

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

Company: GOLDEN BELT TELEPHONE ASSOCIATION, INC. YEAR: 2017

Indicator	Ref.	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
CTRs/100 Lines	A-1	1.41	0.61	1.11	0.96	1.31	1.92	1.01	1.85	1.40			
% RCTRs (Repeat)	A-2	0.00%	0.00%	0.00%	0.00%	0.00%	3.95%	2.50%	2.74%	1.82%			
Avg Repair Interval in I		5.62	3.20	5.61	2.88	6.76	5.65	5.43	5.02	4.15			
% Appointme Met	A-4	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Jeopardy Condition	YES/ NO	NO											
Noncompliand Condition?	YES/ NO	NO											