

Report to be forwarded
not later than the 20th
of each month to the KCC

Attachment B

Monthly
Quality of Service
Report to the KCC

Company: Peoples Telecommunications, LLC
Year: 2019

To R4
4/1/19

To R4
7/2/19

To R4
10/3/19

Indicator	Ref.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
CTRs/100 Lines <u>under 10</u>	A-1	1.15	.66	1.08	1.42	2.09	.92	1.43	3.69	1.01			
% RCTRs <u>under 20%</u>	A-2	0%	0%	0%	5.88%	0%	0%	5.26%	2.22%	0%			
Ave. Repair Interval <u>under 30 hrs</u>	A-3	2.79 hrs	1 hr	10.94 hrs	12.53 hrs	19.48 hrs	25.73 hrs	14.47 hrs	6.61 hrs	3.08 hrs			
% Appts. Met. <u>90% or greater</u>	A-4	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Jeopardy <u>financial</u> Condition? <u>2 consecutive</u>	Yes/ No	No	No	No	No	No	No	No	No	No			
Noncompliance Cond.?	Yes/ No	No	No	No	No	No	No	No	No	No			