

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

In the Matter of an Investigation in which to	)	
Gather Information about the Facility	)	
Extension Practices of ETCs Eligible to	)	File No. TO-2016-0184
Receive High Cost USF Support	)	

**RESPONSES OF IAMO TELEPHONE COMPANY**

1. Provide a direct link to the specific portion of a company's website or alternatively cite the specific portion of a company's tariff that describes the charges, allowances and other relevant information for line extensions or situations where facilities are not in place to fulfill an applicant's request for service.

**PSC MO No. 2 Consolidated, Part II, Sheets 13-14 and Part V, Sheets 30-34. In general, if customer is more than ¼ of a mile from the nearest IAMO-owned facility, then the tariff provisions are applied. Charges may be waived if the construction will allow the Company to improve existing services or potentially serve additional customers.**

2. Does your company not apply any construction or similar one-time charges if the distance to extend facilities is within a certain distance? If yes, what is the maximum distance whereby the company will not apply any special charges to extend facilities?

**See above.**

3. Does your company provide the customer with a certain dollar allowance for construction costs to extend facilities? If yes, what is the allowance?

**No.**

4. Are charges for extending facilities applied based on a set formula (i.e., \$100 per 1/10 mile) or alternatively are charges determined on an individual case basis?

**Individual case basis. IAMO estimates the construction-only portion of the route excluding the drop and the first ¼ of a mile. The customer is notified of the estimate and billed the actual costs based on the aforementioned calculation.**

5. If a customer agrees to pay special construction charges and facilities are installed, does the company generally install sufficient facilities to serve other neighboring customers in the subdivision or nearby area? If yes, explain what happens, if anything, to the initial customer as well as any subsequent customers requesting service in that area. For example are subsequent customers assessed any special construction charges? Can the initial customer receive a credit or refund? Explain how the company handles such situations.

**If the construction benefits IAMO's overall network needs, then IAMO may waive the construction charges. IAMO has facilities in place throughout most of its service area, so construction charges are a rare occurrence. If the next customer is less than ¼ of a mile from the first construction, then there would be no charge. If the second customer is more than ¼ of a mile from the first, then IAMO would apply the appropriate charges.**

6. If the company lacks facilities to provide service is the customer required to agree to any special terms or conditions for obtaining service (i.e., subscribe to service for a minimum length of time) that typically are not applied to other customers where sufficient facilities are in place? If yes, describe such any terms or conditions.

**No.**

7. Does your company apply any termination charge(s) if a customer fails to subscribe to service for a certain length of time? If yes, identify the charge(s).

**No.**

8. How long have the existing policies in response to Questions 1 thru 7 been in place in Missouri?

**Since June 1, 1977.**

9. If your company operates in other states besides Missouri does the company apply the same policies (as provided in responses to Questions 1 thru 7) in these other states for service requests in areas where the company lacks sufficient facilities to provide service? If yes, identify the states. If no, identify the states and explain how and why the company's policies differ.

**IAMO applies the same rules to its Iowa customers.**

10. Describe or provide a script of what information is provided by the company to the customer if the company lacks facilities to respond to the customer's service request.

**There is no script. Service requests are usually handled initially by IAMO's plant manager and followed up in writing by the Company.**

11. Please provide the following information for your company's Missouri operations for the most recent 12 month time period:

- a. Total requests for service. **43.**
- b. Service requests for an area where the company lacks sufficient facilities to provide service. Among these requests break this number down into the following categories:
  - i. Number of requests where the company installed facilities without applying special construction or similar charges. **8.**
  - ii. Number of requests where the customer paid the construction charges. **0.**
  - iii. Number of requests where the customer declined to pay the construction charges and service was not installed. **0.**
  - iv. Other. **None.**

12. Does the company consider an unfilled service request as reported in Form 489 to include a customer who requests service but ultimately declines to pay construction or similar charges? If no, explain why not.

**No. IAMO abides by the tariff approved by the Missouri PSC.**

13. Please provide the following information for any customer requesting service in the past 12 months whereby the company attempted to apply construction or similar charges in order to have service be extended to the customer:

- a. Name of applicant.
- b. Location of applicant.
- c. Total amount of construction charges.
- d. Indicate whether the customer paid the charges and service was installed.

**None.**

14. If a company has detariffed is the link provided in response to Question No. 1 a link to the company's rates and charges for all other retail services or is the link to some other separate document?

**Not applicable.**