



April 11, 2014

Director - Utilities Division  
Kansas Corporation Commission  
1500 SW Arrowhead Road  
Topeka, KS 66004-4027

RE: Docket Number 14-GIMT-118-CPL

Dear Director:

Enclosed is a copy of the Monthly Quality of Service Report for Rural Telephone Service Co., Inc. The attached report covers the months of January, February, and March 2014. According to your performance standards, we comply with the benchmark levels in all four categories.

If you have any questions or need additional information, please call me at 785-567-4281.

Sincerely,

A handwritten signature in cursive script that reads "Ronald D. Ellis".

Ron Ellis  
Director of Operations

RE/mp

Enclosure

P.O. Box 158  
145 North Main  
Lenora, KS 67645  
phone: 785.567.4281  
toll free: 877.567.7872  
fax: 785.567.4401

www.nex-tech.com





## QUALITY SERVICE REPORT

COMPANY: RURAL TELEPHONE SERVICE CO., INC.

ATTACHMENT 1  
DATE: January 1-31, 2014

TELEPHONE EXCHANGE:	# OF TROUBLE REPORTS:	# OF REPEAT TROUBLES:	ACTUAL HOURS:	APPOINTMENTS MET:
346/346 OSBORNE	10	1	147.67	
361 REPUBLIC				
374 COURTLAND				
386 SELDEN	1	0	96.43	<i>NOT OUT OF SERVICE</i>
389 LEBANON				
421 HILL CITY	1		2.65	
441/445/483 RUSSELL				
454 DOWNS	5	0	29.41	
476 KENSINGTON	1		2.68	
567 LENORA				
686 OLMITZ				
622 EDMOND				
627 MORLAND				
638 AGRA				
647 BURR OAK	1	0	20.95	
682 WOODRUFF (N)				
683 WOODRUFF				
662 ZURICH				
673 GRAINFIELD				
678 JENNINGS				
687 REXFORD				
689 LOGAN				
695 ATHOL				
697 GAYLORD				
725 ESBON				
735 VICTORIA				
737 PALCO				
743 WAKEENEY	4	0	52.92	
753 WEBBER				
754 QUINTER	1	0	5.83	
769 COLLYER				
786 IONIA				
839 DAMAR				
854 LONG ISLAND				
859 LONG ISLAND N.				
885 NATOMA				
935 GALATIA				
938 GOVE				
973 PRAIRIE VIEW				
984 ALTON				
994 WOODSTON				
<b>TOTALS:</b>	<b>24</b>	<b>1</b>	<b>358.54</b>	<b>0</b>

Total Access Lines As Of February 1, 2014 - 10,439

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## QUALITY SERVICE REPORT

COMPANY: RURAL TELEPHONE SERVICE CO., INC.

ATTACHMENT 1  
DATE: February 1-28, 2014

TELEPHONE EXCHANGE:	# OF TROUBLE REPORTS:	# OF REPEAT TROUBLES:	ACTUAL HOURS:	APPOINTMENTS MET:
345/346 OSBORNE	4	1	25.1	
361 REPUBLIC				
374 COURTLAND				
386 SELDEN				
389 LEBANON				
421 HILL CITY				
441/445/483 RUSSELL	2		48.27	
454 DOWNS				
476 KENSINGTON				
587 LENORA				
586 OLMITZ				
622 EDMOND				
627 MORLAND				
638 AGRA				
647 BURR OAK				
652 WOODRUFF (N)				
653 WOODRUFF				
662 ZURICH	1		5.55	
673 GRAINFIELD	1		2.15	
678 JENNINGS				
687 REXFORD				
689 LOGAN				
695 ATHOL				
697 GAYLORD				
726 ESBON				
735 VICTORIA	2		3.45	
737 PALCO	2		2	
743 WAKEENEY	4		29.66	
753 WEBBER				
754 QUINTER	1		17.62	
769 COLLYER				
786 IONIA				
839 DAMAR				
854 LONG ISLAND				
859 LONG ISLAND N.				
985 NATOMA	1		22.95	
935 GALATIA				
938 GOVE				
973 PRAIRIE VIEW				
984 ALTON				
994 WOODSTON				
<b>TOTALS:</b>	<b>18</b>	<b>1</b>	<b>156.75</b>	<b>0</b>

*Total Access Lines As Of March 1, 2014 - 10,379*

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## QUALITY SERVICE REPORT

COMPANY: RURAL TELEPHONE SERVICE CO., INC.

ATTACHMENT 1  
DATE: March 1-31, 2014

TELEPHONE EXCHANGE:	# OF TROUBLE REPORTS:	# OF REPEAT TROUBLES:	ACTUAL HOURS:	APPOINTMENTS MET:
345/346 OSBORNE	5		40.5	
361 REPUBLIC				
374 COURTLAND				
386 SELDEN				
389 LEBANON				
421 HILL CITY	1		0.38	
441/445/483 RUSSELL	1		1.82	
464 DOWNS				
476 KENSINGTON				
567 LENORA				
586 OLMITZ				
622 EDMOND				
627 MORLAND				
638 AGRA				
647 BURR OAK				
652 WOODRUFF (N)				
653 WOODRUFF				
662 ZURICH				
673 GRAINFIELD	2		24.01	
678 JENNINGS	1		5.97	
687 REXFORD				
689 LOGAN	1		29.65	
695 ATHOL				
697 GAYLORD				
725 ESBON				
735 VICTORIA	1		2.03	
737 PALCO	2		4.48	
743 WAKEENEY	3		55.2	
753 WEBBER				
754 QUINTER	1		17.78	
769 COLLYER				
786 IONIA				
839 DAMAR				
854 LONG ISLAND	1		1.05	
859 LONG ISLAND N.				
885 NATOMA	1		23.17	
935 GALATIA				
938 GOVE				
973 PRAIRIE VIEW				
984 ALTON	1		49.28	NOT OUT OF SERVICE
994 WOODSTON				
<b>TOTALS:</b>	21	0	255.32	0

Total Access Lines As Of April 1, 2014 - 10,325

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