

GLEASON & DOTY, CHARTERED

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MARK DOTY
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THOMAS E. GLEASON, JR. (1948-2023)
THOMAS E. GLEASON (1924 - 1992)
JULES V. DOTY (1923 - 2006)

April 15, 2025

Celeste Chaney-Tucker, Secretary
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604-4027

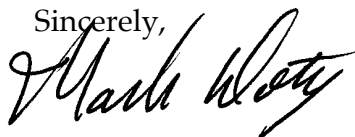
RE: Docket No. 14-GIMT-118-CPL

Dear Secretary Chaney-Tucker:

Attached hereto please find the 1st Quarter 2025 Quality of Service Report for
Twin Valley Telephone, Inc.

If you have any questions please contact me.

Sincerely,



Mark Doty



TWIN VALLEY

Filing On behalf of Twin Valley Telephone, Inc.

ILEC - KCC QOS						
Indicator	Reference	Benchmark	JAN	FEB	MAR	
CTRs/100 lines	A-1	8 CTRs per 100 AIs - 8% or less	0.68%	0.64%	0.75%	
# of access lines		# of access lines	1909	1878	1859	
# of trouble tickets		# of trouble tickets	13	12	14	
%RTRs	A-2	20% or less	15.38%	0.00%	0.00%	
# of repeat trouble tickets		# of repeat trouble tickets	2	0	0	
Average Repair Interval	A-3	30 HRS or less	5	11	5	
% 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:

John Sullivan

Title:

Vice President - Operations

Date:

4/2/2025