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MONTHLY, YEAR-TO-DATE
QUALITY OF SERVICE
REPORT TO THE KCC

Company: GOLDEN BELT TELEPHONE ASSOCIATION, INC.
YEAR: 2018

Indicator	Ref.	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
CTRs/100 Lines	A-1	0.87	1.08	0.9	1.05	1.21	1.48	1.48	1.46	1.48	1.25	1.26	68
% RCTRs (Repeat)	A-2	0.00%	4.76%	2.86%	4.88%	2.13%	5.26%	1.75%	3.57%	0.00%	0.00%	2.08%	0.00%
Avg Repair Interval in HOURS	A-3	7.41	7.41	7.68	4.84	7.51	12.44	8.10	4.18	8.43	4.11	5.11	3.89
% Appointme 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