

Draft Response to PSC Questions in Quality of Service Docket
Answers Due by Nov 1
Answers directed to be filed in EFIS

Name of Company Responding: **Northeast Missouri Rural Telephone Company**

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

Answer: Yes

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

i. Timeliness of installing service after customer orders service.

Answer: **No, we ceased tracking this information when converted to new software system in June, 2010**

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

Answer: **No, we ceased tracking this information when converted to new software system in June, 2010**

iii. Amount of service trouble.

Answer: **No, we ceased tracking this when converted to new software system in June, 2010**

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

Answer: **N/A**

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.

Answer: The Company's preventive maintenance activities for its central offices involve regular testing of the switching and related equipment. A new Nortel CS-1500 digital soft switch was installed in 2009 and is covered by service and maintenance agreements. Company personnel have been trained on the new switch.

The Company's outside plant facilities are also reviewed and tested on a regular basis. If any problems are found in either the central office or outside plant, the Company takes the necessary steps to correct the problems. The company has undertaken a very aggressive outside plant upgrade program in recent years. Between 1997 and 2006 NEMR constructed a fiber to the node network installing 500 miles of fiber and 163 remote digital carrier systems to eliminate air core cable and analog carrier systems and to get customers within 18,000 feet of fiber. The electronics in the cabinets that were installed prior to 2005 were upgraded in 2006 Occam ADSL2+. Every premise within NEMR's 1400 square mile area has access to broadband internet with speeds of 1.5 Mbps. The exchange of Memphis was completely reconstructed to a buried Fiber to the Home system in 2009 and customers are being converted to the new fiber system in 2010. The Unionville exchange will be converted to FTTH by 2013. Memphis and Unionville are the last remaining exchanges (out of 14 NEMR serves) utilizing aerial cable.

The Company performs preventive maintenance on its entire system, therefore its preventive maintenance program is not "tracked by exchange or area." The Company does not specifically keep a record or report of its preventive maintenance activities.

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

Answer: The Company maintains its books and records in accordance with Part 32 of Uniform System of Accounts. Part 32 does not provide for the separate accounting of plant maintenance. As a result, the Company is not able to identify what amount or percentage of its annual budget is spent on plant maintenance. As a general matter, however, the Company believes that a significant portion of its annual budget is spent maintaining its telephone plant.

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

Answer: The Company maintains its books and records in accordance with Part 32 of Uniform System of Accounts. Part 32 does not provide for the separate accounting of training expense. As a result, the Company is not able to identify what amount or percentage of its annual budget is spent training of its technical staff. As a general matter, however, the Company believes that a significant portion of its annual budget is spent training its technical staff.