

Name of Company Responding: Choctaw Telephone Company

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.

Answer: Yes. The Company generates and reviews a monthly Service Quality Report that provides the number of service orders completed (service installed) within the same day, within one to 5 days and greater than 5 days. In most cases, the service orders completed in greater than 5 days are at the customer's request.

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

Answer: Yes. The Company generates and reviews monthly Trouble Quality of Service Reports.

iii. Amount of service trouble.

Answer: Yes. In addition to the report noted in the above response, the Company generates a monthly Summary of Exchange Troubles Cleared Report.

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

Answer: See attached reports for the month of September 2010

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. The Company's outside plant facilities are also reviewed and tested on a regular basis. 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 has

two exchanges that cover the same geographic area for purposes of separating the customers that subscribe to an MCA plan. Therefore, the Company's records track all maintenance programs at the area level, which is the same as the state level.

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

Answer: The Company allocates a significant portion of its operating budget on maintaining its existing plant. Historically, the percentage has always exceeded 50% of the total budget, but the exact amount of maintenance required is cyclical in nature. Currently, a greater portion of the budget has been allocated to new plant to make all lines capable of providing DSL services to all customers within the Company's service area. The fact that the Company has not had any customer complaints regarding service is also an indication that the Company is maintaining its existing plant in a satisfactory manner.

- 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.

All Rpt Areas  
CO # : 090  
OCN # : 1893

Service Quality Report  
From 09/01/2010 To 09/30/2010  
CHOCTAW TELEPHONE COMPANY

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All Prefixes  
All Priorities  
All Classes

<u>Days</u>	<u>Number of Applied Service Orders</u>	<u>Percentage Applied</u>
Same Day	65	79.27%
Within 5 Days but more than a Day	7	8.54%
Greater Than 5 Days	10	12.20%
Total	82	

**Trouble Quality Of Service Report**  
**Regulated - Sort By Network Number For Trouble Taken 09/01/2010 to 09/30/2010**  
**CHOCTAW TELEPHONE COMPANY**

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All Rpt Areas  
 All Svc Areas, Net Type: TEL  
 CO # : 090  
 OCN # : 1893

Trouble Ticket No			Trouble Reported Code and Description			Cause		Cause Description		Regulated	Employee Picked Up By		Worked HRS
Network Type and No.			Account Name			Plant	Plant Code Description	Plant Detail Description	Date and Time	Employee Cleared By	Date and Time	Elapsed HRS	
Taken Date and Time			First Line of Address			Detail							
Appointment Date and Time													
3682	TEL	(417) 491-3426	09/07/10 07:42	0029 LINE DEAD	BROWNING, BETTY JEAN	0035	MAT'L FAULT		STAUDT, MIKE	Y	09/07/10 09:00	1.00	
					19982 LAWRENCE 2022	003	BURIED PLANT						
						029	CA CABLE PAIR		STAUDT, MIKE		09/07/10 10:00	2.30	
Description: CHANGED CABLE PAIR													
3692	TEL	(417) 491-4273	09/13/10 08:05	0029 LINE DEAD	LANDERS, RANDY	0027	INSECTS		STAUDT, MIKE	Y	09/13/10 13:00	1.00	
					20185 HIGHWAY 96	003	BURIED PLANT						
						023	CA PROT UNIT		STAUDT, MIKE		09/13/10 14:00	5.92	
Description: ANTS IN NID REPLACED PLUG													
3691	TEL	(417) 491-4355	09/13/10 08:04	0029 LINE DEAD	FAUCETT, STEPHEN	0083	EMPLOYEE ERROR		STAUDT, MIKE	Y	09/13/10 10:00	0.25	
					5380 LAWRENCE 1210	005	COE						
						058	BAD HEAT COIL		STAUDT, MIKE		09/13/10 10:15	2.18	
Description: WAS TESTING HIS PAIR AND I FORGOT TO PLUG HEATCOIL IN													
3695	TEL	(417) 491-5316	09/13/10 15:03	0050 DSL DON'T WORK	DUNCAN, JOHN	0035	MAT'L FAULT		STAUDT, MIKE	Y	09/13/10 17:00	1.00	
					5001 LAWRENCE 1218	003	BURIED PLANT						
						029	CA CABLE PAIR		STAUDT, MIKE		09/13/10 18:00	2.95	
Description: CHANGED PAIR													
3681	TEL	(417) 749-3031	09/03/10 09:45	0052 DSL WORKS OFF AND ON	BOWLES, DAREN & LORI	0035	MAT'L FAULT		STAUDT, MIKE	Y	09/03/10 13:00	1.00	
					7120 LAWRENCE 1199	003	BURIED PLANT						
						029	CA CABLE PAIR		STAUDT, MIKE		09/03/10 14:00	4.25	
Description: TROUBLE WOULD CAME AND GO SO CHANGED PAIR													
3700	TEL	(417) 749-3066	09/14/10 13:15	0052 DSL WORKS OFF AND ON	WILKERSON, KIM	0035	MAT'L FAULT		STAUDT, MIKE	Y	09/14/10 15:00	1.00	
					20348 LAWRENCE 2022	003	BURIED PLANT						
						029	CA CABLE PAIR		STAUDT, MIKE		09/14/10 16:00	2.75	
Description: HDLS T1 WENT DOWN SWITCHED TO #1 WAS ON #2													
3690	TEL	(417) 749-4602	09/13/10 08:03	0050 DSL DON'T WORK	RAMEY, ROBIN	0035	MAT'L FAULT		STAUDT, MIKE	Y	09/13/10 13:00	1.00	
					6078 LAWRENCE 1222	003	BURIED PLANT						
						029	CA CABLE PAIR		STAUDT, MIKE		09/13/10 14:00	5.95	



All Rpt Areas  
CO # : 090  
OCN # : 1893

Summary of Exchange Troubles Cleared  
For Trouble Taken 09/01/2010 to 09/30/2010  
CHOCTAW TELEPHONE COMPANY

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Plant Code and Description	Cause Found	Count	Cleared Date
003 BURIED PLANT	0027 INSECTS	1	09/13/2010
003 BURIED PLANT	0035 MAT'L FAULT	6	09/07/2010
005 COE	0083 EMPLOYEE ERROR	7	
			Troubles Cleared For Plant Group:
007 STATION EQUIP	0003 BROKEN	1	09/13/2010
007 STATION EQUIP	0042 NO TROUBLE FOUND	1	09/27/2010
007 STATION EQUIP	0076 UNKNOWN	2	09/15/2010
		1	09/06/2010
		4	
009 MISC	0011 CONNECTING CO FAULT	1	09/23/2010
		1	
			Troubles Cleared For Plant Group:
010 DSL STATION EQUIP	0035 MAT'L FAULT	1	09/13/2010
010 DSL STATION EQUIP	0042 NO TROUBLE FOUND	6	09/14/2010
010 DSL STATION EQUIP	0083 EMPLOYEE ERROR	1	09/30/2010
		8	
011 DSL COE	0008 CARD DEFECTIVE	14	09/16/2010
012 DSL CARRIER	0001 LIGHTNING	14	
		1	09/24/2010
		1	
		36	
			Total Trouble Cleared for Company: