

GLEASON & DOTY, CHARTERED

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

October 14, 2019

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

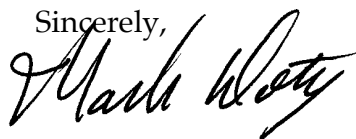
RE: Docket No. 14-GIMT-118-CPL

Dear Secretary Retz:

Attached hereto please find the 3rd Quarter 2019 Quality of Service Report for
Totah Communications, Inc.

If you have any questions please contact me.

Sincerely,



Mark Doty

Monthly
Quality of Service
Report to the KCC

Company: Totah Communications Inc.
Year: 2019

Indicator	Ref.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
CTRs/100 Lines	A-1	0.64%	0.82%	0.33%	1.47%	1.31%	1.82%	2.16%	1.50%	0.83%	0.00%	0.00%	0.00%
% RC TRs	A-2	0.00%	0.00%	0.00%	0.00%	0.00%	0.09%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Ave. Repair Interval	A-3	5.9 hrs	14.7 hrs	3.5 hrs	12.4 hrs	3.0 hrs	7.4 hrs	17.2 hrs	8.3 hrs	3.1 hrs	0	0	0
% App's Met.	A-4	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
Jeopardy Condition?	Yes/No	No	No	No	No	No	No	No	No	No	No	No	No
Noncompliance Cond.?	Yes/No	No	No	No	No	No	No	No	No	No	No	No	No

Dusty Harper
Totah Communications, Inc.