

Citizens Telephone Company of Higginsville, Missouri  
TO-2011-0047

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.

Response: Yes.

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.

Response: Yes. The information above is gathered on a quarterly basis from the company's billing system for the company's only exchange and reported to the Missouri Public Service Commission on a form prescribed by the Commission Staff.

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

Response: The attached Second quarter 2010 Service Quality Report was transmitted via e-mail to Mr. Myron Couch of the Commission Staff on July 19, 2010.

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.

Response: The attached excerpts were transmitted via UPS to Ms. Dana Parish of the Commission Staff in letters dated July 16, 2010 and July 27, 2009, respectively, in connection with the annual Federal USF Certification process. These letters outline the Company's maintenance program in its one exchange.

- 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?

Response: Citizens Telephone Company maintains its financial records under Part 32 of the FCC rules. Part 32 does not provide for the separate reporting of maintenance or training expenses, and as a result Citizens Telephone Company is unable to provide maintenance or training expenses on a dollar or percentage basis. As evidenced in the response to question D, Citizens Telephone Company is continually focused on the maintenance of its facilities in a disciplined and organized manner. Similarly, the Company trains its employees through mentoring and outside training, as needed, to provide the best service possible to its customers.

# QUARTERLY QUALITY SERVICE REPORT

COMPANY:

CITIZENS TELEPHONE COMPANY

DATE:

7/7/2010

Number of Exchanges:

1

Quarter Reporting

2nd

SERVICE ITEMS	Objective Level	ITEM BASE	Number meeting Objective	Item results	Surveillance Level
Basic Service Orders with in 5days	> 90%	112	112	100%	< 85%
Installation Commitments	>95%	112	112	100%	< 90%
OPERATOR ASSISTED CALLS	100% < 6 SECONDS	30		5.6	> 8 SECONDS
CUSTOMER ASSISTED CALLS	< 15 SECONDS	79		7.4	> 20 SECONDS
ORIGINATED SWITCH CALLS	>98% < 3 SECONDS	250	250	100%	< 97.4% < 3 SECONDS
LOCAL EXCHANGED SWITCHED CALLS	> 98% COMPL.	300	300	100.0%	< 95%
INTEREXCHANGED SWITCH CALLS	> 98% COMPL.	30	30	100.0%	< 95%
CUSTOMER TROUBLE REPORT RATE	< 6 REPORTS PER 100 ACCESS LINES	9087	38	0.4%	> 8 REPORTS PER 100 ACCESS LINES
CLEARING TIME OOS TROUBLE	CLEARED < 24 HOURS	38	38	100.0%	< 85%
REPAIR COMMITMENTS MET	> 90% MET	38	38	100.0%	< 85% MET
HELD SERVICE ORDERS > 30DAYS				0	MONITORING
HELD SERVICE ORDERS > 60DAYS				0	
HELD SERVICE ORDERS > 90DAYS				0	
HELD SERVICE ORDERS >120DAYS				0	

Excerpt from USF Annual Certification letter

July 16, 2010

Ms. Dana Parish  
Missouri Public Service Commission  
200 Madison Street, Suite 100  
Post Office Box 360  
Jefferson City, Missouri 65102-0360

Re: Citizens Telephone Company of Higginsville, Missouri (“Company”) –  
Request for Annual Certification of USF to the FCC (SA: 421865)

Dear Ms. Parish:

\* \* \* \* \*

Maintenance activities

In the routine course of business, the Company practices a proactive maintenance philosophy to ensure that the plant in service performs at a high level. In 2009, the Company’s plant employees worked on a maintenance project targeted toward the rehabilitation of copper cables in the western portion of the service area. In this process, every pedestal is inspected. When the need is indicated, re-splicing, re-grounding, and in some cases, terminal block replacement or pedestal replacement is performed. The ultimate timeline for cable maintenance is uncertain since the plant personnel executing this project also have responsibilities installing new customers, meeting service requests, locating cable related to Missouri One Call requests, and performing other tasks. With the conclusion of the current cable project, the same process will be moved to rural cables in the northern portion of the service area.

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Sincerely,

Brian L. Cornelius  
President

BLC:

Excerpt from USF Annual Certification letter

July 27, 2009

Ms. Dana Parish  
Missouri Public Service Commission  
200 Madison Street, Suite 100  
Post Office Box 360  
Jefferson City, Missouri 65102-0360

Re: Citizens Telephone Company of Higginsville, Missouri ("Company") –  
Request for Annual Certification of USF to the FCC (SA: 421865)

Dear Ms. Parish:

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Maintenance activities

In the routine course of business, the Company practices a proactive maintenance philosophy to ensure that the plant in service performs at a high level. In 2008, the Company's plant employees completed a maintenance project targeted toward the rehabilitation of two major copper cables in Higginsville (known as E cable and D cable) feeding some 500 customers. In this process, every pedestal is inspected. When the need is indicated, re-splicing, re-grounding, and in some cases, terminal block replacement or pedestal replacement is performed. The ultimate timeline for cable maintenance is uncertain since the plant personnel executing this project also have responsibilities installing new customers, meeting service requests, locating cable related to Missouri One Call requests, and performing other tasks. With the conclusion of the E cable and D cable project, the same process has moved to rural cables in the western part of the service area.

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Sincerely,

Brian L. Cornelius  
President

BLC: