

COLLEEN R. JAMISON
JAMISON LAW, LLC

October 3, 2019

Ms. Lynn M. Retz, Executive Director
Kansas Corporation Commission
1500 SW Arrowhead Rd.
Topeka, KS 66612

RE: 3Q19 Quality of Service Report
Haviland Telephone Co., Inc.
Docket No. 14-GIMT-118-CPL

Dear Ms. Retz:

Attached for filing please find Haviland Telephone Co., Inc.'s quality of service report for the 3rd quarter of 2019.

If you have any questions please let me know.

Cordially yours,

JAMISON LAW, LLC



Colleen R. Jamison

Encl.

cc: Sabrina Freeman

Haviland Telephone Company, Inc.

Quarterly KCC Trouble Report

Indicator	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
CTRS/100 Lines	0.0004	0.0000	0.0011	0.0004	0.0004	0.0004	0.0012	0.0004	0.0004	#DIV/0!	#DIV/0!	#DIV/0!
RCTR %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!
Average Repair Interval	8.05	0.00	3.98	2.97	8.32	23.67	6.39	0.10	0.20	0.00	0.00	0.00
% Appointments Kept	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	#DIV/0!	#DIV/0!	#DIV/0!
Jeopardy Condition?	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
NonCompliance Condition?	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
Condition Exempt?	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO

STANDARDS:

CTRS (Per 100 lines)	8
RCTR (% of CTRS)	20%
REPAIR INTERVAL (Hrs)	30
APPOINTMENTS KEPT (%)	90%