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

July 11, 2018

Lynn M. Retz, Secretary
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604-4027

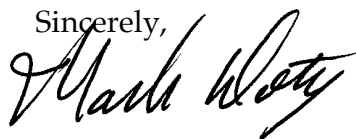
RE: Docket No. 14-GIMT-118-CPL

Dear Secretary Retz:

Attached hereto please find the 2nd Quarter 2018 Quality of Service Report for
Twin Valley Telephone, Inc

If you have any questions please contact me.

Sincerely,



Mark Doty



ILEC - KCC QOS

Indicator	Reference	Benchmark	APR	MAY	JUN
CTRs/100 Lines	A-1	8 CTRs per 100 AIs - 8% or less	1.83%	1.41%	0.58%
# of access lines			4204	4177	4156
# of trouble tickets			77	59	24
%RTRs	A-2	20% or less	1.30%	3.39%	0.00%
# of repeat trouble tickets			1	2	0
Average Repair Interval	A-3	30 HRS or less	3:20:35	7:22:00	8:26:45
% 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

Signed:

Scott Leitzel

Title:

Vice President - Operations

Date:

07/10/2018