

Missouri Telecom, Inc
515 E Cleveland, Suite C
Monett, MO 65708
417-635-0111

Public Service Commission
State of Missouri

RE: FILE NO TO-2011-0047
In the Matter of an Investigation into Quality of
Wireline Telecommunication Services in Missouri

Response to Question A:

Missouri Telecom, Inc does own and maintain telecommunications facilities in Missouri.

Response to Question B:

- Timeliness of installing is tracked in spreadsheet form with order date, confirmation date, and install date for each customer.
- Timeliness of repairing service is tracked through trouble ticket tracking-date and time of notice from customer and completion time and date of the trouble ticket.
- Number of tickets are tracked by Quarter.

Response to Question C:

- The majority of our residential customers are on leased copper loops from ATT so we have no control of when the loop actually gets installed. We tell our customers 5 business days from date of order. ATT has missed the install date two times in the last quarter and we in turn missed our install date for two customers. Our customers on our fiber facilities have appointments set by us and those installs have not been delayed except by customer request.
- If our customer is on an ATT leased loop, we call the ticket in as soon as we receive notice and troubleshoot with customer to determine it is a loop problem. We normally have a commitment of 24 hours from ATT for the repair. We follow up with ATT and customer to do all we can to see that the commitment is met.
- For the Quarter Ending September 30, there were a total of 3 ATT tickets that were responded to within the 24 hour period. On our fiber facilities, there were No trouble tickets during the last quarter.

Response to Question D:

Missouri Telecom, Inc. tracks preventive maintenance by state. Our class 4/5 switch is kept up to date with manufacturers' current software and no regular PM is required other than air filter cleaning/changes. Our switch is located in a special climate controlled environment in an underground facility and is monitored 24/7. Equipment for the copper loops is located in the secure ATT central offices. Our BLCs/DLCs are kept up to date with manufacturers' current software and also require no PM other than air filter cleaning/changes.

Our fiber that we have in place is underground and has no PM other than a cursory inspection every 6 months to make sure handhole lids aren't broken, still in place, etc. We do our own marking for Missouri One Call tickets and they are highest priority when we receive one in our area of fiber. We, also, normally are present anytime anyone is in close proximity to our cable to provide additional marking or guidance.

Missouri Telecom has had no major network outages in the past two years.

Response to Question E:

Approximately 4% of our budget is spent on preventive maintenance.

Response to Question F:

We do not track a percentage for training. Equipment manufacturers/vendors provide materials free of charge and our training is on the job.