

GLEASON & DOTY, CHARTERED

ATTORNEYS AT LAW
401 S. MAIN, SUITE 10
POST OFFICE BOX 490
OTTAWA, KANSAS 66067-0490
TELEPHONE: A/C 785-242-3775
FAX: A/C 785-242-3855

THOMAS E. GLEASON, JR.
MARK DOTY

JOAN P. BOKERMANN
of counsel

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

October 14, 2019

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

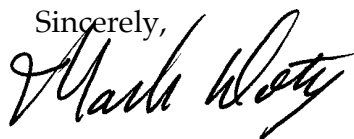
RE: Docket No. 14-GIMT-118-CPL

Dear Secretary Retz:

Attached hereto please find the 3rd Quarter 2019 Quality of Service Report for Home Telephone Company, Inc.

If you have any questions please contact me.

Sincerely,



Mark Doty

Report to be forwarded the KCC, not later than
the 20th of the month following each calendar quarter.

Attachment B
Docket No. 95-GIMT-047-GIT

**Monthly
Quality of Service
Report to the KCC**

Company: Home Telephone Company, Inc.
Reporting Year: 2019

Indicator	Reference	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
CTRs/100 Lines	A-1	.184	.246	.556	.186	.619	.803	.620	.557	.436			
% RTRs	A-2	0%	0%	0%	0%	0%	0%	0%	0%	0%			
Average Repair Interval	A-3	4 hour 55 min	12 hour 03 min	2 hour 47 min	7 hour 47 min	3 hour 37 min	12 hour 57 min	1 hour 31 min	4 hour 48 min	5 hour 47 min			
% Appointments Met	A-4	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Jeopardy Condition?	Yes/No	No	No	No	No	No	No	No	No	No			
Noncompliance Condition?	Yes/No	No	No	No	No	No	No	No	No	No			
Condition Exempt?	Yes/No	No	No	No									

(May, 2008)

Signed Jana Anderson

Title Regulatory Manager