

LAW OFFICES
JAMES M. CAPLINGER, CHARTERED
823 S.W. 10TH AVE.
TOPEKA, KS 66612-1618

JAMES M. CAPLINGER (1929 – 2015)
JAMES M. CAPLINGER, JR. (1956 – 2018)
COLLEEN R. JAMISON

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January 4, 2019

Lynn M. Retz, Secretary
Kansas Corporation Commission
1500 SW Arrowhead Rd.
Topeka, KS 66604

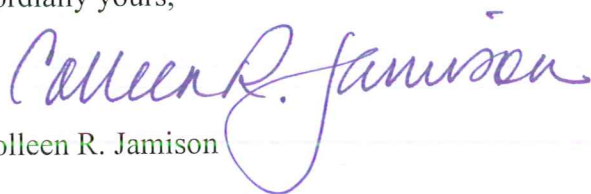
RE: Haviland Telephone Company, Inc.
Quality of Service Report – 4Q18
Docket No. 14-GIMT-118-CPL

Dear Ms. Retz:

Attached for filing please find Haviland Telephone Company, Inc.'s Quality of Service Report for the 4th quarter of 2018.

If you have any further questions, please don't hesitate to let me know.

Cordially yours,



Colleen R. Jamison

cc: Sabrina Freeman

Haviland Telephone Company, Inc.

Quarterly KCC Trouble Report

Indicator	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
CTRS/100 Lines	0.0000	0.0007	0.0000	0.0004	0.0004	0.0004	0.0011	0.0025	0.0007	0.0007	0.0000	0.0000
RCTR %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Average Repair Interval	0.00	51.44	0.00	48.67	7.98	28.90	4.72	12.55	2.34	37.18	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%