

BEFORE THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS

Before Commissioners: Pat Apple, Chairman
Shari Feist Albrecht
Jay Scott Emler


In the Matter of the)
Quality of Service Report) Docket No. 14-GIMT-118-CPL
Filings for Local Exchange Carriers)

REQUIRED FILINGS OF INDEPENDENT TELECOMMUNICATIONS GROUP

Pursuant to Order Dated September 5, 2013 in Docket 95-GIMT-047-GIT the incumbent local exchange carriers ("ILECs") comprising the Independent Telecommunications Group, submit their 2017 1st Quarter Quality of Service Reports. The individual ILECs comprising the Independent Telecommunications Group are:

Columbus Communications Services, LLC	Total Communications, Inc.
Cunningham Telephone Co., Inc.	Twin Valley Telephone, Inc.
Gorham Telephone Co., Inc.	Wamego Telecommunications Company, Inc.
H & B Communications, Inc.	Wilson Telephone Company, Inc.
Home Telephone Company, Inc.	Zenda Telephone Company, Inc.
LaHarpe Telephone Company, Inc.	
Moundridge Telephone Company, Inc.	

Respectfully submitted,



Mark Doty #14526
GLEASON & DOTY, CHARTERED
P.O. Box 490
Ottawa, KS 66067
(785) 242-3775
doty.mark@gmail.com
Attorney for
Independent Telecommunications Group

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: Columbus Communications Services LLC (Columbus Telephone)
Reporting Year: 1Q2017

Indicator	Referenc	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
CTRs/ 100 Lines	A-1	0.17	0.23	0.29									
% RTRs	A-2	0%	0%	0%									
Average Repair Interval	A-3	7.00	7.00	5.60									
% Appointments Met	A-4	100%	100%	100%									
Jeopardy Condition?	Yes/No	no	no	no									
Noncompliance	Yes/No	no	no	no									
Condition Exempt?	Yes/No	no	no	no									

(May, 2008)

Signed  _____
Title: CSR/Billing Clerk

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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: Cunningham Telephone Co., Inc.
Reporting Year: 2017

Indicator	Reference	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
CTRs/100 Lines	A-1	1.40	.65	1.30									
% RTRs	A-2	0	0	0									
Average Repair Interval	A-3	2 hr	2.5hr	2.5hr									
% Appointments Met	A-4	100%	100%	100%									
Jeopardy Condition?	Yes/No	No	No	No									
Noncompliance Condition?	Yes/No	No	No	No									
Condition Exempt?	Yes/No	No	No	No									

(May, 2008)

Signed Denise K Jackson

Title Billing Specialist

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the 20th of the month following each calendar quarter.

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Docket No. 95-GIMT-047-GIT

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

Company: **Gorham Telephone Co.**

Reporting Year: **2017**

Indicator	Reference	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
CTRs/100 Lines	A-1	2.61	.34	.23									
% RTRs	A-2	0%	0%	0%									
Average Repair Interval	A-3	.70	1.00	--									
% Appointments Met	A-4	100%	100%	100%									
Jeopardy Condition?	Yes/No	No	No	No									
Noncompliance Condition?	Yes/No	No	No	No									
Condition Exempt?	Yes/No	No	No	No									

(May, 2008)

Signed Lance M. Murphy

Title Vice President

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Docket No. 95-GIMT-047-GIT

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

Company: H&B Communications, Inc.
Reporting Year: 2017

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

(May, 2008)

dotv.mark@gmail.com

Signed _____ **Title** _____
Tim Herber
Plant Manager

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

Monthly
Quality of Service
Report to the KCC

Company: Home Telephone Co., Inc.
Reporting Year: 2017

Indicator	Reference	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
CTRs/100 Lines	A-1	.182	.121	1.389									
% RTRs	A-2	0%	0%	0%									
Average Repair Interval	A-3	13 hr 58 min	19 hr 04 min	6 hr 17 min									
% Appointments Met	A-4	100%	100%	100%									
Jeopardy Condition?	Yes/No	No	No	No									
Noncompliance Condition?	Yes/No	No	No	No									
Condition Exempt?	Yes/No	No	No	No									

(May, 2008)

Signed Jia Andersson
Title Regulatory Manager

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Attachment B

Compliance Docket No. 14-GIMT-118-CPL

Monthly
Quality of Service
Report to the KCC

Company: LaHarpe Telephone Co., Inc
Reporting Year: 2017

Indicator	Reference	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
CTRs/100 Lines	A-1	0	0	90									
% RTRs	A-2	0	0	0									
Average Repair Interval	A-3	0	0	25									
% Appointments Met	A-4	100	100	100									
Jeopardy Condition?	Yes/No	No	No	No									
Noncompliance Condition?	Yes/No	No	No	No									
Condition Exempt?	Yes/No	N/A	N/A	Yes									

Signed [Signature]
Title Manager

See attached information regarding weather related power outage in LaHarpe service territory.

LaHarpe Telephone, Inc. Supplemental Information
2017 1st Quarter Quality of Service report.

On March 6, 2017 at approximately 6:00 p.m. a series of strong storms with damaging winds passed through the La Harpe area. Attached information from the National Weather service details the storm and resulting damage. Included in the attached information is a photo of an electric substation that was severely damaged. This photo was taken by a LaHarpe Telephone employee. The location of that substation is shown on the National Weather Service map by a blue dot approximately 2 miles south of LaHarpe. While LaHarpe Telephone operated its backup generator for nearly the entire period of outage, customers were without electricity at their locations and thus unable to receive telephone service until electric service was repaired by the power company. The backup measures in place by LaHarpe functioned as designed but because of the extraordinary damage to the electric grid service was interrupted. No further measures by LaHarpe Telephone would prevent such an occurrence under these circumstances.



NATIONAL WEATHER SERVICE

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

March 6th 2017 damaging winds across southeast Kansas...

[Weather.gov](#) > [Wichita, Kansas](#) > March 6th 2017 damaging winds across southeast Kansas...

Wichita, Kansas

Weather Forecast Office

[Current Hazards](#) [Current Conditions](#) [Radar](#) [Forecasts](#) [Rivers and Lakes](#) [Climate and Past Weather](#) [Local Programs](#)

Overview

A line of storms moved across portions of south central and southeast Kansas during the evening hours of March 6th. Sporadic damage due to straight line winds were noted across several counties. The hardest hit were Butler, Allen, Montgomery, and Labette. Wind speeds were generally in a 60 to 75 mph range with a measured gust of 72 mph at the Iola airport at 815 pm.



Courtesy Allen County Emergency Management

Wind damage **Radar** **Storm Reports**

Wind damage



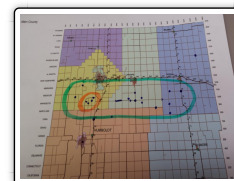
Wind damage south of Iola.
Courtesy Allen County
Emergency Management



Wind damage south of Iola.
Courtesy Allen County
Emergency Management



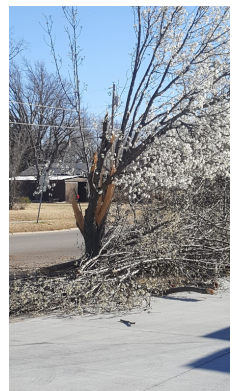
Wind damage south of Iola.
Courtesy Allen County
Emergency Management



Wind Damage track across Allen
County. Courtesy Allen County
Emergency Management



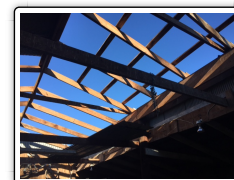
Wind damage in El Dorado.
Courtesy Butler County
Emergency Management



Wind damage in El Dorado.
Courtesy Butler County
Emergency Management



Wind damage near the town of
Labette. Courtesy Labette
County Emergency Management



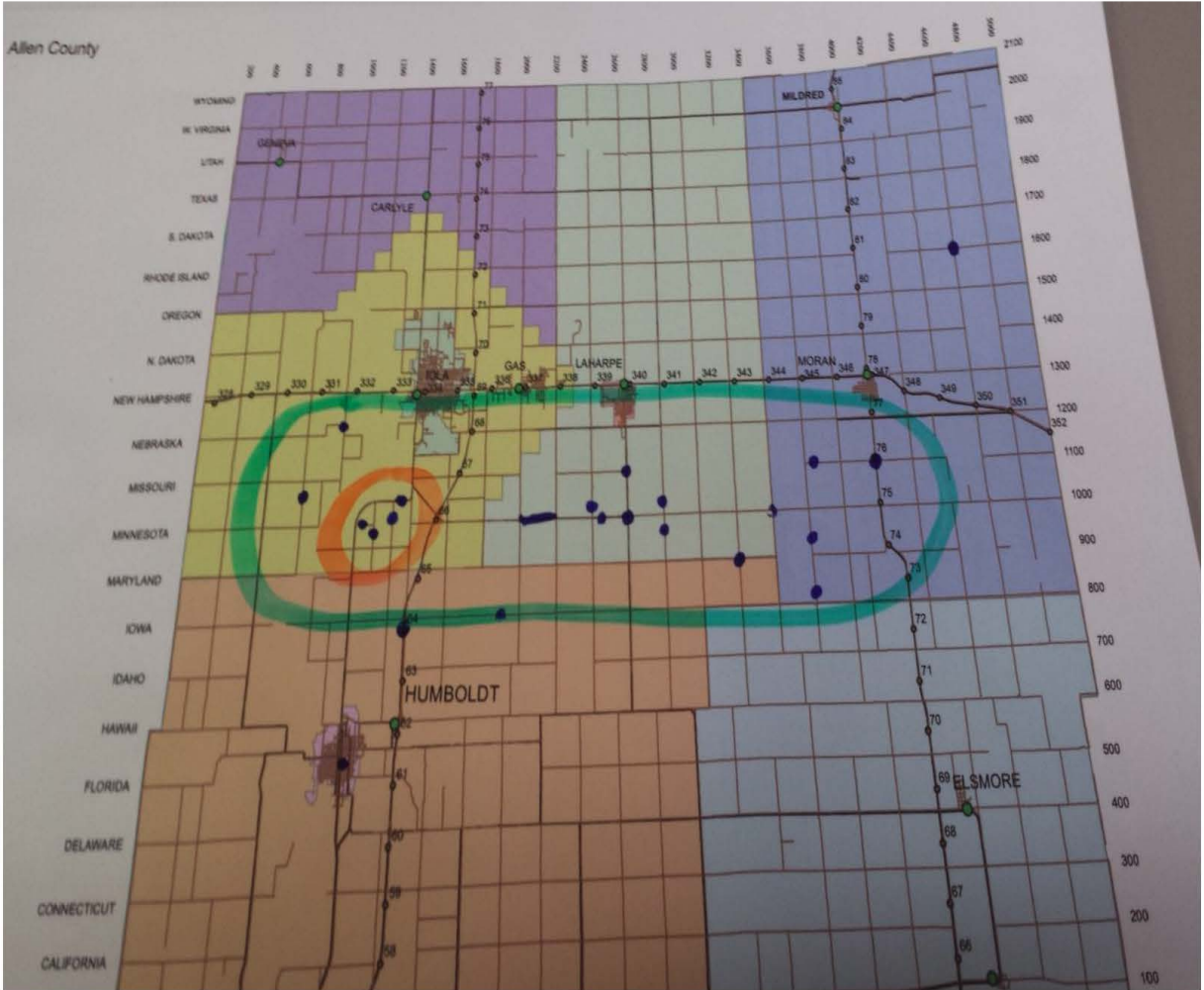
Roof torn off a machine shed
near Labette KS. Courtesy
Labette County Emergency
Management



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Please acknowledge the NWS as the source of any news information accessed from this site.*



Allen County





				Monthly												
				Quality of Service												
				Report to the KCC												
Company:			Moundridge Telephone													
<u>Year:</u>	2017															
<u>Indicator</u>	<u>REF.</u>	<u>Jan</u>	<u>Feb</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>Sept.</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>			
CTRs/100 Lines	A-1	0.49	0.33	0.44												
% RCTRs	A-2	0	0	0	0	0	0	0	0	0	0	0	0			
Ave. Repair Interval	A-3	1:30	2:00	1:00												
% Apts. Met.	A-4	100%	100%	1.00	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Jepardy 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			
Notes:																
										Signed : Ken Richards						
										Title: Plant Superintendent						

Monthly
Quality of Service
Report to the KCC

Company: Totah Communications Inc.
Year: 2016

Indicator	Ref.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
CTRs/100 Lines	A-1	0.43%	0.58%	0.87%									
% RCTRs	A-2	0.00%	0.00%	0.00%									
Ave. Repair Interval	A-3	6.07 hrs	2.63 hrs	11.6 hrs									
% Appts. Met.	A-4	100%	100%	100%									
Jeopardy Condition?	Yes/ No	No	No	No									
Noncompliance Cond.?	Yes/ No	No	No	No									

Dusty Harper
Totah Communications, Inc.



TWIN VALLEY

ILEC - KCCQOS

Indicator	Reference	Benchmark	JAN	FEB	MAR
CTRs/100 Lines	A-1	8 CTRs per 100 AIs - 8% or less	1.00%	0.50%	1.32%
# of access lines			4998	4994	4991
# of trouble tickets			50	25	66
%RTRs	A-2	20% or less	2.00%	4.00%	1.52%
# of repeat trouble tickets			1	1	1
Average Repair Interval	A-3	30 HRS or less	16:19:58	11:37:27	14:39:15
% 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:

04/14/2017

Report is due not later than the
20th of each month following each
calendar quarter or the 20th of the
month following a Jeopardy Condition.

Forward to:

Director - Utilities Division
1500 Arrowhead Road
Topeka, Kansas 66604

Attachment B

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

Company: Wamego Telecommunications Co., Inc. - WAMEGO
Year: 2016

Indicator	Ref.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
CTRs/100 Lines	A-1	0.15	0.04	0.25									
% RCTRs	A-2	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Ave. Repair Interval	A-3	1.86	0.92	3.53									
% Appts. 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

Signature: Jeff Wick
Title: President/General Manager

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the 20th of each month to the KCC.

Monthly
Quality of Service
Report to the KCC

Company: Wilson Telephone Company Inc
Reporting Year: 2017

Indicator	Reference	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
CTRs/100 Lines	A-1	0.16	0.16	0.11									
% RTRs	A-2	0.00%	6.25%	0.00%									
Average Repair Interval	A-3	6.69	8.44	3.55									
% Appointments Met	A-4	100.00%	100.00%	100.00%									
Jeopardy Condition?	Yes/No	N	N	N	N	N	N	N	N	N	N	N	N
Noncompliance Condition?	Yes/No	N	N	N	N	N	N	N	N	N	N	N	N

(Revised 2/23/01)

Signature Wanda Handley
Title Customer Service

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Docket No. 95-GIMT-047-GIT

Monthly
Quality of Service
Report to the KCC

Company: Zenda Telephone Company
Reporting Year: 2017

Indicator	Reference	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
CTRs/100 Lines	A-1	1	1	1									
% RTRs	A-2	0	0	0									
Average Repair Interval	A-3	24hr	24hr	24hr									
% Appointments Met	A-4	ALL	ALL	ALL									
Jeopardy Condition?	Yes/No	no	no	no									
Noncompliance Condition?	Yes/No	no	no	no									
Condition Exempt?	Yes/No	no	no	no									

(May, 2008)

Signed

Daphy Price

Title

General Manager