

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of an Investigation into the)	
Quality of Wireline Telecommunications)	<u>File No. TO-2011-0047</u>
Services in the State of Missouri)	

REVISED STAFF REPORT

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”), through the undersigned counsel, and respectfully revises this cover pleading, because the conclusions in Paragraph 3 were misstated, and states as follows:

1. 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 was concerned that Missouri’s wireline telecommunications system may have degraded in recent years. On September 1, 2010, the Commission granted Staff’s Motion and opened the requested investigatory docket.

2. After conducting its investigation the Staff can report the following findings:

a. All 61 companies appear to track the quality of service provided to customers and most companies continue to use the same quality of service measurements prescribed in 4 CSR 240-32.080.

b. Company-wide results suggest companies are generally installing and repairing telephone service in a timely manner.

c. All 61 companies indicate having preventative maintenance procedures; however, only 12 companies are able to identify the percentage of the company’s annual budget spent on maintaining existing telephone plant or training technical staff.

3. The Memorandum and attachments included in this filing provide greater specificity and the analysis that leads the Staff to believe that:

This investigation has demonstrated companies are continuing to monitor the quality of service provided to customers. All companies that responded 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. Absent further guidance from the Commission, Staff recommends this case be closed.

WHEREFORE, the Staff submits its Revised Report and recommends that this matter be closed with no further action .

Respectfully submitted,



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Certificate of Service

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 9th day of February, 2011.

