

LAW OFFICES
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JAMES M. CAPLINGER (1929 – 2015)
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April 11, 2017

Amy Green, Secretary
Kansas Corporation Commission
1500 SW Arrowhead Rd.
Topeka, KS 66604

RE: Haviland Telephone Company, Inc.
Quality of Service Report – 1Q17
Docket No. 14-GIMT-118-CPL

Dear Ms. Green:

Attached for filing please find Haviland Telephone Company, Inc.'s Quality of Service Report for the 1st quarter of 2017.

If you have any further questions, please don't hesitate to let me know.

Cordially yours,



Colleen R. Jamison

cc: Sabrina Freeman

Haviland Telephone Company, Inc.
Quarterly KCC Trouble Report

Indicator	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
CTRS/100 Lines	0.10%	0.00%	0.11%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
RCTR %	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Average Repair Interval	9.03	0.00	0.37	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
% Appointments Kept	100.00%	100.00%	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Jeopardy Condition?	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
NonCompliance Condition?	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
Condition Exempt?	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO

STANDARDS:

CTRS (Per 100 lines)	8
RCTR (% of CTRS)	20%
REPAIR INTERVAL (Hrs)	30
APPOINTMENTS KEPT (%)	90%