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February 8, 2011

Mr. Steven Reed, Secretary  
Missouri Public Service Commission

**FILED VIA EFIS**

Re: Case No. TO-2011-0047  
Investigation into Quality of Wireline Telecommunications Service

Dear Mr. Reed:

Please accept this letter and attachment as the late-filed response of Missouri Network Alliance (MNA) in Case No. TO-2011-0047. Upon review of the Missouri Public Service Commission's recent Order in the case, MNA determined that it had not filed a formal response to the Commission's Data Request.

In summary, MNA has interexchange and non-switched local exchange certificate of service authority in Missouri. MNA's primary business is to provide Private Line and transport services to other telecommunications carriers on a wholesale basis. MNA does not have or provide services to end-user customers, so the Commission's quality of service rules being investigated in this case do not appear to be applicable. MNA previously communicated this information informally to Commission Staff, but due to an administrative oversight MNA's formal response was not filed.

If you have any questions, then please contact me, or you may also contact Max Huffman, Chief Operating Officer of MNA, directly at (816) 237-2121.

Sincerely,

**/s/ Brian McCartney**

Brian McCartney

BTM/da

Enclosure

Cc: Colleen Dale  
Myron Couch

**Missouri Network Alliance Response to  
MoPSC Questions re Quality of Service**

**Case No. TO-2011-0047**

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

**Response:** Yes. However, MNA only has interexchange and non-switched local exchange certificate of service authority in Missouri. MNA's primary business is to provide Private Line and transport services to other telecommunications carriers on a wholesale basis. MNA does not have or provide services to end-user customers, so the Commission's quality of service rules being investigated in this case do not appear to be applicable.

B. 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.

- 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.

**Response:** No. See Response to Question A above.

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

**Response:** See Response to Question A above.

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.

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

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

**Responses to Questions D, E & F:** Not Applicable. See Response to Question A above.