

April 4, 2025

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 1Q2025 Quality of Service Results PUBLIC

Dear Ms. Retz:

Enclosed for filing with the Commission is a redacted version of the Company's service results pursuant to the Commission's Order in Docket No. 14-GIMT-118-CPL.

The United Companies 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 United 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 United 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 United 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 R. Idoux

Kansas Governmental Affairs

John Short

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## SUBMITTED PURSUANT TO K.S.A. 66-1220A

United Telephone Companies of Kansas

Quarterly Quality of Service Results

CONFIDENTIAL AND PROPRIETARY

## KANSAS CORPORATION COMMISSION QUALITY OF SERVICE REPORT

## CONFIDENTIAL

Company: <u>BRIGHTSPEED</u> (statewide consolidation of all <u>Brightspeed</u> companies/exchanges) Year: <u>2025</u>

Indicator	Limits	2025 Jan	2025 Feb	2025 Mar	2025 Apr	2025 May	2025 Jun	2025 Jul	2025 Aug		2025 Oct	2025 Nov	2025 Dec
indicator		Jan	160	IVIAI	Арі	IVIAY	Juli	Jui	Aug	Sep	Oct	INOV	Dec
Customer Trouble Reports per 100 Access Lines	< 6.0												
Repeat Trouble Reports	< 20%												
Average Repair Time	< 30 hrs										I		
Commitments Met	> 90%												
JEOPARDY CONDITION?	Yes/No												
NONCOMPLIANCE CONDITION?	Yes/No												