



October 11, 2019

Director – Utilities Division Kansas Corporation Commission 1500 SW Arrowhead Road Topeka, KS 66604-4027

RE: Rural Telephone Service Company, Inc.

Quality of Service Report – 3Q19 Docket No. 14-GIMT-118-CPL

Dear Director:

Attached for filing please find the Rural Telephone Service Co., Inc. Quality of Service Report for the 3rd Quarter of 2019.

If you have any questions, or need additional information, please call me at 785-567-4281.

Sincerely,

Ron Ellis

Director of Operations

Ronald & Elli

RE/ckw

Enclosure

P.O. Box 158 145 North Main Lenora, KS 67645

phone: 785.567.4281 toll free: 877.567.7872

fax: 785.567.4401

Report is due no later than the 20th of each month following each calender quarter or the 20th of the month following a Jeopardy Condition.

Monthly Quality of Service Report to the KCC

Forward to:

Director-Utilities Division 1500 Arrowhead Road Topeka, KS 66604

Company: Rural Telephone Service Co., Inc.

Year: 2019

Indicator	Ref.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
CTR's/100	A-1	0.2	0.26	0.31	0.25	0.43	0.31	0.57	0.50	0.30			1,550,500,500
Lines					1300000000	200717		34.7 Paris 304 7 Day 124	PP 5/04/35/9/995/				
% RCTRs	A-2	0.00%	0.00%	0.00%	0.00%	3.45%	0.00%	2.63%	0.00%	0.00%			
								processor and a second	37.2.2.3.7.2				
Ave. Repair Interval	A-3	2.4 hrs	7.5 hrs	5.7 hrs	4.2 hrs	10.1 hrs	5.9 hrs	7.5 hrs	8.9 hrs	8.3 hrs			
% Appts. Met	A-4	100%	100%	100%	100%	100%	100%	100%	100%	100%			
							10070	10070	10070	10070			
Jeopardy	Yes/												
Condition	No	NO	NO	NO	NO	NO	NO	NO	NO	NO			
Noncompliance	Yes/												
Condition	No	NO	NO	NO	NO	NO	NO	NO	NO	NO			
Condition	Yes/												
Exempt?	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			