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🔆 brightspeed

July 19, 2024

Ms. Lynn Retz Secretary of the Commission Kansas Corporation Commission 1500 SW Arrowhead Road Topeka, KS 66604-4027

RE: Docket No. 14-GIMT-118-CPL Brightspeed's 2Q2024 Quality of Service Results PUBLIC

Dear Ms. Retz:

Enclosed for filing with the Commission are the Company's service results pursuant to the Commission's Order in Docket No. 14-GIMT-118-CPL.

The Brightspeed Companies¹ considers the quality-of-service results contained in the report to be confidential and of commercial value, and it has not been made public. The Brightspeed Companies considers its quarterly quality of service results to be both a trade secret and confidential commercial information. The Kansas-specific information contained in the quarterly reports is not available publicly in any format and the Company only produces its Kansas quality of service report for regulatory compliance purposes. Nevertheless, the data in the Kansas report is information about The Brightspeed Companies business operations that the Company uses for internal purposes to evaluate its own performance and resource requirements, and that could be valuable to a competitor in evaluating or formulating different strategies for the Kansas market. This document is filed pursuant to K.S.A. 66-1220a, and The Brightspeed Companies asks the Commission to treat this document as confidential and exempt from public disclosure under that statute.

If you have any questions concerning this matter, please contact me.

Yours appreciatively,

John Along

John R. Idoux Kansas Governmental Affairs 6709 W 119th #416, Overland Park, KS 66209 john.idoux@brightspeed.com | 704.314.2367

¹ The Brightspeed Companies consist of the following four ILECs: 1) Brightspeed of Kansas, Inc. 2) Brightspeed of Southern Kansas, Inc., 3) Brightspeed of West Missouri, LLC, and 4) Brightspeed of Eastern Kansas, Inc.

KANSAS CORPORATION COMMISSION QUALITY OF SERVICE REPORT

REDACTED

Company: Brightspeed (statewide consolidation of all Brightspeed companies/exchanges) Year: 2024

Indicator	Limits	2024 Jan	2024 Feb	2024 Mar	2024 Apr	2024 May	2024 Jun	2024 Jul	2024 Aug	2024 Sep	2024 Oct	2024 Nov	2024 Dec
Customer Trouble Reports per 100 Access Lines	< 6.0												
Repeat Trouble Reports	< 20%												
Average Repair Time	< 30 hrs												
Commitments Met	> 90%												
JEOPARDY CONDITION?	Yes/No	No											
NONCOMPLIANCE CONDITION?	Yes/No	No											