Attachment B
Monthly
Quality of Service
Report to the KCC REF Docket #14-GIMT118-CPL
Company: JBN
YEAR 2019

Indicator	Ref.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
CTRs/100	A-1	1.08	0.75	1.44	1.78	2.84	1.86	2.9	2.67	1.92			
Lines		100	100	100	100	100	100	100	100	100	100	100	100
Access Lines		1752	1742	1735	1738	1727	1719	1719	1723	1718			
% RCTRs	A-2	0	0	0	0	0	0	0	0	0	0	0	0
Ave. Repair	A-3	9.16	4.38	7.36	9.13	7.35	6.25	8.56	15.63	18.03			
Interval													
% Appts. Met	A-4	100	100	100	100	100	100	100	100	100	100	100	100
Jeopardy	Yes/	No	No	No	No	No	No	No	No	No	No	No	NO
Condition?	No												
Noncompli-	Yes/	No	No	No	No	No	No	No	No	No	No	No	No
ance Cond.?	No												
Condition	Yes/	No	No	No	No	No	No	No	No	No	No	No	No
Exempt	No												

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Company: JBN
YEAR 2018

Indicator	Ref.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
CTRs/100	A-1	1.46	1.81	1.78	1.08	2.3	2.19	0.41	0.31	0.58	2.16	1.14	2.1
Lines		100	100	100	100	100	100	100	100	100	100	100	100
Access Lines		3021	2991	2981	2968	2955	2922	2928	2924	2912	1759	1760	1758
% RCTRs	A-2	0	0	0	0	0	0	0	0	0	0	0	0
Ave. Repair	A-3	10.77	10.02	16.62	4.31	18.94	11.69	7.75	12.22	7.06	11.84	8.8	18.76
Interval													
% Appts. Met	A-4	100	100	100	100	100	100	100	100	100	100	100	100
Jeopardy	Yes/	No	No	No	No	No	No	No	No	No	No	No	NO
Condition?	No												
Noncompli-	Yes/	No	No	No	No	No	No	No	No	No	No	No	No
ance Cond.?	No												
Condition	Yes/	No	No	No	No	No	No	No	No	No	No	No	No
Exempt	No												

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Quality of Service
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Company: JBN
YEAR 2017

Indicator	Ref.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
CTRs/100	A-1	2.01	1.46	1.71	1.91	2.7	2.19	2.45	2.88	1.72	2.05	1.68	1.45
Lines		100	100	100	100	100	100	100	100	100	100	100	100
Access Lines		3180	3146	3154	3134	3131	3112	3103	3085	3074	3080	3028	3027
% RCTRs	A-2	0	0	0	0	0	0	0	0	0	0	0	0
Ave. Repair	A-3	11.66	21.09	18.44	15.27	12.57	12.03	13.46	17.11	14.6	20.98	20.73	14.7
Interval													
% Appts. Met	A-4	100	100	100	100	100	100	100	100	100	100	100	100
Jeopardy	Yes/	No	No	No	No	No	No	No	No	No	No	No	NO
Condition?	No												
Noncompli-	Yes/	No	No	No	No	No	No	No	No	No	No	No	No
ance Cond.?	No												
Condition	Yes/	No	No	No	No	No	No	No	No	No	No	No	No
Exempt	No												

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YEAR 2016

Indicator	Ref.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
CTRs/100 Lines	A-1	2.15 100	2.08 100	2.53 100	2.38 100	2.57 100	2.85 100	2.41 100	3.3 100	3.16 100	2.36 100	1.92 100	2.02 100
Access Lines		3210	3222	3237	3238	3227	3233	3231	3215	3201	3182	3171	3164
% RCTRs	A-2	0	0	0	0	0	0	0	0	0	0	0	0
Ave. Repair Interval	A-3	14.86	19.28	18.38	21.48	17.2	16.4	18.59	10.25	17.38	27.15	18	12.42
% Appts. 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
Noncompli-ance Cond.?	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

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Company: JBN
YEAR 2015

Indicator	Ref.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
CTRs/100 Lines	A-1	0.89 100	1.05 100	0.61 100	2.27 100	2.34 100	3.5 100	2.97 100	2.3 100	2.32 100	1.6 100	2.53 100	2.4 100
Access Lines		3135	3128	3117	3123	3126	3113	3099	3124	3144	3181	3199	3210
% RCTRs	A-2	0	0	0	0	0	0	0	0	0	0	0	0
Ave. Repair Interval	A-3	7.04	14.88	11.63	14.99	15.81	12.06	12.52	7.42	15.48	11.82	14.26	9.08
% Appts. 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
Noncompli-ance Cond.?	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

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YEAR 2014

Indicator	Ref.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
CTRs/100 Lines	A-1	1.94 100	1.84 100	1.66 100	2.32 100	2.17 100	2.34 100	2.05 100	3.82 100	2.18 100	2.73 100	2.67 100	2.46 100
Access Lines		3202	3200	3196	3194	3178	3167	3169	3164	3162	3155	3141	3127
% RCTRs	A-2	0	0	0	0	0	0	0	0	0	0	0	0
Ave. Repair Interval	A-3	7.74	11.98	11.13	10.97	23.46	12.74	11.31	9.23	10.72	11.35	11.18	17.06
% Appts. 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
Noncompli-ance Cond.?	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

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YEAR 2012

Indicator	Ref.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
CTRs/100 Lines	A-1	2.34 100	1.79 100	2.18 100	2.05 100	1.38 100	1.91 100	1.29 100	2.24 100	1.81 100	1.71 100	2.03 100	1.35 100
Access Lines		2140	2121	2112	2096	2095	2094	2088	2051	2049	2042	2023	2007
% RCTRs	A-2	0	0	0	0	0	0	0	0	0	0	0	0
		16.34	34.11	14.91	33.95	16.79	17.02	13	11.78	25.51	7.03	7.41	5.41
Ave. Repair Interval	A-3	4.04											
% Appts. 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
Noncompli-ance Cond.?	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

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YEAR 2013

Indicator	Ref.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
CTRs/100 Lines	A-1	1.39 100	1.74 100	1.3 100	1.7 100	2.35 100	1.31 100	1.97 100	1.68 100	1.63 100	2.87 100	1.8 100	1.19 100
Access Lines		2015	2009	2003	2000	1996	1980	1981	1966	1959	1952	1943	1938
% RCTRs	A-2	0	0	0	0	0	0	0	0	0	0	0	0
Ave. Repair Interval	A-3	4.04	8.74	8.31	9.53	12.68	11.58	11.59	11.21	8.69	14.39	11.37	9.17
% Appts. 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
Noncompli-ance Cond.?	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