

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

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

Director - Utilities Division  
 1500 Arrowhead Road  
 Topeka, KS 66604-4027

Monthly  
 Quality of Service  
 Report to the KCC

Company: SCTelcom SCTA  
 Reporting Year: 2018

Indicator	Reference	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
CTRs/100 Lines	A-1	1.48	1.10	2.34	3.0	2.44	4.68	1.88	2.46	1.11	.77	.85	.43
% RTRs	A-2	0	0	0	0	0	0	0	0	0	0	0	0
Average Repair Interval	A-3	1hr	1hr	1hr	1hr	1hr	1hr	1hr	1hr	1hr	1hr	1hr	1hr
% 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

13 14 128 30 29 51 2 22 29 13 3 9 10 4.5

(May, 2008)

↑  
 Company  
 outage  
 6/26

Signed Christal Heffington  
 Title NOC assistant