

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI
RESPONSE OF KLM TELEPHONE CO. d/b/a AMERICAN BROADBAND**

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	)	

Attachment A

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.

RESPONSE: See Attachment A.1

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?

RESPONSE:

Federal Universal Service Fund High Cost Support mechanisms have provided the Company with funding for capital expenditures on plant expansion and plant improvement projects, as well as funding for operating expenses to maintain plant facilities. This additional, major revenue source allowed the Company to implement more liberal line extension practices than the rules expressed in its Tariffs. Therefore, it should be recognized that the FCC's currently pending (and future) USF reform actions may eliminate and/or significantly reduce certain High Cost Support funding. Reductions in, or loss of, federal support revenues will understandably adversely impact the Company's future facilities extension policies.

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

RESPONSE: Not applicable

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?

RESPONSE:

KLM will build to all locations within the exchange boundaries at no cost to the customer, using copper cable. KLM Telephone Co. may, on an individual case basis charge to install fiber facilities to the customer premises where the customer specifically requested fiber. KLM responds with a bid to the customer which would include the cost of installation and a monthly recurring charge. Both charges would vary depending on the length of the contract and would be agreed upon in writing by both parties.

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.

RESPONSE: Not applicable.

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.

RESPONSE: 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).

RESPONSE: Not applicable.

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

RESPONSE: A best estimate is 8 years.

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.

RESPONSE: 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.

RESPONSE: Not applicable

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.

RESPONSE: 54

b. Service requests for an area where the company lacks sufficient facilities to provide service.

RESPONSE: None

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.
- ii. Number of requests where the customer paid the construction charges.
- iii. Number of requests where the customer declined to pay the construction charges and service was not installed.
- 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.

RESPONSE: Not applicable

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.

RESPONSE: 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?

RESPONSE: Not applicable