

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

NON-PROPRIETARY

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

YES, Windstream Missouri, Inc. owns and maintains telecommunications facilities in Missouri.

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

YES

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

- i. Timeliness of installing service after a customer order service.

Yes, Windstream Missouri, Inc. tracks service order commitment dates met by four local management areas within Missouri.

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

Yes, Windstream Missouri, Inc. tracks mean time to repair (MTTR) from the time a customer places a trouble ticket to the time that a technician closes the trouble ticket as resolved on a average basis within four local management areas in Missouri.

- iii. Amount of service trouble.

Yes, Windstream Missouri, Inc. tracks the number of trouble tickets by four local management areas within Missouri.

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

Windstream Missouri, Inc. provides January through September 2010 data below:

- i. Timeliness of installing service after a customer orders service. (% of original service order commitment dates met)

Albany/Gallatin/Milan and subtending exchanges: **Highly Confidential**

Dixon/Vandalia and subtending exchanges: **Highly Confidential**

Doniphan/Piedmont and subtending exchanges: **Highly Confidential**

Bolivar/Liberal/Purdy and subtending exchanges: **Highly Confidential**

- ii. Timeliness of repairing service after a customer reports trouble. (Average MTTR in hours and minutes)

Albany/Gallatin/Milan and subtending exchanges: **Highly Confidential**

Dixon/Vandalia and subtending exchanges: **Highly Confidential**

Doniphan/Piedmont and subtending exchanges: **Highly Confidential**

Bolivar/Liberal/Purdy and subtending exchanges: **Highly Confidential**

- iii. Amount of service trouble. Number of Trouble Tickets placed.

Albany/Gallatin/Milan and subtending exchanges: **Highly Confidential**

Dixon/Vandalia and subtending exchanges: **Highly Confidential**

Doniphan/Piedmont and subtending exchanges: **Highly Confidential**

Bolivar/Liberal/Purdy and subtending exchanges: **Highly Confidential**

- 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.

Repeat Reports, OOS>24, Trouble Index (TR/100) are tracked on a daily, quarterly, and yearly basis. Technicians are required to submit Cable Maintenance Requests on sections of plant with excessive repeats and trouble reports. Central Office technicians complete monthly, quarterly, and yearly C.O. routines which consist of battery testing, generator runs, and overall office inspections. Cable Technicians continually focus on repairing, bonding and grounding, sections of cable that could potentially cause major outages. Preventative maintenance programs are tracked by exchange and local manager supervisory areas. The volume of Out of Service trouble reports have declined

quarter over quarter. There were ** Highly Confidential ** OOS tickets in 3Q 2008 and only ** Highly Confidential ** OOS tickets in 3Q 2009. The total number of OOS tickets for 1Q 2010 and 2Q 2010 is ** Highly Confidential **. The number for the same period in 2009 was ** Highly Confidential **. The number for the same time period in 2008 was ** Highly Confidential **.

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

Windstream Missouri, Inc. does not track or capture the information in a format that would allow for the separate reporting of maintenance or training expense and as a result, is unable to provide maintenance or training expense on a dollar or percentage basis. Training includes a significant amount of internal activity that is not monetized per se. Additionally, certain other functions are performed by regional centers covering multiple states and accounted for in Corporate Service accounts. However, as evidenced in response to question D, Windstream Missouri, Inc. continues to focus on the maintenance of its facilities in a disciplined and organized manner and as a result, the volume of Out of Service trouble reports has declined quarter over quarter.

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

See Response to E, above.