**File No. TO-2011-0047**

**XO Communications Services, Inc.**

**Response of XO Communications Services, Inc. to Order Opening an Investigation into the Quality of Wireline Telecommunications Services in Missouri**

All local exchange telecommunications service providers certificated to provide service in Missouri shall answer the following questions no later than November 1, 2010:

1. 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:** XO Communications Services, Inc. (XOCSI) does own telecommunications facilities in Missouri.

1. Does your company track on a regular basis any of the following: if yes, explain how your company tracks if (include whether such information is tracked by exchange or some other area.) If no, explain why not.

**Response:** XOCSI tracks this data consistent with the information provided in Attachment A.

1. Timeliness of installing service after a customer orders service,

**Response:** XOCSI does track the timelines of installing service after a customer orders it.

1. Timeliness of repairing service after a customer reports trouble.

**Response:** XOCSI does track the timeliness of repairing service after a customer reports trouble.

1. Amount of service trouble.

**Response:** XOCSI does track the amount of service trouble.

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

**Response:** XOCSI’s most recent results for its Quarterly Service Quality Report 3Q10 is attached, Attachment A.

1. 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 results of this measurement for the past two years.

**Response:** See Attachment B.

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1. What percentage of your company’s annual budget is spent on maintaining existing telephone plant?

**Response:** XO does not track that information on a state basis. Therefore, this information is not available.

1. What percentage of your company’s annual budget is spent on training its technical staff?

**Response:** XO does not track that information on a state basis. Therefore, this information is not available.