

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

Use MACC QOS report in Trouble Suite - Report section

Attachment B
 Docket No. 14-GIMT-118-CPL

Monthly
 Quality of Service
 Report to the KCC

Company: Madison Telephone
 Reporting Year: 2018

Indicator	Reference	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
CTRs/100 Lines	A-1	5.210	7.500	2.710	2.080	2.900	3.940	2.040	2.870	2.480	2.240	2.040	0.830
% RTRs	A-2	0.040	0.056	0.231	0.000	0.000	0.000	20.000	0.000	0.000	9.090	0.000	25.000
Average Repair Interval	A-3	2.680	6.940	14.770	3.000	8.640	7.210	4.500	56.290	25.830	3.090	3.200	12.000
% Appointment Met	A-4	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
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: Shana Rains
 Title Accountant