



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,

Ron Ellis

Director of Operations

Ronald 2 Elli

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

Report is due no later than the 20th of each month following each calender quarter or the 20th of the month following a Jeopardy Condition.

Monthly Quality of Service Report to the KCC

Forward to:

Director-Utilities Division 1500 Arrowhead Road Topeka, KS 66604

Company: Rural Telephone Service Co., Inc.

Year: 2014

		 _					r— ;	- : : -	T .				
Indicator	Ref.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
CTR's/100	A-1	0.23	0.17	0.20									
Lines											i		
% RCTRs	A-2	4.17%	5.56%	0.00%									
Ave. Repair	A-3	14.9 hrs	8.7 hrs	12.2 hrs		<u> </u>							<u> </u>
Interval		11101110		72.2 77.0		, <u>-</u>							
% Appts. Met	A-4	100%	100%	100%									
Jeopardy	Yes/												
Condition	No	NO	NO	NO									
Noncompliance	Yes/												
Condition	No	NO	NO	NO									
Condition	Yes/												
Exempt?	No	N/A	N/A	N/A			<u> </u>						



QUALITY SERVICE REPORT

COMPANY: RURAL TELEPHONE SERVICE CO., INC.

ATTACHMENT 1

DATE: January 1-31, 2014

		# OF	# OF			
		TROUBLE	REPEAT	ACTUAL		
TELEPHONE EXCHANGE:		REPORTS:	TROUBLES:	HOURS:	APPOINTMENTS MET:	
345/346	OSBORNE	10	1 1	147.67	<u> </u>	
361	REPUBLIC		1	147.07		
374	COURTLAND		<u> </u>			
386	SELDEN	1	0	96.43	NOT OUT OF SERVICE	
389	LEBANON		 	30.43	NATOUT OF SERVIZE	
421	HILL CITY	1	 	2.65		
	RUSSELL			2.00		
454	DOWNS	5	0	29.41		
476	KENSINGTON	1	 	2.68		
567	LENORA			2.00		
588	OLMITZ					
622	EDMOND					
627	MORLAND					
638	AGRA			-		
647	BURR OAK	1	1 0	20.95		
652	WOODRUFF (N)			20.00		
653	WOODRUFF		 			
662	ZURICH		 -			
673	GRAINFIELD					
678	JENNINGS					
687	REXFORD					
689	LOGAN					
695	ATHOL					
697	GAYLORD		 			
7/25	ESBON					
735	VICTORIA					
737	PALCO		_			
743	WAKEENEY	4	0	52.92		
753	WEBBER	4	V	52.82		
754	QUINTER	1	0	5.83		
769	COLLYER			5.63		
709 786	IONIA					
839	DAMAR		 			
854	LONG ISLAND		 			
859	LONG ISLAND N.					
885	NATOMA					
	GALATIA		-			
935 938	GOVE					
958 973	PRAIRIE VIEW					
973	ALTON		-		<u> </u>	
984	WOODSTON					
934	ANOCDS FOIA	<u> </u>				
OTALS:		24	1 1	358.54	1 0	
VIALV.		47	1 1	000.04	ı v	

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

P.O. Box 158 145 North Main Lenora, KS 67645

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QUALITY SERVICE REPORT

COMPANY: RURAL TELEPHONE SERVICE CO., INC.

ATTACHMENT 1

DATE: February 1-28, 2014

		# OF	# OF		
		TROUBLE	REPEAT	ACTUAL	
ELEPHON	E EXCHANGE:	REPORTS:	TROUBLES:	HOURS:	APPOINTMENTS MET:
345/346	OSBORNE	4	<u> 1</u> 1	25.1	
361	REPUBLIC				
374	COURTLAND				
386	SELDEN				
389	LEBANON				
421	HILL CITY				
	3 RUSSELL	2	1	48.27	
454	DOWNS	-		10,21	
476	KENSINGTON				
567	LENORA		 		
586	OLMITZ				
622	EDMOND				
627	MORLAND	+	1		
638	AGRA		1		
647	BURR OAK		1		
652	WOODRUFF (N)				
653	WOODRUFF				
662	ZURICH	1	-	5.55	
67/8	GRAINFIELD	1	 	2.15	
678	JENNINGS			2.10	
687	REXFORD				
689	LOGAN		-		
695	ATHOL				
697	GAYLORD				
725	ESBON		 		
735	VICTORIA	2	 	3.45	
737	PALCO	2		2	
743	WAKEENEY	4		29.66	
		 4		29.00	
753 754	WEBBER QUINTER	+	 -	17.00	
		1		17.62	-6-00-11-00
769	COLLYER		 		
786	IONIA	1	 		
839	DAMAR	1	<u> </u>		
854	LONG ISLAND		 		
859	LONG ISLAND N.			00.05	
88 <u>5</u>	NATOMA	1 1		22.95	
935	GALATIA		 		
938	GOVE		 		
973	PRAIRIE VIEW				
984	ALTON	ļ	<u> </u>		
994	WOODSTON				
OTALS:		18	l 1 l	156.75	0

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

			1 " - 1		
		# OF	# OF		
		TROUBLE	REPEAT	ACTUAL	
TELEPHON	E EXCHANGE:	REPORTS:	TROUBLES:	HOURS:	APPOINTMENTS MET:
345/346	OSBORNE	5		40.5	
361	REPUBLIC		 -		
37/4	COURTLAND				
386	SELDEN				
389	LEBANON				
421	HILL CITY	111		0.38	
arkirasias)		111		1.82	
464	DOWNS				
47/6	KENSINGTON				
567	LENORA				
588	OLMITZ				
622	EDMOND				
627	MORLAND				
6/3/8	AGRA			,	
647	BURR OAK				
652	WOODRUFF (N)				
653	WOODRUFF		<u> </u>		
682	ZURICH		1		
673	GRAINFIELD	2		24.01	
678	JENNINGS	1		5.97	
687	REXFORD		1		
689	LOGAN	1		29.65	
695	ATHOL			20.00	
897	GAYLORD				
725	ESBON		 		
735	VICTORIA			2.03	
737	PALCO	2	ļ	4.48	
743	WAKEENEY	3		55.2	
753	WEBBER			33.2	
754	QUINTER	1	<u> </u>	17.78	
769	COLLYER		 	17.70	
786	IONIA			:	
7.86 839	DAMAR		-		
	LONG ISLAND		-	1.05	
864		1	 	1.05	
859	LONG ISLAND N.			22.47	
885	NATOMA	11	<u> </u>	23.17	
935	GALATIA				
938	GOVE		 -		
973	PRAIRIE VIEW		<u> </u>		
984	ALTON	11		49.28	NOT OUT OF SERVICE
994	WOODSTON				1
TOTALS:		21	0	255.32	0

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

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