

GLEASON & DOTY, CHARTERED

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MARK DOTY
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THOMAS E. GLEASON, JR. (1948-2023)
THOMAS E. GLEASON (1924 - 1992)
JULES V. DOTY (1923 - 2006)

July 15, 2025

Celeste Chaney-Tucker, Executive Director
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604-4027

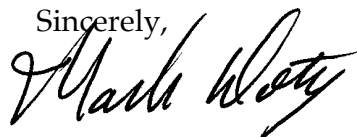
RE: Docket No. 14-GIMT-118-CPL

Dear Executive Director Chaney-Tucker:

Attached hereto please find the 2nd Quarter 2025 Quality of Service Report for
Southern Kansas Telephone Co., Inc.

If you have any questions please contact me.

Sincerely,



Mark Doty



TWIN VALLEY

Filing On behalf of Southern Kansas Telephone Company, Inc.

ILEC - KCC QOS						
Indicator	Reference	Benchmark		APR	MAY	JUN
CTRs/100 Lines	A-1	8 CTRs per 100 AIs - 8% or less		1.21%	1.25%	2.40%
# of access lines		# of access lines		907	879	874
# of trouble tickets		# of trouble tickets		11	11	21
%RTRs	A-2	20% or less		9.09%	0.00%	4.76%
# of repeat trouble tickets		# of repeat trouble tickets		1	0	1
Average Repair Interval	A-3	30 HRS or less		9	6	31
% Appointments Met	A-4	90% or greater		>95%	>95%	>95%
Jeopardy Condition?	Yes/No	Failing Benchmark for 2 consecutive months		No	No	No
Noncompliance Condition?	Yes/No	Failing Benchmark for 3 consecutive months		No	No	No
Condition Exempt?	Yes/No			No	No	No

John Sullivan

Title: Vice President - Operations

Date: 7/2/2025