

The following response is hereby filed on behalf of Embarq Missouri, Inc. d/b/a CenturyLink, CenturyTel of Missouri, LLC d/b/a CenturyLink, Spectra Communications Group, LLC d/b/a CenturyLink, and CenturyTel of Northwest Arkansas, LLC, d/b/a CenturyLink (collectively "CenturyLink"):

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.

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.

Response: Yes, CenturyLink measures the number of days required to install service following a customer order as well as the percentage of commitments met. This is tracked on a statewide basis and by exchange.

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

Response: Yes, CenturyLink measures the number of days required to repair service in response to a trouble report as well as the percentage of commitments met. This is tracked on a statewide basis and by exchange.

iii. Amount of service trouble.

Response: Yes, CenturyLink measures troubles per 100 access lines. This is tracked on a statewide basis and by exchange.

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

Response:

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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.

Response:

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

Response:

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

Response:

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