

**RESPONSE TO THE TELECOMMUNICATIONS SERVICE QUALITY SURVEY
BY WINDSTREAM NUVOX MISSOURI, INC.**

NON-PROPRIETARY

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

YES

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

****Highly Confidential****

If yes, explain how your company tracks it (include whether such information is tracked by exchange or some other area).

A. Timeliness of installing service after a customer order service.

****Highly Confidential****

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

****Highly Confidential****

C. Amount of service trouble.

****Highly Confidential****

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

****Highly Confidential****

4. 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.

****Highly Confidential****

State whether your preventative maintenance program is tracked by exchange, area, or state.

****Highly Confidential****

Please provide results of this measurement for the past two years.

****Highly Confidential****

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

****Highly Confidential****

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

****Highly Confidential****