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

Company: GOLDEN BELT TELEPHONE ASSOCIATION, INC. YEAR: 2018

Indicator	Ref.	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
CTRs/100 Lines	A-1	0.87	1.08	0.9	1.05	1.21	1.48	1.48	1.46	1.48			
% RCTRs (Repeat)	A-2	0.00%	4.76%	2.86%	4.88%	2.13%	5.26%	1.75%	3.57%	0.00%			
Avg Repair Interval in H	A-3 OURS	7.41	7.41	7.68	4.84	7.51	12.44	8.10	4.18	8.43			
% Appointme Met	A-4	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Jeopardy Condition	YES/ NO	NO											
Noncomplian Condition?	YES/ NO	NO											