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THOMAS E. GLEASON
(1924 - 1992)
JULES V. DOTY
(1923 - 2006)

January 16, 2019

Lynn M. Retz, Secretary
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604-4027

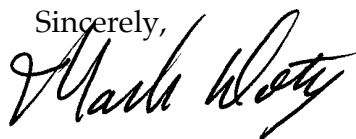
RE: Docket No. 14-GIMT-118-CPL

Dear Secretary Retz:

Attached hereto please find the 4th Quarter 2018 Quality of Service Report for
Twin Valley Telephone, Inc

If you have any questions please contact me.

Sincerely,



Mark Doty



ILEC - KCC QOS							
Indicator	Reference	Benchmark	OCT	NOV	DEC		
CTRs/100 Lines	A-1	8 CTRs per 100 AIs - 8% or less	0.58%	0.76%	0.41%		
# of access lines			3975	3935	3917		
# of trouble tickets			23	30	16		
%RTRs	A-2	20% or less	8.70%	0.00%	0.00%		
# of repeat trouble tickets			2	0	0		
Average Repair Interval	A-3	30 HRS or less	8:27:35	12:56:14	6:08:38		
% 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:

Scott Leitzel

Title:

Vice President - Operations

Date:

01/16/2019