



Response to PSC data request "Quality of Service" Case TO-2011-0047

Name of Company Responding: Chariton Valley Telephone Corporation

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

Response to A. Yes

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

- I. Timeliness of installing service after a customer orders service.
- II. Timeliness of repairing service after a customer reports trouble.
- III. Amount of service trouble.

Response to B.

Items i., ii. And iii are tracked quarterly by exchange. Chariton Valley Telephone Corporation continues to use PSC established service objective levels to measure timeliness of response and number of trouble reports.

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

Response to C.

Chariton Valley Telephone Corporation still uses the same tracking reports that were previously required by the MO PSC staff for tracking quality of service. The attached quarterly service report for 2<sup>nd</sup> qtr. 2010 shows Chariton Valley Telephone Corporation is meeting surveillance requirements set forth in 4 CSR 240-32.080 Service Objectives and Surveillance Levels.

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, are, or state. Please provide results of this measurement for the past two years.

Response to D.

Customer care and quality of service are taken very seriously by Chariton Valley Telephone Corporation. Our commitment is evidenced by an inherently low customer initiated trouble report rate. Over 53% of our customers receive service via Fiber-to-the-Home. Chariton Valley's Network Operations Center constantly monitors our fiber optic mesh network and rings. Upgrades that could cause temporary service interruption are performed within a deep night "maintenance window". Outside plant conditions are monitored by our technicians and managers over our entire system. Plant problems are corrected by rehabilitation or replacement. Preventative maintenance efforts are not tracked by exchange, area or state. Records specific to preventative maintenance are not maintained. However, work in response to specific trouble reports is recorded and maintained.

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

Response to E.

Chariton Valley Telephone Corporation maintains its books in accordance with Part 32 of the FCC Rules. Part 32 does not provide for separation of preventative and regular maintenance expense. Maintenance expenses, both preventative and normal are recorded in the Plant Specific Expenses accounts. Forty five percent of the 2010 annual budget is earmarked to maintain existing plant.

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

Response to F.

Technical training constitutes 0.35% of the total 2010 annual budget.