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MARK DOTY

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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

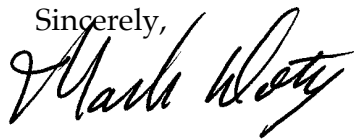
RE: Docket No. 14-GIMT-118-CPL

Dear Secretary Retz:

Attached hereto please find the 4th Quarter 2018 Quality of Service Report for Home Telephone Company, Inc.

If you have any questions please contact me.

Sincerely,



Mark Doty

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

Attachment B
Docket No. 95-GIMT-047-GIT

Monthly
Quality of Service
Report to the KCC

Company: Home Telephone Co., Inc.
Reporting Year: 2018

Indicator	Reference	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
CTRs/100 Lines	A-1	.367	.000	.122	.183	.182	.550	.615	.431	.123	.307	.123	.185
% RTRs	A-2	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Average Repair Interval	A-3	9hr 8mi	0	4hr 24mi	11hr 34mi	19hr 27mi	3hr 30mi	23 hr 35 min	9 hr 23mi	1hr 49min	10hr 08 min	25 hr 53 min	6 hr 29 min
% Appointments Met	A-4	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jeopardy Condition?	Yes/No	No	No	No	No	No	No	No	No	No	No	No	No
Noncompliance Condition?	Yes/No	No	No	No	No	No	No	No	No	No	No	No	No
Condition Exempt?	Yes/No	No	No	No	No	No	No	No	No	No	No	No	No

(May, 2008)

Signed Jana Anderson

Title Regulatory Manager