

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

Company Responding: Mid-Missouri Telephone Company

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

Answer: Yes

B. Does your company track on a regular basis any of the following information:

- i. Timeliness of installing service after customer orders service.
- ii. Timeliness of repairing service after a customer reports trouble.
- iii. Amount of service trouble.

Answer: Since the Company has elected to waive the Commission rules regarding the quality of service objectives, results are no longer tracked and provided to staff. However, the Company continues to use the same guidelines to benchmark our timeliness of installing and repairing service. A record of each service order is kept that shows whether service was installed within five days and whether the commitment date given to the customer was met. A record of each service trouble is kept and a report containing the total number of service troubles, the average number of trouble reports per month, the percentage of trouble reports per 100 access lines per month, the percentage of trouble reports cleared within 24 hours, the percentage of out of service trouble reports cleared within 24 hours, the number of repair commitments made, and the number of repair commitments that were kept is printed quarterly. That report provides results on an exchange basis and a total company basis. The Company has always been above the monitoring levels for the timeliness of service installation, the timeliness of service repairs, and the amount of service troubles, so the tracking of these results is now done on an informal basis by the personnel entering and clearing service orders and repair orders, and through the trouble report that is printed quarterly.

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

Answer: We no longer obtain a service order log on a quarterly basis but we did obtain one in order to respond to this report. Please see the attached schedule for third quarter 2010 results.

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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.

Answer: The Company's preventive maintenance activities for its central offices involve regular testing of the switching and related equipment. Alarm reporting for each central office and each cabinet is e-mailed and sent as a page to on call personnel. If alarms do come in, equipment is inspected while personnel are on-site performing any repairs. Batteries in each central office are tested annually. The batteries in cabinets are tested twice a year. Also, backup generators receive annual maintenance and are run on a weekly schedule. A new backup generator was installed last year at the Company's main office in Pilot Grove. The Company's outside plant facilities are also reviewed and tested on a regular basis. Outside plant personnel complete several tests when at the NID. Grounding is inspected and brought into compliance at that time unless construction is needed. If any problems are found in either the central office or outside plant, the Company takes the necessary steps to correct the problems. The Company performs preventive maintenance on its entire system; therefore its preventive maintenance program is not tracked by exchange, area or state. The Company does not specifically keep a record or report of its preventive maintenance activities.

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

Answer: The Company maintains its books and records in accordance with Part 32 of Uniform System of Accounts. Part 32 does not provide for the separate accounting of plant maintenance. As a result, the Company is not able to identify what amount or percentage of its annual budget is spent on plant maintenance. As a general matter, however, the Company believes that a significant portion of its annual budget is spent maintaining its telephone plant.

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

Answer: The Company maintains its books and records in accordance with Part 32 of Uniform System of Accounts. Part 32 does not provide for the separate accounting of training expense. As a result, the Company is not able to identify what amount or percentage of its annual budget is spent training of its technical staff. As a general matter, however, the Company believes that a significant portion of its annual budget is spent training its technical staff.