

**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 MARK TWAIN RURAL TELEPHONE COMPANY

Questions for companies receiving high-cost USF support regarding service requests in areas where the company lacks sufficient facilities to provide service.

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.

Mark Twain Rural Telephone Company (Mark Twain) has multiple sections in its tariff referencing construction charges. The section we follow is listed below:

Section IV, First Revised Sheet 22:

C. CONSTRUCTION FOR EXCHANGE SERVICE FURNISHED OUTSIDE THE BASE RATE AREA AND WITHIN THE EXCHANGE AREA.

2. When the revenue to be derived from the service or facilities is not sufficient to warrant the Telephone Company assuming the unusual costs of providing the necessary construction, the subscriber may be required to pay, in advance, an amount to be determined by the company, which will assure the company recovery of their excess investment. Such advance payment shall be credited to the subscriber's account and his monthly statement for telephone service charged against the amount so credited until balanced out, after which the subscriber is required to pay monthly for service rendered in accordance with the company's established tariffs, rules and regulations.

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?

Mark Twain doesn't apply any construction change for extending facilities under 1,750 ft. If these facilities need to be extended past the 1,750 ft., we charge the customer \$.20 per ft. After service is working, we credit the customer \$9.00 per month back to their account on their phone bill until the balance of the construction change has been fully refunded back to the customer.

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

See response to No. 1 above.

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?
- If charges are based on a set formula then identify the formula.
 - If charges are based on an ICB basis then:
 - Explain what types of costs are identified to form the basis for these charges.
 - Approximately what percent of all costs for extending facilities is the customer expected to pay?

See response to No. 2 above.

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.

Yes, we always install sufficient facilities at the time of construction. See response to Nos 1 & 2 above.

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.

"Not applicable."

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).

“Not applicable.”

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

June 7, 1965.

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.

“Not applicable.”

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.

Mark Twain covers the costs for construction of new facilities up to 1,750 feet. If the new location is more than 1,750 feet from Mark Twain’s current facilities, there will be a construction pre-payment required of \$.20 per foot. Once the footage and costs are determined, Mark Twain will let you know the amount of the pre-payment. The pre-payment is required before the construction is started. Once the service is installed, you will be issued a monthly credit of \$9.00 until the balance of the construction charges has been fully refunded back to your account.

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. 220
- 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. 22

- 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. Explain.

12. Does the company consider an unfilled service request as reported in Form 489(481) to include a customer who requests service but ultimately declines to pay construction or similar charges? If no, explain why not.

Since all the pre-payment construction cost are credited back to the customer, we haven't had any customers decline to pay these charges.

If we had a customer decline to pay to have facilities extended, this was the customer's choice not to pay the costs to extend facilities. It is not, in Mark Twain's opinion, an unfilled service request.

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.

"Not applicable."

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."