

Monthly
Quality of Service
Report to the KCC

Company: Pioneer Telephone Association
Year: 2019

Indicator	Ref.	19 Jan.	19 Feb.	19 Mar.	19 Apr.	19 May	19 June	19 July	19 Aug.	19 Sept.	18 Oct.	18 Nov.	18 Dec.
CTR's / 100 Lines	A-1	1.5860	.7810	1.1790	.7920	1.3130	1.1970	1.3050	1.0090	.6760	1.9400	.9530	.9990
% RCTRs	A-2	11.0344	12.8712	12.3809	12.0481	14.6788	8.6956	15.5172	13.5135	4.2253	11.6564	15.9663	6.3157
Ave. Repair Interval	A-3	7.96	8.38	10.58	5.94	12.27	13.30	8.09	10.88	7.15	7.35	13.94	12.82
% Appts. Met	A-4	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
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