

Docket No. TO-2011-0047
Data Request A
Respondent: Big River Telephone Company, LLC

In the Matter of an Investigation into the
Quality of Wireline Telecommunications Services
in the State of Missouri

1. **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.

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.**

- a. **Timeliness of installing service after a customer orders service.**
- b. **Timeliness of repairing service after a customer reports trouble.**
- c. **Amount of service trouble.**

Response: HIGHLY CONFIDENTIAL

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

Response: 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 State whether your preventative maintenance program is tracked b exchange, area or state. Please, provide results of this measurement for the past two years.**

Response: HIGHLY CONFIDENTIAL.

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

Response: We do not track such spending.

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

Response: We do not track such spending.