

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.

No. The company is a reseller only and does not own, use or lease facilities in the state of Missouri.

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?