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🔆 brightspeed

January 8, 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 4Q2024 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 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.

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

Brightspeed 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>2024</u>

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Indicator		Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	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												
NONCOMPLIANCE CONDITION?	Yes/No												