



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

Ronald & Elli

RE/mp

Enclosure

P.O. Box 158 145 North Main Lenora, KS 67645

Report is due no later than the 20th of each month following each calender quarter or the 20th of the month following a Jeopardy Condition .

Monthly Quality of Service Report to the KCC

15 To

Forward to:

Director-Utilities Division 1500 Arrowhead Road Topeka, KS 66604

Company: Rural Telephone Service Co., Inc.

Year: 2017

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Indicator	Ref.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
CTR's/100	A-1	0.28	0.42	0.31									
Lines													
% RCTRs	A-2	4.35%	0.00%	0.00%									
Ave. Repair	A-3	3.9 hrs	4.2 hrs	6.2 hrs									
Interval													
	,												
% Appts. Met	A-4	100%	100%	100%									
7													
Jeopardy	Yes/												
Condition	No	NO	NO	NO									
Noncompliance	Yes/												
Condition	No	NO	NO	NO									
Condition	Yes/												
Exempt?	No	N/A	N/A	N/A									



QUALITY SERVICE REPORT

COMPANY: RURAL TELEPHONE SERVICE CO., INC.

ATTACHMENT 1

DATE:	January	1-31,	2017

		# OF	# OF		
		TROUBLE	REPEAT	ACTUAL	
TELEPHONE	EXCHANGE:	REPORTS:	TROUBLES:	HOURS:	APPOINTMENTS MET:
0.45/0.40	TOODODUS		I		
345/346	OSBORNE	4		11.18	
361 374	REPUBLIC	11		1.57	
	COURTLAND SELDEN		1		
386 389				- 00	
421	LEBANON	1 1		2.6	
441/445/483	HILL CITY	2		4.05 25.06	
454	DOWNS	3		25.06	
476	KENSINGTON				
567	LENORA				
586	OLMITZ				
622	EDMOND				
627	MORLAND	1		3.38	
638	AGRA			3.36	
647	BURR OAK				
652	WOODRUFF (N)				
653	WOODRUFF				
662	ZURICH				
673	GRAINFIELD				
678	JENNINGS				
687	REXFORD	1		3.22	
689	LOGAN	1 2		2.42	
695	ATHOL			2.72	
697	GAYLORD	1 1		0.67	
725	ESBON			3.05	
735	VICTORIA	3	1	10.42	
737	PALCO			10.1	
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

P.O. Box 158 145 North Main Lenora, KS 67645



QUALITY SERVICE REPORT

COMPANY: RURAL TELEPHONE SERVICE CO., INC.

ATTACHMENT 1

DATE: February 1-28, 2017

		# OF	l #0E		
		# OF	# OF		
		TROUBLE	REPEAT	ACTUAL	
TELEPHONE	EXCHANGE:	REPORTS:	TROUBLES:	HOURS:	APPOINTMENTS MET:
0.000	Joopopus		1	2 47 1	
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		15			
454	DOWNS	11		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			0.00	
687	REXFORD				
689	LOGAN	1		0.25	
695	ATHOL	· '		0.25	
697	GAYLORD	1		29.6	
725	ESBON	1		2,43	
	VICTORIA			1.89	
735		2		1.09	
737	PALCO			1.10	
743	WAKEENEY	3		4.13	
753	WEBBER	ļ			
754	QUINTER	11	ļ	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		1		
TOTALS:		35	0	146.07	0
4			1		1

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

P.O. Box 158 145 North Main Lenora, KS 67645



QUALITY SERVICE REPORT

COMPANY: RURAL TELEPHONE SERVICE CO., INC.

ATTACHMENT 1

DATE: March 1-31, 2017

TROUBLE REPEAT ACTUAL HOURS: APPOINTMENTS MET:			# OF	# OF		
345/346 OSBORNE			TROUBLE	REPEAT	ACTUAL	
351 REPUBLIC	TELEPHONE	EXCHANGE:	REPORTS:	TROUBLES:	HOURS:	APPOINTMENTS MET:
361 REPUBLIC	345/346	OSBORNE		T	52.4	
374 COURTIAND 386 SELDEN 389 LEBANON 421 HILL CITY 6 24.41 441/445/483 RUSSELL 1 1 3.33 454 DOWNS 2 0.72 476 KENSINGTON 1 1.42 567 LENORA 556 OLMITZ 622 EDMOND 383 AGRA 383 AGRA 47 MORLAND 383 AGRA 556 OLMITZ 622 EDMOND 567 LENORA 556 OLMITZ 622 EDMOND 67 MORLAND 682 WOODRUFF (N) 683 WOODRUFF (N) 683 WOODRUFF 684 JENNINGS 685 WOODRUFF 686 ZURICH 678 JENNINGS 687 REXFORD 689 LOGAN 1 3.67 689 LOGAN 1 3.67 689 GAYLORD 1 1.32 725 ESBON 736 VICTORIA 2 6.8 737 PALCO 1 0.355 738 WAKEENEY 1 4.73 749 WAKEENEY 1 4.73 758 WEBBER 754 QUINTER 2 11.38 758 OLMITER 759 COLLYER 759 COLLYER 759 COLLYER 750 DAMARA 750 DAMARA 751 DAMARA 752 DAMARA 753 WEBBER 754 QUINTER 2 11.38 755 OLMITER 756 OLMITER 757 QUINTER 757 QUINTER 758 OLMITER 759 COLLYER 759 COLLYER 759 COLLYER 750 DAMARA 750 DAMARA 750 DAMARA 751 DAMARA 752 DAMARA 753 WAKEENEY 1 1.98 755 WEBBER 756 OLMITER 757 QUINTER 758 OLLYER 759 COLLYER 759 PARIE VIEW 750 PARIE VIEW 751 PALTON 752 PARIE VIEW 753 WOODSTON					32.4	
SELDEN						
Age				 		
### ### #### #### #### #### #### #### ####						
441/46/883 RUSSELL 1 3.33 454 DOWNS 2 0.72			6		24.41	
A 54						
AFRENINGTON						
Second						13.00 0.000
586 OLMITZ			•	·	1.74	
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 4.73 743 WEBBER 754 QUINTER 2 11.3 769 COLLYER 766 IONIA 839 DAMAR 854 LONG ISLAND 1 1.98 856 LONG ISLAND 1 1.98 857 REXFORD 1 1.98 858 NATOMA 935 GALATIA 934 WOODSTON 1 40.1 994 WOODSTON 1 40.1 995 MODESTON 1 40.1 996 MODESTON 1 40.1 997 WOODSTON 1 40.1 998 MODESTON 1 40.1				<u> </u>		
638 AGRA BURR OAK 1						
BURR OAK						
652 WOODRUFF (N) 653 WOODRUFF 662 ZURICH 673 GRAINFIELD 678 JENNINGS 687 REXFORD 687 LOGAN 1 3.67 685 ATHOL 687 GAYLORD 1 1.32 689 GAYLORD 1 1.32 689 VICTORIA 2 6.8 689 VICTORIA 2 6.8 689 VICTORIA 2 6.8 689 737 PALCO 1 0.35 743 WAKEENEY 1 4.73 753 WEBBER 754 QUINTER 2 11.3 769 COLLYER 769 COLLYER 760 COLLYER			1		1.85	
6653 WOODRUFF 6662 ZURICH					1.50	
662 ZURICH 673 GRAINFIELD 678 JENNINGS 687 REXFORD 689 LOGAN 689 LOGAN 695 ATHOL 697 GAYLORD 725 ESBON 735 VICTORIA 72 6.8 737 PALCO 743 WAKEENEY 753 WEBBER 754 QUINTER 754 QUINTER 756 IONIA 839 DAMAR 839 DAMAR 854 LONG ISLAND 1 1.98 855 NATOMA 935 GALATIA 938 GOVE 973 PRAIRIE VIEW 984 ALTON 1 40.1						
673 GRAINFIELD 678 JENNINGS 687 REXFORD 689 LOGAN 695 ATHOL 697 GAYLORD 725 ESBON 735 VICTORIA 736 VICTORIA 737 PALCO 738 WEBBER 754 QUINTER 754 QUINTER 756 IONIA 839 DAMAR 854 LONG ISLAND 855 LONG ISLAND N. 885 NATOMA 935 GALATIA 938 GOVE 973 PRAIRIE VIEW 984 ALTON 994 WOODSTON						
678 JENNINGS 687 REXFORD 689 LOGAN 695 ATHOL 697 GAYLORD 725 ESBON 735 VICTORIA 737 PALCO 753 WEBBER 754 QUINTER 754 QUINTER 756 IONIA 839 DAMAR 839 DAMAR 854 LONG ISLAND 855 LONG ISLAND N. 885 NATOMA 935 GALATIA 938 GOVE 973 PRAIRIE VIEW 984 ALTON 994 WOODSTON						
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 N. 885 NATOMA 936 GALATIA 938 GOVE 973 PRAIRIE VIEW 984 ALTON 1 40.1 994 WOO						
689 LOGAN 1 3.67 695 ATHOL 1 1.32 697 GAYLORD 1 1.32 725 ESBON 735 VICTORIA 2 6.8 737 PALCO 1 0.35 743 WAKEENEY 1 4.73 753 WEBBER 769 COLLYER 786 IONIA 839 DAMAR 854 LONG ISLAND 1 1.98 859 LONG ISLAND N. 885 NATOMA 938 GOVE 973 PRAIRIE VIEW 984 ALTON 1 40.1 994 WOODSTON 1 40.1						
695 ATHOL 697 GAYLORD 1 1.32 725 ESBON			1		3.67	1.0013333
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 766 IONIA 839 DAMAR 854 LONG ISLAND 1 1.98 859 LONG ISLAND N. 885 NATOMA 938 GOVE 973 PRAIRIE VIEW 984 ALTON 1 40.1 994 WOODSTON 1 40.1			•		0.01	
725 ESBON 735 VICTORIA 2 6.8 737 PALCO 1 0.35 743 WAKEENEY 1 4.73 753 WEBBER			1		1.32	
735 VICTORIA 2 6.8 737 PALCO 1 0.35 743 WAKEENEY 1 4.73 753 WEBBER 2 11.3 769 COLLYER 2 11.3 786 IONIA 3 1 1.98 839 DAMAR 1 1.98 1.98 854 LONG ISLAND 1 1.98 1.98 859 LONG ISLAND N. 3 3 6ALATIA 3 3 935 GALATIA 3 3 GOVE 3 3 FRAIRIE VIEW 40.1 <						
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 1 40.1			2		6.8	
743 WAKEENEY 1 4.73 753 WEBBER 2 11.3 754 QUINTER 2 11.3 769 COLLYER						
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 1 40.1						
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 1 40.1						
769 COLLYER 786 IONIA 839 DAMAR 854 LONG ISLAND 859 LONG ISLAND N. 885 NATOMA 935 GALATIA 938 GOVE 973 PRAIRIE VIEW 984 ALTON 1 40.1 994 WOODSTON			2		11.3	
786 IONIA 839 DAMAR 854 LONG ISLAND 859 LONG ISLAND N. 885 NATOMA 935 GALATIA 938 GOVE 973 PRAIRIE VIEW 984 ALTON 1 40.1 994 WOODSTON						
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 1 40.1						
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 40.1						
859 LONG ISLAND N. 885 NATOMA 935 GALATIA 938 GOVE 973 PRAIRIE VIEW 984 ALTON 1 40.1 994 WOODSTON 1 40.1			1		1.98	
885 NATOMA 935 GALATIA 938 GOVE 973 PRAIRIE VIEW 984 ALTON 1 40.1 994 WOODSTON			i			
935 GALATIA 938 GOVE 973 PRAIRIE VIEW 984 ALTON 1 40.1 994 WOODSTON						
938 GOVE 973 PRAIRIE VIEW 984 ALTON 1 40.1 994 WOODSTON						
984 ALTON 1 40.1 994 WOODSTON						
984 ALTON 1 40.1 994 WOODSTON				1		
994 WOODSTON			1		40.1	
TOTALS: 25 0 154.38 0						
TOTALS: 25 0 154.38 0			•			
	TOTALS:		25	0	154.38	0

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

P.O. Box 158 145 North Main Lenora, KS 67645