

GLEASON & DOTY, CHARTERED

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MARK DOTY
JOAN P. BOKERMANN

THOMAS E. GLEASON, JR. (1948-2023)
THOMAS E. GLEASON (1924 - 1992)
JULES V. DOTY (1923 - 2006)

January 14, 2025

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

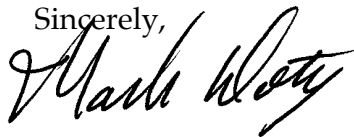
RE: Docket No. 14-GIMT-118-CPL

Dear Secretary Retz:

Attached hereto please find the 4th Quarter 2024 Quality of Service Report for
Twin Valley Telephone, Inc.

If you have any questions please contact me.

Sincerely,



Mark Doty



Filing On behalf of Twin Valley Telephone, Inc.

ILEC - KCC QOS					
Indicator	Reference	Benchmark	OCT	NOV	DEC
CTRs/100 Lines	A-1	8 CTRs per 100 Als - 8% or less	1.14%	0.86%	0.82%
# of access lines		# of access lines	2109	1969	1940
# of trouble tickets		# of trouble tickets	24	17	16
%RTRs	A-2	20% or less	0.00%	0.00%	12.50%
# of repeat trouble tickets		# of repeat trouble tickets	0	0	2
Average Repair Interval	A-3	30 HRS or less	5	24	21
% Appointments Met	A-4	90% or greater	>95%	>95%	>95%
Jeopardy Condition?	Yes/No	Failing Benchmark for 2 consecutive months	No	No	No
Noncompliance Condition?	Yes/No	Failing Benchmark for 3 consecutive months	No	No	No
Condition Exempt?	Yes/No		No	No	No

Signed:

John Sullivan

Title:

Vice President - Operations

Date:

1/6/2025