

**Oregon Farmers Mutual Telephone Company's Responses To**  
**MoPSC Questions Quality of Service**  
**TO-2011-0047**

- A. Yes
- B. Yes. Items i, ii and iii are tracked by Oregon Farmers Mutual Telephone Co. (OFM) on a quarterly basis. Although OFM has elected to waive the Commission rules regarding quality of service objectives and surveillance levels, it nevertheless uses these service objectives as a benchmark for measuring the timeliness of installing, repairing and tracking the number of service troubles.
- C. See attached.
- D, E and F.

OFM takes seriously its obligation to provide high quality telephone service, and this is regularly communicated to its employees. The fact that OFM has not been the subject of a customer complaint or inquiry with the Commission regarding quality of service for the last four years is evidence of its commitment.

OFM's preventative maintenance activities for its central offices involve regularly testing of the switch and related equipment using the software included with the switch, cleaning central office and regular maintenance on the generator. Outside plant facilities are visually inspected on a regular basis. If any problems are found, OFM takes the necessary steps to immediately correct the problems. OFM does not keep a record or report of its preventative maintenance activities.

OFM 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 are recorded in the Plant Specific Expense accounts along with other operating expenses associated with the specific types of plant. As a result, OFM is not able to identify what amount or percentage of its annual budget is spent on preventive maintenance of existing telephone plant or on training of its technical staff. As a general matter, however, OFM believes a significant portion of its Plant Specific Expenses are spent on maintaining its telephone plant.