

COLLEEN R. JAMISON
JAMISON LAW, LLC

July 2, 2025

Celeste Chaney-Tucker, Executive Director
Kansas Corporation Commission
1500 SW Arrowhead Rd.
Topeka, KS 66612

RE: 2Q25 Quality of Service Report
Haviland Telephone Co., Inc.
Docket No. 14-GIMT-118-CPL

Dear Ms. Chaney-Tucker:

Attached for filing please find Haviland Telephone Co., Inc.'s quality of service report for the 2nd quarter of 2025.

If you have any questions, please let me know.

Cordially yours,

JAMISON LAW, LLC

Colleen R. Jamison

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Encl.

cc: Sabrina Freeman

Haviland Telephone Company, Inc.

Quarterly KCC Trouble Report

Indicator	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
CTRS/100 Lines	0.0000	0.0016	0.0008	0.0000	0.0008	0.0017	#DIV/0!	#DIV/0!	#DIV/0!	#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!	0.00%
Average Repair Interval	0.00	3.23	1.73	0.00	2.47	26.77	0.00	29.18	0.00	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%	100.00%	100.00%	100.00%
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:	
CTR'S (Per 100 lines)	8
RCTR (% of CTR'S)	20%
REPAIR INTERVAL (Hrs)	30
APPOINTMENTS KEPT (%)	90%