

**GLEASON & DOTY, CHARTERED**

**ATTORNEYS AT LAW**  
401 S. MAIN, SUITE 102  
OTTAWA, KANSAS 66067-0490  
TELEPHONE: A/C 785-242-3775  
FAX: A/C 785-242-3855

THOMAS E. GLEASON, JR.  
MARK DOTY  
JOAN P. BOKERMANN

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

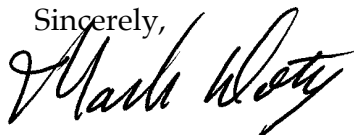
RE: Docket No. 14-GIMT-118-CPL

Dear Secretary Chaney-Tucker:

Attached hereto please find the 1st Quarter 2025 Quality of Service Report for H&B Communications, Inc.

If you have any questions please contact me.

Sincerely,



Mark Doty

Report to be forwarded to the KCC, not later than the 20th of the month following each calendar quarter.

**Monthly  
Quality of Service  
Report to the KCC**

**Company:** H&B Communications, Inc.  
**Reporting Year:** 2024

| Indicator                | Reference | JAN  | FEB   | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC |
|--------------------------|-----------|------|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| CTRs/100 Lines           | A-1       | 2.68 | 1.62  | 0   |     |     |     |     |     |     |     |     |     |
|                          |           |      |       |     |     |     |     |     |     |     |     |     |     |
| %RTRs                    | A-2       | 8.33 | 33.33 | N/A |     |     |     |     |     |     |     |     |     |
|                          |           |      |       |     |     |     |     |     |     |     |     |     |     |
| Average Repair Interval  | A-3       | 5.17 | 2     | N/A |     |     |     |     |     |     |     |     |     |
|                          |           |      |       |     |     |     |     |     |     |     |     |     |     |
| % Appointments Met       | A-4       | 100  | 100   | N/A |     |     |     |     |     |     |     |     |     |
|                          |           |      |       |     |     |     |     |     |     |     |     |     |     |
| Jeopardy Condition?      | Yes / No  | NO   | NO    | NO  |     |     |     |     |     |     |     |     |     |
|                          |           |      |       |     |     |     |     |     |     |     |     |     |     |
| Noncompliance Condition? | Yes / No  | NO   | NO    | NO  |     |     |     |     |     |     |     |     |     |
|                          |           |      |       |     |     |     |     |     |     |     |     |     |     |
| Condition Exempt?        | Yes / No  | NO   | NO    | NO  |     |     |     |     |     |     |     |     |     |

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

**Signed** \_\_\_\_\_ **Tim Herber**  
**Title** \_\_\_\_\_ **Plant Manager**