

<p style="text-align: center;">Telecommunications Service Quality Survey – Green Hills Telecommunications Services</p>
--

Please answer the following:

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

Yes – a., b., and c. would be tracked at 100% of the customer base. The results can be sorted by customer or date. Although we have elected to waive the Commission rules regarding quality of service objectives and surveillance levels, we continue to use these service objectives as a benchmark for measuring the timeliness of installing and repairing service and tracking the number of service troubles.

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

See attached

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 preventive maintenance program is tracked by exchange, area, or state. Please, provide results of this measurement for the past two years.

In reference to the Telecommunications Service Quality Survey, Green Hills' preventive maintenance activities for central office and digital loop carriers involve our staff checking the status of the batteries and the voltage output levels on the rectifiers every 1 to 3 months. They also verify that the cooling fans and equipment are clean and filters are properly maintained. Backup power generators are exercised each week at the central offices and portable generators are exercised by the staff periodically.

Outside plant facilities are tested by our Installer/Repairmen (I&R) as install orders and trouble tickets are issued. The testing is done by a Dynatel 965 DSP and if a trouble fault is found they attempt to repair it. If the fault cannot be repaired, the I&R technician will issue a maintenance sheet, which will be forwarded to the Construction Supervisor. When the Construction Supervisor receives the maintenance sheet he will create a work order to replace the cable or other type of facilities. The construction workers will then be scheduled to proceed with the maintenance work. After the work is completed, a material sheet and drawing is sent to the Draftsperson and placed on the maps with the work order number attached. Green Hills' outside plant staff makes use of time between service orders and trouble tickets to maintain plant facilities by checking pedestals for damage

ensuring they are free of rodents and have rock chips in them, which prevents rodents from digging into the pedestals.

Green Hills offers up to 5 Meg of Internet and IP video services for customers that qualify. The I&R technicians recognize the critical importance of good outside plant to provide the best service for video and high speed Internet customers. The standards we need to maintain to provide the broadband services results in telephone service to become more reliable.

Green Hills cannot provide specific results as we have not retained the maintenance sheets for past activity once the work was completed.

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

See response to 6 below.

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

Green Hills maintains its books and records in accordance with the FCC's Uniform System of Accounts (Part 32 of the FCC Rules). Part 32 does not provide for the separate accounting of preventive maintenance or training expense. Maintenance expenses, both preventive and normal, are recorded in the Plant Specific Expenses accounts along with other operating expenses associated with specific types of plant. As a result, we are not able to identify what amount or percentage of our annual budget is spent on preventive maintenance of existing telephone plant or on training of our technical staff. As a general matter, however, we believe that a significant portion of our Plant Specific Expenses is spent maintaining the telephone plant.

Green Hills has monthly technical staff training meetings as well as other specific trainings as needed. In addition, there is supervisory support available 24/7.

**Installation Commitments 4 CSR 240-32.80 (5)(B)
September 2010**

Customers shall be given a commitment of when service will be installed - if requested by customer, company will indicate morning or afternoon appointment

Service Objective - 95% met
Surveillance Level - 90% or below

<u>Customer Name</u>	<u>Phone</u>	<u>Service order date</u>	<u>Promised date</u>	<u>Install date</u>	<u>Met?</u>
		9/7/2010	9/12/2010	9/10/2010	yes
name and numbers removed to protect Highly Confidential information		9/22/2010	9/27/2010	9/24/2010	yes
		9/13/2010	9/18/2010	9/14/2010	yes
		9/13/2010	9/18/2010	9/13/2010	yes

Total Count "Yes" Count Percent
 4 4 100.00%

2a

Repair Commitments 4 CSR 240.32.80 (5)(H)(3)

September 2010

Customers shall be given a commitment of when service will be repaired - if requested by customer, company will indicate morning or afternoon appointment

Service Objective - 90%

Surveillance Level - 85% or below

Customer Name	Phone	Trouble report date/time	Repair promised	Repaired Complete	Met?	CPE/Inside Wire? (yes/no)
		All Troubles	Total Count	"Yes" Count	Percent	CPE/IW "Yes" Count
			0	0	0.00%	0
		All Troubles less CPE/IW	Total Troubles	"Yes" Count	Percent	
			0	0	0.00%	

26

**Customer Trouble Report Rate 4 CSR 240-32.80 (5)(H)(1)
September 2010**

Trouble Report frequency shall not exceed 6 reports for every 100 access lines each month

Access Lines

290

Service Objective - 6% or less for each 100 access lines

17.4 met

Surveillance Level - 8% or more for each 100 access lines

23.2

<u>Customer Name</u>	<u>Phone</u>	<u>Trouble Date</u>	<u>CPE/Inside Wire? (yes or no)</u>
Total Count		"Yes" Count	Total Toubles
0		0	0

(2c)