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November 30, 2010

FILED<sup>3</sup>

DEC 1 2010

Missouri Public  
Service Commission

**VIA OVERNIGHT DELIVERY**

Steven C. Reed, Secretary  
Missouri Public Service Commission  
200 Madison Street, P.O. Box 360  
Jefferson City, MO 65102-0360

**RE: File No. TO-2011-0047  
Order Opening an Investigation into the Quality of Wireline Telecommunications  
Services in Missouri**

Dear Mr. Reed:

In accordance with the September 1, 2010 Order of the Missouri Public Service Commission ("Commission") in the above referenced matter, enclosed please find the Response of Neutral Tandem-Missouri, LLC to Order Directing Filing.

If you have any questions pertaining to this Response, please contact the undersigned.

Sincerely,

A handwritten signature in dark ink, appearing to read "Rich L. Monto". The signature is fluid and cursive, written over a horizontal line.

Richard L. Monto  
General Counsel

Enclosure

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

In the Matter of an Investigation into the       )  
Quality of Wireline Telecommunications       )  
Services in the State of Missouri                )

File No. TO-2011-0047

**RESPONSE OF NEUTRAL TANDEM-MISSOURI, LLC TO ORDER DIRECTING FILING**

On September 1, 2010, the Missouri Public Service Commission ("Commission") issued an Order in the Matter of an Investigation into the Quality of Wireline Telecommunications Services in the State of Missouri, File No. TO-2011-0047, ordering all facilities-based local exchange telecommunications companies doing business in Missouri to answer certain questions related to service quality experienced by local exchange telecommunications customers, as outlined below. Neutral Tandem-Missouri, LLC ("NT-MO") submits the following responses:

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

RESPONSE: Although NT-MO does not provide dial tone to retail or residential end user customers, and accordingly, does not believe that its responses are required to questions B-F, the company does have one tandem switch in Missouri, which is used for the purposes of providing access and local transit services.

- B. 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.**

- 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: Since NT-MO does not provide local dial tone service to retail or residential end user customers, it believes that this question is not applicable to it. Moreover, the information requested is not readily available with respect to the installation, repairs or amounts of service trouble associated with its provision of local transit and access services

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

RESPONSE: Not applicable – see response to question B, above.

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

RESPONSE: Preventative maintenance program measurement results are not required because NT-MO operates a Sonus SoftSwitch, which does not require preventative maintenance.

However, to be certain that telephone equipment and plant are kept in good working condition, Neutral Tandem, Inc. ("NTI"), the parent company of NT-MO, maintains a network operations center that is staffed 24 hours a day. Network operations center technicians are assigned to continuously monitor NT-MO's Missouri-based tandem switch and the tandem switches of other NTI subsidiaries operating in other jurisdictions and promptly repair any services issues detected.

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

RESPONSE: Information is not available. Although annual budget spent on maintaining existing telephone plant is not tracked, the company does have a dedicated group of technicians at the parent company level who monitor and maintain existing telephone plant.

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

RESPONSE: Information is not available. Although annual budget spent on training technical staff is not tracked, training courses are regularly provided for technical staff at the parent company level.