

Report is due no later than the 20th
 of each month following the quarter
 or the 20th of the month following
 a Jeopardy Condition

Forward to:
 Director - Utilities Division
 1500 Arrowhead Road
 Topeka, KS 66604
p.artzer@kcc.ks.gov

Docket No. 14-GIMT-118-CPL

ATTACHMENT B
 QUALITY OF SERVICE
 REPORT TO THE KCC

Company: S&T Telephone Coop Assn
 Year: 2018

Indicator	Reference	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
CTRS/100 Lines		0.004257	0.003316	0.003332	0.001446	0.002893	0.000965	0.0004852	0.002444	0.001467	0.002445	0.001464	0.0009737
% RCTRs	A-2	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average Repair Interval	A-3	27.87963	12.26905	43.21429	25.16667	8.297222	76.50833	5.6166667	4.49333	9.811111	17.14333	21.14444	17.625
% Appointments 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 Condit	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

public/accounting/KCC/Quality of Service/S&T Telephone Coop QoS 2018

Signed: Donita Baird
 Title: Billing Supervisor
 Email: regulatory@sttelcom.com
 Date: 1/10/2019