

GLEASON & DOTY, CHARTERED

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

July 15, 2024

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

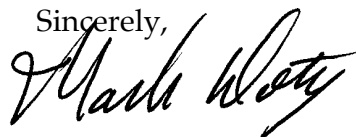
RE: Docket No. 14-GIMT-118-CPL

Dear Secretary Retz:

Attached hereto please find the 2nd Quarter 2024 Quality of Service Report for Southern Kansas Telephone Co., Inc.

If you have any questions please contact me.

Sincerely,



Mark Doty



TWIN VALLEY

Filing On behalf of Southern Kansas Telephone Company, Inc.

ILEC - KCC QOS						
Indicator	Reference	Benchmark	APR	MAY	JUN	
CTRs/100 Lines	A-1	8 CTRs per 100 AIs - 8% or less	1.12%	0.76%	1.00%	
# of access lines		# of access lines	1334	1320	1306	
# of trouble tickets		# of trouble tickets	15	10	13	
%RTRs	A-2	20% or less	0.00%	0.00%	0.00%	
# of repeat trouble tickets		# of repeat trouble tickets	0	0	0	
Average Repair Interval	A-3	30 HRS or less	11	30	12	
% 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:

Scott Leitzel

Title:

Vice President - Operations

Date:

7/15/2024