

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION



ILLINOIS COMMERCE COMMISSION ORIGINAL

2011 MAY 10 - A 10 59

CHIEF OF STAFF OFFICE

May 9, 2011

Public

Ms. Elizabeth A. Rolando, Chief Clerk
Office of General Counsel
Illinois Commerce Commission
527 East Capitol Avenue
Springfield, Illinois 62701

*Report
09-0268*

RE: Illinois Commerce Commission Docket 09-268

Frontier Communications Corporation; Verizon Communications, Inc.; Verizon North Inc.; Verizon South Inc.; and New Communications of the Carolinas, Inc.

Dear Ms. Rolando:

Attached is the public redacted version of the third quarterly report of the service quality measures reported to the Consumer Advocate Division of the West Virginia Public Service Commission. This report is filed pursuant to AG/CUB Condition #15 of the Conditions Appendix to the Commission's Order of April 21, 2010, in the above-referenced docket. Frontier submits this public version under the Order Regarding Protection of Confidential & Proprietary Information in the referenced docket.

This filing is submitted in triplicate. Please file-stamp one copy and return it to me in the enclosed postage-paid envelope.

If you have any questions, please contact me.

*Cassandra Guinness
SAG*

Cassandra Guinness
Manager, Compliance and Reporting
180 S. Clinton Ave. 5th Floor
Rochester, New York 14646-0500
Tel: 585-777-4557
Cassandra.Guinness@FTR.com

cc: Ms. Susan L. Satter (Office of the Attorney General)
Ms. Julie Soderna (Citizens Utility Board)
Mr. Sam McClerren (Illinois Commerce Commission)
Ms. Karen Boswell (Frontier Communications)

REDACTED PUBLIC VERSION

West Virginia Service Quality Results
2011

[Redacted] = Confidential

	Benchmark 7/1/2010	Benchmark 1/1/2011	Jan-11	Feb-11	Mar-11
Installation					
Service Orders - % Completed within 5 days	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
Service Orders - % Completed within 7 days	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
Service Orders - % Completed within 10 days	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
Maintenance					
Out of Service With Exclusions *					
% OOS Cleared within 24 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
% OOS Cleared within 48 hours	80.0	85.0	[Redacted]	[Redacted]	[Redacted]
% OOS Cleared within 72 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
% OOS Cleared within 96 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
% OOS Cleared >= 96 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
Out of Service with no Exclusions					
% OOS Cleared within 24 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
% OOS Cleared within 48 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
% OOS Cleared within 72 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
% OOS Cleared within 96 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
% OOS Cleared >= 96 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
Affected Service with Exclusions *					
% AS Cleared within 24 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
% AS Cleared within 48 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
% AS Cleared within 72 hours	75.0	80.0	[Redacted]	[Redacted]	[Redacted]
% AS Cleared within 96 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
% AS Cleared >= 96 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
Affected Service with no Exclusions					
% AS Cleared within 24 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
% AS Cleared within 48 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
% AS Cleared within 72 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
% AS Cleared within 96 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
% AS Cleared >=96 hours	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
Commitments Met					
% Repair Commitments Met	76.0	78.0	[Redacted]	[Redacted]	[Redacted]
Repeats					
% Repair 30 day Repeats	19.0	19.0	[Redacted]	[Redacted]	[Redacted]
Service Response ***					
Business Office Answertime (Seconds)	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
Business Office Calls Offered	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
Business Office Calls Answered	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
Repair Office Answertime (seconds)	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
Repair Office Calls Offered	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
Repair Office Calls Answered	n/a	n/a	[Redacted]	[Redacted]	[Redacted]
Customer Credits					
Total Credits ****			[Redacted]	[Redacted]	[Redacted]

Wholesale or inside wire/customer premise equipment.

Maintenance results include only customer troubles that are coded out to Network wire, Outside plant, Central office, Retest OK, Found OK in, No Trouble Found.

* Weekend and holiday time is excluded from the numerator.

*** Reflects total West Virginia volumes (Citizens Telecommunications Company of West Virginia and Frontier West Virginia)

**** Per revised tariff which went into effect 1/1/10.

REDACTED PUBLIC VERSION
West Virginia Service Quality Results

Mar-11

Completed within 5 days   =Confidential
 Orders 
 % Completed within 5 days 

Completed within 7 days 
 Orders 
 % Completed within 7 days 

Completed within 10 days 
 Orders 
 % Completed within 10 days 

Excluding weekends/holidays

	OOS < 24 hours	OOS < 48 hours	OOS < 72 hours	OOS < 96 hours	OOS > 96 hours
OOS Cleared					
OOS Base					
% OOS Cleared					

No Exclusions

	OOS < 24 hours	OOS < 48 hours	OOS < 72 hours	OOS < 96 hours	OOS > 96 hours
OOS Cleared					
OOS Base					
% OOS Cleared					

Excluding weekends/holidays

	AS < 24 hours	AS < 48 hours	AS < 72 hours	AS < 96 hours	AS > 96 hours
AS Cleared					
AS Base					
% AS Cleared					

No Exclusions

	AS < 24 hours	AS < 48 hours	AS < 72 hours	AS < 96 hours	AS > 96 hours
AS Cleared					
AS Base					
% AS Cleared					

Repair Comt Met 
 Total Network Troubles 
 % Repair Comt Met 

Repeats 
 Total Network Troubles 
 % Repeats 

REDACTED PUBLIC VERSION
West Virginia Service Quality Results

Feb-11

Completed within 5 days
 Orders
 % Completed within 5 days

 =Confidential

Completed within 7 days
 Orders
 % Completed within 7 days

Completed within 10 days
 Orders
 % Completed within 10 days

Excluding weekends/holidays

OOS Cleared
 OOS Base
 % OOS Cleared

OOS < 24 hours	OOS < 48 hours	OOS < 72 hours	OOS < 96 hours	OOS > 96 hours

No Exclusions

OOS Cleared
 OOS Base
 % OOS Cleared

OOS < 24 hours	OOS < 48 hours	OOS < 72 hours	OOS < 96 hours	OOS > 96 hours

Excluding weekends/holidays

AS Cleared
 AS Base
 % AS Cleared

AS < 24 hours	AS < 48 hours	AS < 72 hours	AS < 96 hours	AS > 96 hours

No Exclusions

AS Cleared
 AS Base
 % AS Cleared

AS < 24 hours	AS < 48 hours	AS < 72 hours	AS < 96 hours	AS > 96 hours

Repair Comt Met
 Total Network Troubles
 % Repair Comt Met

Repeats
 Total Network Troubles
 % Repeats

REDACTED PUBLIC VERSION
West Virginia Service Quality Results

Jan-11

Completed within 5 days
 Orders
 % Completed within 5 days

 =Confidential

Completed within 7 days
 Orders
 % Completed within 7 days

Completed within 10 days
 Orders
 % Completed within 10 days

Excluding weekends/holidays

OOS Cleared
 OOS Base
 % OOS Cleared

OOS < 24 hours	OOS < 48 hours	OOS < 72 hours	OOS < 96 hours	OOS > 96 hours

No Exclusions

OOS Cleared
 OOS Base
 % OOS Cleared

OOS < 24 hours	OOS < 48 hours	OOS < 72 hours	OOS < 96 hours	OOS > 96 hours

Excluding weekends/holidays

AS Cleared
 AS Base
 % AS Cleared

AS < 24 hours	AS < 48 hours	AS < 72 hours	AS < 96 hours	AS > 96 hours

No Exclusions

AS Cleared
 AS Base
 % AS Cleared

AS < 24 hours	AS < 48 hours	AS < 72 hours	AS < 96 hours	AS > 96 hours

Repair Comt Met
 Total Network Troubles
 % Repair Comt Met

Repeats
 Total Network Troubles
 % Repeats
