

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)

April 19, 2024

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

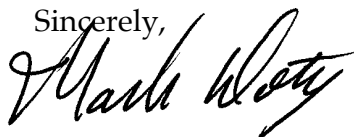
RE: Docket No. 14-GIMT-118-CPL

Dear Secretary Retz:

Attached hereto please find the 1st Quarter 2024 Quality of Service Report for Southern Kansas Telephone Co., Inc.

If you have any questions please contact me.

Sincerely,



Mark Doty



On behalf of SKTC

ILEC - KCC QOS					
Indicator	Reference	Benchmark	JAN	FEB	MAR
CTRs/100 Lines	A-1	8 CTRs per 100 Als - 8% or less	1.52%	1.39%	1.26%
# of access lines		# of access lines	1383	1364	1352
# of trouble tickets		# of trouble tickets	21	19	17
%RTRs	A-2	20% or less	0.00%	10.53%	0.00%
# of repeat trouble tickets		# of repeat trouble tickets	0	2	0
Average Repair Interval	A-3	30 HRS or less	23	21	23
% 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

A handwritten signature in black ink, appearing to read "Scott Leitzel", written over a horizontal line.

Signed:

Scott Leitzel

Title:

Vice President - Operations

Date:

4/4/2024