January 13, 2025

Director – Utilities Division Kansas Corporation Commission 1500 SW Arrowhead Road Topeka, KS 66604-4027

RE: Moundridge Telephone Company, Inc Quality of Service Report – 4Q24 Docket No. 14-GIMT-118-CPL

Dear Director:

Attached for filing please find the Moundridge Telephone Company, Inc. Quality of Service Report for the 4th Quarter of 2024.

If you have any questions, or need additional information, please call me at 785-621-7037.

Sincerely,

Stacey K. Stults

Revenue Assurance and Billing Supervisor

Stacey KStrelto

Attachment

Report is due no later than the
20th of each month following each
calender quarter or the 20th of the
month following a Jeopardy Condition .

Monthly Quality of Service

Quality of Service Report to the KCC

Forward to:

Director-Utilities Division 1500 Arrowhead Road Topeka, KS 66604

Company: Moundridge Telephone Company

Year: 2024

Indicator	Ref.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
CTR's/100	A-1	0.64	0.13	0.13	0.13	0.00	0.14	0.27	0.28	0.42	0.44	0.60	0.15
Lines													
% RCTRs	A-2	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Ave. Repair	A-3	2.3 hrs	1.5 hrs	4.0 hrs	1.4 hrs	0 hrs	4.8 hrs	6.9 hrs	2.8 hrs	1.8 hrs	1.6 hrs	2.2 hrs	2.6 hrs
Interval													
% Appts. Met	A-4	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jeopardy	Yes/												
Condition	No	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
Noncompliance	Yes/												
Condition	No	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
Condition	Yes/												
Exempt?	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A