



April 17, 2017

Director - Utilities Division
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604-4027

RE: Docket Number 14-GIMT-118-CPL

Dear Director:

Enclosed is a copy of the Monthly Quality of Service Report for Rural Telephone Service Co., Inc. The attached report covers the months of January, February, March 2017. According to your performance standards, we comply with the benchmark levels in all four categories.

If you have any questions or need additional information, please call me at 785-567-4281.

Sincerely,

Ron Ellis
Director of Operations

RE/mp

Enclosure

P.O. Box 158
145 North Main
Lenora, KS 67645
phone: 785.567.4281
toll free: 877.567.7872
fax: 785.567.4401

www.next-tech.com

Report is due no 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, KS 66604

Monthly Quality of Service Report to the KCC

Company: Rural Telephone Service Co., Inc.
Year: 2017

[illegible]



QUALITY SERVICE REPORT

COMPANY: RURAL TELEPHONE SERVICE CO., INC.

ATTACHMENT 1
DATE: January 1-31, 2017

TELEPHONE EXCHANGE:		# OF TROUBLE REPORTS:	# OF REPEAT TROUBLES:	ACTUAL HOURS:	APPOINTMENTS MET:
345/346	OSBORNE	4		11.18	
361	REPUBLIC	1		1.57	
374	COURTLAND				
386	SELDEN				
389	LEBANON	1		2.6	
421	HILL CITY	2		4.05	
441/445/483	RUSSELL	3		25.06	
454	DOWNS				
476	KENSINGTON				
567	LENORA				
586	OLMITZ				
622	EDMOND				
627	MORLAND	1		3.38	
638	AGRA				
647	BURR OAK				
652	WOODRUFF (N)				
653	WOODRUFF				
662	ZURICH				
673	GRAINFIELD				
678	JENNINGS				
687	REXFORD	1		3.22	
689	LOGAN	2		2.42	
695	ATHOL				
697	GAYLORD	1		0.67	
725	ESBON	1		3.05	
735	VICTORIA	3	1	10.42	
737	PALCO				
743	WAKEENEY	2		2.78	
753	WEBBER				
754	QUINTER				
769	COLLYER				
786	IONIA				
839	DAMAR	1		19.55	
854	LONG ISLAND				
859	LONG ISLAND N.				
885	NATOMA				
935	GALATIA				
938	GOVE				
973	PRAIRIE VIEW				
984	ALTON				
994	WOODSTON				
TOTALS:		23	1	89.95	0

Total Access Lines As Of February 1, 2017 - 8,349

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QUALITY SERVICE REPORT

COMPANY: RURAL TELEPHONE SERVICE CO., INC.

ATTACHMENT 1
DATE: February 1-28, 2017

TELEPHONE EXCHANGE:		# OF TROUBLE REPORTS:	# OF REPEAT TROUBLES:	ACTUAL HOURS:	APPOINTMENTS MET:
345/346	OSBORNE	2		6.47	
361	REPUBLIC				
374	COURTLAND				
386	SELDEN	1		28.82	
389	LEBANON				
421	HILL CITY	4		21.95	
441/445/483	RUSSELL	15			
454	DOWNS	1		0.85	
476	KENSINGTON				
567	LENORA				
586	OLMITZ				
622	EDMOND				
627	MORLAND				
638	AGRA				
647	BURR OAK				
652	WOODRUFF (N)				
653	WOODRUFF				
662	ZURICH				
673	GRAINFIELD	1		3.08	
678	JENNINGS				
687	REXFORD				
689	LOGAN	1		0.25	
695	ATHOL				
697	GAYLORD	1		29.6	
725	ESBON	1		2.43	
735	VICTORIA	2		1.89	
737	PALCO				
743	WAKEENEY	3		4.13	
753	WEBBER				
754	QUINTER	1		21.48	
769	COLLYER				
786	IONIA				
839	DAMAR				
854	LONG ISLAND				
859	LONG ISLAND N.				
885	NATOMA	1		23.5	
935	GALATIA				
938	GOVE				
973	PRAIRIE VIEW				
984	ALTON	1		1.62	
994	WOODSTON				
TOTALS:		35	0	146.07	0

Total Access Lines As Of March 1, 2017 - 8,271

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QUALITY SERVICE REPORT

COMPANY: RURAL TELEPHONE SERVICE CO., INC.

DATE: ATTACHMENT 1
March 1-31, 2017

TELEPHONE EXCHANGE:		# OF TROUBLE REPORTS:	# OF REPEAT TROUBLES:	ACTUAL HOURS:	APPOINTMENTS MET:
345/346	OSBORNE	4		52.4	
361	REPUBLIC				
374	COURTLAND				
386	SELDEN				
389	LEBANON				
421	HILL CITY	6		24.41	
441/445/483	RUSSELL	1		3.33	
454	DOWNS	2		0.72	
476	KENSINGTON	1		1.42	
567	LENORA				
586	OLMITZ				
622	EDMOND				
627	MORLAND				
638	AGRA				
647	BURR OAK	1		1.85	
652	WOODRUFF (N)				
653	WOODRUFF				
662	ZURICH				
673	GRAINFIELD				
678	JENNINGS				
687	REXFORD				
689	LOGAN	1		3.67	
695	ATHOL				
697	GAYLORD	1		1.32	
725	ESBON				
735	VICTORIA	2		6.8	
737	PALCO	1		0.35	
743	WAKEENEY	1		4.73	
753	WEBBER				
754	QUINTER	2		11.3	
769	COLLYER				
786	IONIA				
839	DAMAR				
854	LONG ISLAND	1		1.98	
859	LONG ISLAND N.				
885	NATOMA				
935	GALATIA				
938	GOVE				
973	PRAIRIE VIEW				
984	ALTON	1		40.1	
994	WOODSTON				
TOTALS:		25	0	154.38	0

Total Access Lines As Of April 1, 2017 - 8,157

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