

**GLEASON & DOTY, CHARTERED**

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THOMAS E. GLEASON, JR.  
MARK DOTY

JOAN P. BOKERMANN  
*of counsel*

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

October 18, 2018

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

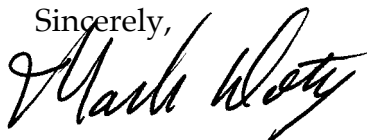
RE: Docket No. 14-GIMT-118-CPL

Dear Secretary Retz:

Attached hereto please find the 3rd Quarter 2018 Quality of Service Report for H&B Communications, Inc.

If you have any questions please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Doty", written in a cursive style.

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			
%RTRs	A-2	0	0	0	0	0	0	0	0	0			
Average Repair Interval	A-3	3	4	5	4	5	5	7	6	7			
% 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	NO	NO	NO	NO	NO	NO			

(May, 2008)  
[doty.mark@gmail.com](mailto:doty.mark@gmail.com)

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