

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)

October 20, 2025

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

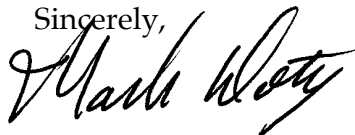
RE: Docket No. 14-GIMT-118-CPL

Dear Executive Director Chaney-Tucker:

Attached hereto please find the 3rd 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		JUL	AUG	SEP
CTRs/100 Lines	A-1	8 CTRs per 100 Als - 8% or less		0.73%	0.85%	1.16%
# of access lines		# of access lines		1780	1760	1718
# of trouble tickets		# of trouble tickets		13	15	20
%RTRs	A-2	20% or less		7.69%	0.00%	0.00%
# of repeat trouble tickets		# of repeat trouble tickets		1	0	0
Average Repair Interval	A-3	30 HRS or less		17	23	32
% 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: 10/1/2025