Commitments	>95%	216	215	100%	< 90%
OPERATOR ASSISTED CALLS	100% < 12 SECONDS	18	18		> 14 SECONDS
CUSTOMER ASSISTED CALLS	< 15 SECONDS	18	17		> 25 SECONDS
ORIGINATED SWITCH CALLS	>98% < 3 SECONDS	18	18	100%	< 97.4% < 3 SECONDS
LOCAL EXCHANGED SWITCHED CALLS	> 98% COMPL.	18	18	100.0%	< 95%
INTEREXCHANGED SWITCH CALLS	> 98% COMPL.	18	18	100.0%	< 95%
CUSTOMER TROUBLE REPORT RATE	< 6 REPORTS PER 100 ACCESS LINES	4788	40	0.8%	> 8 REPORTS PER 100 ACCESS LINES
CLEARING TIME OOS TROUBLE	CLEARED < 24 HOURS	19	19	100.0%	< 86%
REPAIR COMMITMENTS MET	> 90% MET	40	40	100.0%	< 85% MET
HELD SERVICE ORDERS > 30DAYS			0		MONITORING
HELD SERVICE ORDERS > 60DAYS			0		
HELD SERVICE ORDERS > 90DAYS			0		
HELD SERVICE ORDERS >120DAYS			0		