



July 18, 2019

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

**RE: Docket No. 14-GIMT-118-CPL**  
**CenturyLink's 2Q2019 Quality of Service Results**

Dear Ms. Retz:

Enclosed for filing with the Commission is a non-redacted copy of CenturyLink's quality of service results pursuant to the Commission's Order in Docket No. 14-GIMT-118-CPL.

CenturyLink is pleased to state that all quality of service metrics for the quarter were at or above Commission objectives. ***June was an especially challenging month due to the severe storms and flooding even though all metrics were met. July has had similar challenges with flooding, impassable roads and inaccessible facilities.***

The United Telephone Companies of Kansas d/b/a CenturyLink considers the quality of service results contained in the report to be confidential and of commercial value, and it has not been made public. CenturyLink considers its quarterly quality of service results to be both a trade secret and confidential commercial information. The Kansas-specific information contained in the quarterly reports is not available publicly in any format and CenturyLink only produces its Kansas quality of service report for regulatory compliance purposes. Nevertheless, the data in the Kansas report is information about CenturyLink's business operations that CenturyLink uses for commercial purposes to evaluate its own performance and resource requirements, and that could be valuable to a competitor in evaluating or formulating different strategies for the Kansas market. This document is filed pursuant to K.S.A. 66-1220a, and CenturyLink asks the Commission to treat this document as confidential and exempt from public disclosure under that statute.

If you have any questions concerning this matter, please contact me.

Yours appreciatively,

A handwritten signature in black ink, appearing to read "John Idoux", written in a cursive style.

John R. Idoux  
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SUBMITTED PURSUANT TO  
K.S.A. 66-1220A

United Telephone Companies of Kansas  
d/b/a/ CenturyLink

Quarterly Quality of Service Results

**CONFIDENTIAL AND PROPRIETARY**