

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service
Commission held at its office in
Jefferson City on the 23rd day of
February, 2011.

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

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File No. TO-2011-0047

**ORDER ACCEPTING STAFF'S REPORT ON ITS INVESTIGATION INTO
THE QUALITY OF WIRELINE TELECOMMUNICATIONS SERVICES IN
MISSOURI**

Issue Date: February 23, 2011

Effective Date: March 5, 2011

On September 1, 2010, the Commission directed its Staff to open an investigation into the quality of wireline telecommunications service in Missouri. Staff asked that it be authorized to conduct such an investigation because it was concerned that Missouri's wireline telecommunications system may have degraded in recent years due to a lack of proper testing, preventive maintenance, and timely replacement of facilities since the telecommunications system has been declared to be competitive and thus no longer subject to quality of service regulation.

At Staff's request, the Commission ordered all facilities-based local exchange telecommunications companies to answer a set of questions regarding the companies' maintenance efforts and procedures. Staff also collected comments from the public regarding the service they have received from their landline telephone carriers. On January 31, 2011, Staff filed a report detailing the results of its investigation.

Staff reports that the telecommunications companies it surveyed continue to track the quality of service they provide to their customers: most use the same quality of service measurements prescribed in the Commission's quality of service regulation. Staff also reports that companies are generally installing and repairing telephone service in a timely manner. Finally, Staff indicates the telecommunications companies have preventative maintenance procedures in place. Staff concludes its investigation has demonstrated that companies are continuing to monitor the quality of service provided to customers.

In a revised report filed on February 9, Staff further explains that all responding companies submitted results on a company-wide basis. Although such results do not definitely address the quality of service on an exchange-specific basis, the submitted results suggest most companies are providing an acceptable level of service. More detailed information would be needed to determine if there are certain exchanges that require additional analysis, but there is no specific information to suggest further analysis is necessary at this time. Staff recommends this case be closed.

Since Staff does not recommend any further action or continued investigation, the Commission will accept Staff's report and close this file.

THE COMMISSION ORDERS THAT:

1. The Commission accepts Staff's Report as filed on January 31, 2011, and as revised on February 9, 2011, including the Second Addendum filed on February 16, 2011, and the additional Addendum filed on February 23, 2011.

2. This order shall become effective on March 5, 2011.
3. This file shall be closed on March 6, 2011.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'S. Reed', is positioned above the printed name of the Secretary.

Steven C. Reed
Secretary

(S E A L)

Gunn, Chm., Clayton, Davis, Jarrett,
and Kenney, CC., concur.

Woodruff, Chief Regulatory Law Judge