



October 8, 2010

Steven C. Reed
Secretary
Missouri State Public Service Commission

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

In response to the Commission Order of September 2, 201 in the above referenced docket, YourTel America, the respondent, submits the following.

Telecommunications Service Quality Survey

1. Does your company own or maintain telecommunications facilities in Missouri?

Response: No, YourTel America, Inc. does not currently own or maintain any last mile telecommunications facilities in Missouri.

Additional Comments

YourTel America would like to take this opportunity to bring forth to the Commission a quality of service affecting issue it has experienced for several months in the state of Missouri (though not isolated to this state). The issue is the matter of AT&T returning to YourTel due dates for its customers who require a visit by an AT&T technician in order to establish service.

Presented as examples but certainly not as the entire sample, in the month of September, AT&T returned due dates of 20, 21, 22, 25 and 41 calendar days out from order submission. The latter example, not too surprisingly, resulted in the customer cancelling the order for service with YourTel.

While YourTel continues to work in collaborative fashion with AT&T and other CLECs to determine a root cause and time line for resolution, AT&T, while acknowledging the issue exists, has so far taken a nonchalant attitude towards providing a resolution. AT&T appears also to believe that stating this issue is affecting all customers "across the board" (AT&T retail included) provides a parity explanation that will make CLECs comfortable.

Providing service to customer within three to five days is a standard expectation in the telecommunications industry. AT&T is taking a position that directly undermines YourTel's ability to fulfill that expectation as well as setting a standard for poor quality of service. YourTel encourages the Commission to add to its Quality of Service examination this issue and request of AT&T a timely resolution.

Sincerely,

A handwritten signature in dark ink, appearing to read "Dale Schmick", with a long horizontal flourish extending to the right.

Dale Schmick
Chief Strategy Officer