

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

Company: GOLDEN BELT TELEPHONE ASSOCIATION, INC.

YEAR: 2019

Indicator	Ref.	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
CTRs/100 Lines	A-1	0.87	1.27	0.79	1.04	2.43	1.04	1.63	1.96	1.02			
% RCTRs (Repeat)	A-2	0.00%	0.00%	0.00%	0.00%	3.30%	2.56%	1.64%	0.00%	0.00%			
Avg Repair Interval in F		12.48	4.49	4.78	4.09	3.71	7.50	5.05	8.83	13.43			
% Appointme Met	A-4	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Jeopardy Condition	YES/ NO	NO											
Noncompliand Condition?	YES/ NO	NO											