

COLLEEN R. JAMISON
JAMISON LAW, LLC

April 4, 2024

Ms. Lynn M. Retz, Executive Director
Kansas Corporation Commission
1500 SW Arrowhead Rd.
Topeka, KS 66612

RE: 1Q24 Quality of Service Report
Haviland Telephone Co., Inc.
Docket No. 14-GIMT-118-CPL

Dear Ms. Retz:

Attached for filing please find Haviland Telephone Co., Inc.'s quality of service report for the 1st quarter of 2024.

If you have any questions, please let me know.

Cordially yours,

JAMISON LAW, LLC

Colleen R. Jamison

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Encl.

cc: Sabrina Freeman

Haviland Telephone Company, Inc.

Quarterly KCC Trouble Report

Indicator	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
CTRS/100 Lines	0.0007	0.0000	0.0007	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
RCTR %	0.00%	0.00%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	0.00%	0.00%	#DIV/0!	#DIV/0!	0.00%
Average Repair Interval	22.93	0.00	0.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
% Appointments Kept	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Jeopardy Condition?	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
NonCompliance Condition?	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
Condition Exempt?	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO

STANDARDS:	
CTR'S (Per 100 lines)	8
RCTR (% of CTR'S)	20%
REPAIR INTERVAL (Hrs)	30
APPOINTMENTS KEPT (%)	90%