

ORIGINAL

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION  
STATE OF ILLINOIS

ILLINOIS  
COMMERCE COMMISSION

2009 NOV 25 A 10:45 *WB*

ILLINOIS COMMERCE COMMISSION

CHIEF CLERK'S OFFICE

FAIRPOINT COMMUNICATIONS, INC.; )  
C-R TELEPHONE COMPANY, d/b/a FAIRPOINT )  
COMMUNICATIONS / C-R TELEPHONE COMPANY; )  
THE EL PASO TELEPHONE COMPANY, d/b/a )  
FAIRPOINT COMMUNICATIONS / THE EL PASO )  
TELEPHONE COMPANY; and ODIN TELEPHONE )  
EXCHANGE, INC., d/b/a FAIRPOINT )  
COMMUNICATIONS / ODIN TELEPHONE )  
EXCHANGE, INC. )  
)  
Joint Application for approval of the Recapitalization of )  
FairPoint Communications, Inc. pursuant to Sections 7-203 )  
and 7-204 and for other relief. )

Docket No. 04-0299

ANNUAL SERVICE QUALITY REPORT

FairPoint Communications, Inc.; C-R Telephone Company, d/b/a FairPoint  
Communications / C-R Telephone Company; The El Paso Telephone Company, d/b/a FairPoint  
Communications / The El Paso Telephone Company; and Odin Telephone Exchange, Inc., d/b/a  
FairPoint Communications / Odin Telephone Exchange, Inc. file this Annual Service Quality  
Report pursuant to Condition 6(c) of the Illinois Commerce Commission's Order On Reopening  
entered in this proceeding on January 20, 2005. The same Annual Service Quality Report filing  
is required pursuant to Condition (6)(c) of the Illinois Commerce Commission's Order entered  
on June 27, 2007 in Docket No. 07-0191.

Pursuant to the Illinois Commerce Commission's Order in Docket No. 07-0237 entered  
on June 27, 2007, Yates City Telephone Company was allowed to cease offering  
telecommunications services upon the closing of the Asset Purchase Agreement between Yates

City Telephone Company and Mid-Century Telephone Cooperative, Inc. The closing occurred on July 31, 2007 and Yates City Telephone Company ceased offering telecommunications services.

The attached Schedules provide the service quality results for each of the three remaining Illinois operating companies as required by Condition 6(c) for the 12-month period beginning July, 2008 through June, 2009.

DATED this 19<sup>th</sup> day of November, 2009.

Respectfully submitted,

FAIRPOINT COMMUNICATIONS, INC.;  
C-R TELEPHONE COMPANY, d/b/a  
FAIRPOINT COMMUNICATIONS / C-R  
TELEPHONE COMPANY; THE EL PASO  
TELEPHONE COMPANY, d/b/a FAIRPOINT  
COMMUNICATIONS / THE EL PASO  
TELEPHONE COMPANY; and ODIN  
TELEPHONE EXCHANGE, INC., d/b/a  
FAIRPOINT COMMUNICATIONS / ODIN  
TELEPHONE EXCHANGE, INC.

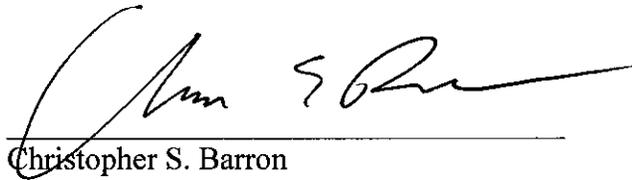
By:   
Christopher S. Barron  
Director, State Affairs

Dennis K. Muncy  
Joseph D. Murphy  
MEYER CAPEL, A Professional Corporation  
306 W. Church Street  
P. O. Box 6750  
Champaign, IL 61826-6750  
Telephone: 217/352-0030  
Facsimile: 217/352-9294  
dmuncy@meyercafel.com  
jmurphy@meyercafel.com

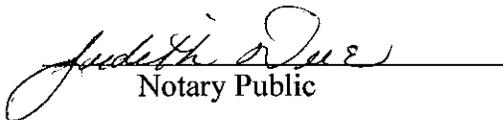
STATE OF NORTH CAROLINA )  
 ) SS  
COUNTY OF MECKLENBURG )

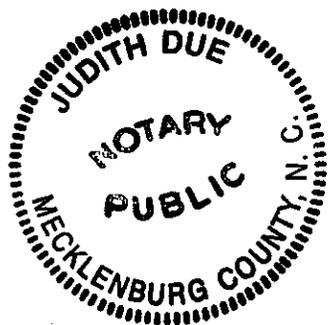
VERIFICATION

Christopher S. Barron, being first duly sworn, deposes and states that he is Director, State Affairs of C-R Telephone Company, d/b/a FairPoint Communications / C-R Telephone Company; The El Paso Telephone Company, d/b/a FairPoint Communications / The El Paso Telephone Company; and Odin Telephone Exchange, Inc., d/b/a FairPoint Communications / Odin Telephone Exchange, Inc.; that he has read the above and foregoing Annual Service Quality Report and knows the contents thereof, and that the same are true to the best of his knowledge, information and belief.

  
\_\_\_\_\_  
Christopher S. Barron

Subscribed and Sworn to before me  
this 19<sup>th</sup> day of November, 2009.

  
\_\_\_\_\_  
Notary Public



Company Name: C-R Telephone Co.

Performance Data Code Part 730	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Overall Av.	Regulatory Requirements
<b>A. Operator Answer Time-Toll Assistance Section 730.510(a)(1):</b>	3.99	4.39	4.61	4.35	2.67	3.99	3.32	4.01	4.55	4.41	4.27	4.07	4.0525	10 Seconds
<b>B. Operator Answer Time-Information Section 730.510(a)(1):</b>	4.39	5.63	4.74	5.44	5.84	4.71	4.71	4.16	3.82	3.08	2.56	2.79	4.32	10 Seconds
<b>C. Repair Office Answer Time - Section 730.510(b)(1):</b>	33.00	28.00	25.00	21.00	22.00	24.00	19.00	18.00	23.00	23.00	25.00	32.00	24.42	60 Seconds
<b>D. Business or Customer Service Answer Time - Section 730.510(b)(1):</b>	34.00	48.00	39.00	24.00	15.00	41.00	29.00	19.00	18.00	9.00	20.00	28.00	27.00	60 Seconds
<b>E. Percent of Service Installations - Section 730.540(a):</b>	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.00%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 hours - Section 730.535(a):</b>	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.00% within 24 hours
<b>G. Trouble Reports per 100 Access Lines - Section 730.545(a):</b>	6.67	2.98	3.46	1.40	1.43	2.57	2.89	2.03	2.18	2.33	3.07	3.79	2.90	1.2

Company Name: El Paso Telephone Co.

Performance Data Code Part 730	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Overall Av.	Regulatory Requirements
<b>A. Operator Answer Time-Toll Assistance Section 730.510(a)(1):</b>	3.99	4.39	4.61	4.35	2.67	3.99	3.32	4.01	4.55	4.41	4.27	4.07	4.0525	10 Seconds
<b>B. Operator Answer Time-Information Section 730.510(a)(1):</b>	4.39	5.63	4.74	5.44	5.84	4.71	4.71	4.16	3.82	3.06	2.56	2.79	4.32	10 Seconds
<b>C. Repair Office Answer Time - Section 730.510(b)(1):</b>	33.00	28.00	25.00	21.00	22.00	24.00	19.00	18.00	23.00	23.00	25.00	32.00	18.00	60 Seconds
<b>D. Business or Customer Service Answer Time - Section 730.510(b)(1):</b>	34.00	48.00	39.00	24.00	15.00	41.00	29.00	19.00	18.00	9.00	20.00	28.00	39.00	60 Seconds
<b>E. Percent of Service Installations - Section 730.540(a):</b>	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.00%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 hours - Section 730.535(a):</b>	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.80% within 24 hours
<b>G. Trouble Reports per 100 Access Lines - Section 730.545(a):</b>	1.79	2.60	2.35	1.31	1.09	1.54	1.73	0.76	1.40	1.68	2.41	1.99	2.97	2.4 Per 100 Lines

Company Name: OTE Communications

Performance Data Code Part 730	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Overall Av.	Regulatory Requirements
A. Operator Answer Time-Toll Assistance Section 730.510(a)(1):	5.10	4.20	4.50	4.80	3.90	5.40	4.80	5.00	4.00	3.90	4.20	3.00	4.40	10 Seconds
B. Operator Answer Time-Information Section 730.510(a)(1):	5.15	4.82	4.77	4.92	5.66	5.92	5.09	5.25	4.86	4.88	4.01	4.27	4.95	10 Seconds
C. Repair Office Answer Time - Section 730.510(b)(1):	33.00	28.00	25.00	21.00	22.00	24.00	19.00	18.00	23.00	23.00	25.00	32.00	24.42	60 Seconds
D. Business or Customer Service Answer Time - Section 730.510(b)(1):	34.00	48.00	39.00	24.00	15.00	41.00	29.00	19.00	18.00	9.00	20.00	28.00	27.00	60 Seconds
E. Percent of Service Installations - Section 730.540(a):	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	88.70%
F. Percent of Out of Service Lines Repaired in < 24 hours - Section 730.535(a):	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	96.80% within 24 hours
G. Trouble Reports per 100 Access Lines - Section 730.545(a):	2.95	5.56	2.73	1.55	1.14	1.85	2.22	2.73	2.21	3.05	4.49	5.87	3.03	2.8 Per 100 Lines

ILLINOIS COMMERCE COMMISSION

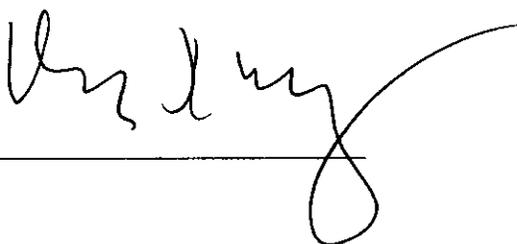
(Docket No. 04-0299)

The undersigned certifies that a copy of the Annual Service Quality Report was served upon all parties via U.S. Mail this 24<sup>th</sup> day of November, 2009.

Michael Wallace  
Administrative Law Judge  
Illinois Commerce Commission  
527 East Capital Avenue  
Springfield, IL 62701  
mwallace@icc.illinois.gov

Brandy Bush Brown  
Office of General Counsel  
Illinois Commerce Commission  
160 North LaSalle Street, Suite C-800  
Chicago, IL 60601  
bbrown@icc.illinois.gov

Mark Hanson  
Case Manager  
Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, IL 62701  
mhanson@icc.illinois.gov



A handwritten signature in black ink, appearing to read "Mark Hanson", is written over a horizontal line. The signature is stylized and cursive.