

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service  
Commission held at its office in  
Jefferson City on the 1<sup>st</sup> day of  
September, 2010.

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

)  
)  
)

**File No. TO-2011-0047**

**ORDER OPENING AN INVESTIGATION INTO THE QUALITY OF  
WIRELINE TELECOMMUNICATIONS SERVICES IN MISSOURI**

Issue Date: September 1, 2010

Effective Date: September 1, 2010

On August 24, 2010, the Commission's Staff filed a motion asking the Commission to open an investigation into the quality of wireline telecommunications service in Missouri. Staff's motion expresses concern 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. Staff indicates it has received an increasing number of customer service complaints about the quality of telephone service and wants to further investigate the problems described by those customers.

Specifically, Staff would like to determine whether the service problems reported by customers are isolated instances, or whether they indicate a systemic deterioration of facilities that would lead to a lower quality of service in large portions of the state. To that end, Staff asks the Commission to order all facilities-based local exchange

telecommunications companies to answer a set of questions regarding the companies' maintenance efforts and procedures.

The Commission will establish the investigative case that Staff has requested, and will order all facilities-based local exchange telecommunications companies doing business in Missouri to answer the questions posed by Staff.

This file will serve as a repository for documents and comments. Using this file, any person with an interest in this matter may view documents pertaining to the investigation and may submit any pertinent responsive comments or documents. As this is not a contested case, any person may file a comment without counsel and without *ex parte* constraints (arising from this matter). Intervention requests are not necessary to submit comments or view documents. Because this is not a contested case, Staff shall take no action in this case against any telecommunications provider, beyond reporting its finding to the Commission.

The public is welcome to submit comments by forwarding electronic communications through the electronic filing and information system (EFIS) or by mailing written comments. You may submit electronic comments at the Commission's website at <http://www.psc.mo.gov>. (Click on the EFIS/Case filings link on the left side of the page. Scroll down and click on the public comment link. Please reference file no. TO-2011-0047.) Written comments in hard copy should be addressed to the Commission at P.O. Box 360, Jefferson City, Missouri 65102 and should reference file no. TO-2011-0047. You can view the contents of the file by following the link at <http://www.psc.mo.gov>.

**THE COMMISSION ORDERS THAT:**

1. This case is established to investigate the quality of wireline telecommunications services in the State of Missouri.
2. The Commission's data center shall mail a copy of this notice to all local exchange telecommunications service providers certificated to provide service in Missouri.
3. The Commission's Public Information Office shall make this notice available to the news media of this state and to the members of the General Assembly.
4. All local exchange telecommunications service providers certificated to provide service in Missouri shall answer the following questions no later than November 1, 2010:
  - A. 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.
  - B. 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.
    - i. Timeliness of installing service after a customer orders service.
    - ii. Timeliness of repairing service after a customer reports trouble.
    - iii. Amount of service trouble.
  - C. Please provide your most recent results for any of the information tracked above.
  - 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.
  - E. What percentage of your company's annual budget is spent on maintaining existing telephone plant?
  - F. What percentage of your company's annual budget is spent on training its technical staff?

5. This order shall become effective immediately upon issuance.

**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 )

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

Woodruff, Chief Regulatory Law Judge