

Telecommunications Service Quality Survey

Missouri PSC File No. TO-2011-0047

Response of FairPoint Communications Missouri, Inc.

Please answer the following:

1. Does your company own or maintain telecommunications facilities in Missouri? If yes, please answer all of the following. If no, then your survey is complete and should be submitted at this point.

Response: Yes – FairPoint Communications Missouri, Inc. (FairPoint) owns and maintains telecommunications facilities in Missouri.

2. 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.
 - a. Timeliness of installing service after a customer orders service.
 - b. Timeliness of repairing service after a customer reports trouble.
 - c. Amount of service trouble.

Response: At this time, FairPoint has not requested a waiver of the Missouri PSC's quality of service reporting rules. As a result, FairPoint tracks the service quality information as required by 4 CSR 240-3.550 (5), and reports such information quarterly as required.

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

Response: See attached for latest quarterly report.

4. 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: FairPoint utilizes a number of preventative maintenance procedures designed to ensure its telecommunications network in Missouri continues to provide high-quality service to its customers. Some of those preventative maintenance procedures include:

- Regular battery tests are performed at all central offices and remotes.
- Equipment diagnostics at and inspections of all central offices and remotes are performed on a regular basis.
- Central office data is backed up regularly
- Spare equipment is kept on-site to minimize outages
- Back-up generator operations and procedures for commercial power outages are tested.
- Emergency restoral kits for fiber cable repairs are kept in stock on-site

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FairPoint does not specifically track the results of its preventative maintenance program, and instead relies on other metrics, such as trouble reports and other overall network performance indicators. Thus, a report of the results of FairPoint measurement of its preventative maintenance program is not available.

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

Response: *FairPoint does not maintain its budget or track expenses in such a way as to be able to respond to this question. FairPoint maintains its books and records in accordance with 47 C.F.R. § 32 (Part 32 Uniform System of Accounts). Part 32 does not provide for the separate accounting of plant maintenance and other plant-related expenditures.*

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

Response: *FairPoint does not maintain its budget or track expenses in such a way as to be able to respond to this question. FairPoint maintains its books and records in accordance with 47 C.F.R. § 32 (Part 32 Uniform System of Accounts). Part 32 does not provide for the separate accounting of training-related expenditures.*