

GLEASON & DOTY, CHARTERED

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

January 16, 2019

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

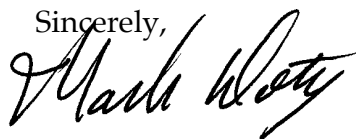
RE: Docket No. 14-GIMT-118-CPL

Dear Secretary Retz:

Attached hereto please find the 4th Quarter 2018 Quality of Service Report for H&B Communications, Inc.

If you have any questions please contact me.

Sincerely,



Mark Doty

Report to be forwarded to 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: H&B Communications, Inc.
Reporting Year: 2018

Indicator	Reference	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
CTRs/100 Lines	A-1	5	4	5	4	6	7	6	5	6	4	5	3
%RTRs	A-2	0	0	0	0	0	0	0	0	0	0	0	0
Average Repair Interval	A-3	3	4	5	4	5	5	7	6	7	4	6	4
% Appointments Met	A-4	100	100	100	100	100	100	100	100	100	100	100	100
Jeopardy Condition?	Yes / No	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
Noncompliance Condition?	Yes / No	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
Condition Exempt?	Yes / No	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO

(May, 2008)

Signed

Tim Herber

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Title

Plant Manager