

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

RESPONSE OF SUREWEST KANSAS LICENSES, LLC

SureWest Kansas Licenses, LLC provides the following responses to the Commission's Order Opening an Investigation Into the Quality of Wireline Telecommunications Services in Missouri.

- 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.

SureWest 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.

SureWest Responses:

- (i) Yes. SureWest tracks the timeliness of installing service after a customer orders service. This information is provided to the MPSC in SureWest's Quarterly Quality Service Report (service items Basic Service Orders within 5 days and Installation Commitments).
- ii. Yes. SureWest tracks the timeliness of repairing service after a customer reports trouble. This information is provided to the MPSC in SureWest's Quarterly Quality Service Report (service items Clearing Time OOS Trouble and Repair Commitments Met).
- iii. Yes. SureWest tracks the amount of service trouble. This information is provided to the MPSC in SureWest's Quarterly Quality Service Report (Service Item Customer Trouble Report Rate).

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

SureWest Response: Attached as Exhibit A is SureWest's 2nd Quarter Quality Service Report which is SureWest's most recent results.

- 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.

SureWest Response: SureWest is a triple play provider of voice, video and data within the greater Kansas City market in Missouri and Kansas. SureWest has a HFC network and it is integrated together in the provision of its services to customers in Missouri & Kansas. SureWest's maintenance program or costs cannot be separated or broken out by type of service or by state boundaries. SureWest is able to identify that it has approximately 7% of its physical plant investment located in Missouri however there is significant plant (Central Office, Administrative headquarters, and other plant facilities) located in Kansas that are also utilized to provide services to customers in Missouri.

With that as a background, SureWest plant maintenance is summarized as follows:

- Proactively monitor our plant network for any aberration in facilities 7x24 365 days a year.
- Perform proof of performance tests to make sure that the plant is meeting FCC specs for C/N, CTB, CSO, Hum, in band freq. response and signal level at the customers' terminal.
- Daily leakage program.
- Sweep and balance Nodes and Amplifiers proactively.
- Power supplies are serviced and checked 3 times a year and natural gas generators are available for emergencies.

- E. What percentage of your company's annual budget is spent on maintaining existing telephone plant?

SureWest Response: As identified in SureWest's response to question D above, its maintenance costs can not be separated by type of service or state boundaries. SureWest's percentage of its company's annual budget (Total Operating Expenses) spent on maintenance of its plant is 1.3%.

- F. What percentage of your company's annual budget is spent on training its technical staff?

SureWest Response: SureWest's percentage of its company's annual budget (Total Operating Expenses) spent on training its technical staff is .06%.