

GLEASON & DOTY, CHARTERED

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THOMAS E. GLEASON
(1924 - 1992)
JULES V. DOTY
(1923 - 2006)

October 13, 2017

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

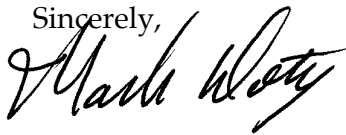
RE: Docket No. 14-GIMT-118-CPL

Dear Secretary Retz:

Attached hereto please find the 3rd Quarter 2017 Quality of Service Report for
Twin Valley Telephone, Inc

If you have any questions please contact me.

Sincerely,



Mark Doty



TWIN VALLEY

ILEC - KCC QOS

Indicator	Reference	Benchmark	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
CTRs/100 Lines	A-1	8 CTRs per 100 AIs - 8% or less	1.00%	0.50%	1.32%	0.62%	0.82%	0.70%	0.53%	0.83%	0.46%
# of access lines			4998	4994	4991	4999	5013	5002	4883	4705	4579
# of trouble tickets			50	25	66	31	41	35	26	39	21
%RTRs	A-2	20% or less	2.00%	4.00%	1.52%	3.23%	4.88%	5.71%	0.00%	7.69%	4.76%
# of repeat trouble tickets			1	1	1	1	2	2	0	3	1
Average Repair Interval	A-3	30 HRS or less	16:19:58	11:37:27	14:39:15	17:54:34	15:49:18	19:30:22	15:10:03	19:19:05	18:12:51
% Appointments Met	A-4	90% or greater	>95%	>95%	>95%	>95%	>95%	>95%	>95%	>95%	>95%
Jeopardy Condition?	Yes/No	Failing Benchmark for 2 consecutive months	No	No	No	No	No	No	No	No	No
Noncompliance Condition?	Yes/No	Failing Benchmark for 3 consecutive months	No	No	No	No	No	No	No	No	No
Condition Exempt?	Yes/No		No	No	No	No	No	No	No	No	No

Signed:

Scott Leitzel

Title:

Vice President - Operations

Date:

10/12/2017