

Frontier Communications
Illinois ILEC Operations
Part 730 Service Results - 2000

	Jan.	Feb.	Mar.	Apr.	May	June	6 months
Percent Installations Within 5 Working Days or Customer Requested Date (if later)							
DePue	100%	100%	100%	100%	100%	100%	100%
FC of IL	95%	100%	100%	100%	100%	100%	99%
Lakeside	100%	100%	100%	100%	100%	100%	100%
Midland	100%	100%	100%	100%	100%	100%	100%
Orion	100%	100%	100%	100%	100%	100%	100%
Prairie	100%	100%	100%	100%	100%	100%	100%
Schuyler	96%	97%	98%	100%	100%	100%	99%
Mt. Pulaski	96%	100%	100%	100%	100%	100%	99%
State Total	98%	99%	99%	100%	100%	100%	99%
Trouble Reports Per 100 Access Lines							
DePue	0.8	0.3	1.5	0.7	0.6	1.5	0.9
FC of IL	1.0	0.8	1.0	1.2	1.2	1.3	1.1
Lakeside	1.1	1.0	0.7	1.4	4.3	1.5	1.7
Midland	1.2	1.3	1.9	1.2	1.7	2.4	1.6
Orion	0.5	0.5	1.1	0.9	1.0	1.5	0.9
Prairie	0.2	1.4	1.0	0.9	1.3	1.3	1.0
Schuyler	1.1	1.1	1.3	0.9	0.8	1.7	1.1
Mt. Pulaski	1.6	0.7	1.5	1.2	2.3	2.7	1.7
State Total	1.0	0.9	1.3	1.1	1.5	1.8	1.3
Percent Out of Service Cleared Within 24 Hrs.							
DePue	100%	100%	100%	100%	100%	100%	100%
FC of IL	100%	100%	100%	98%	99%	100%	99%
Lakeside	100%	100%	100%	100%	100%	100%	100%
Midland	98%	100%	98%	100%	100%	99%	99%
Orion	100%	100%	100%	100%	100%	97%	99%
Prairie	100%	100%	100%	100%	100%	100%	100%
Schuyler	100%	100%	97%	100%	96%	100%	99%
Mt. Pulaski	96%	100%	100%	100%	100%	100%	99%
State Total	99%	100%	99%	100%	99%	99%	99%

Note: These results include interruptions caused by emergency situations or natural disasters and misses that were customer negotiated.

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	Jan.	Feb.	Mar.	Apr.	May	June	6 months
Percent Dial Tone Speed In 3 Seconds							
DePue	100%	100%	100%	100%	100%	100%	100%
FC of IL	100%	100%	100%	100%	100%	100%	100%
Lakeside	100%	100%	100%	100%	100%	100%	100%
Midland	100%	100%	100%	100%	100%	100%	100%
Orion	100%	100%	100%	100%	100%	100%	100%
Prairie	100%	100%	100%	100%	100%	100%	100%
Schuyler	100%	100%	100%	100%	100%	100%	100%
Mt. Pulaski	100%	100%	100%	100%	100%	100%	100%
State Total	100%	100%	100%	100%	100%	100%	100%

**Operator Speed of Answer
 Toll & Assistance**

Frontier's local exchange carrier does not provide any operator service or information functions. Frontier has implemented interLATA and intraLATA presubscription in all of its serving areas. All toll assistance and non-local information calls are handled by the presubscribed or "dial around" carrier designated by the end user. All local information and "0" calls for Frontier's local exchange carrier customers are provisioned by Ameritech, GTE, or Consolidated Communications.

Operator Speed of Answer – Information

Frontier's local exchange carrier does not provide any operator service or information functions. Frontier has implemented interLATA and intraLATA presubscription in all of its serving areas. All toll assistance and non-local information calls are handled by the presubscribed or "dial around" carrier designated by the end user. All local information and "0" calls for Frontier's local exchange carrier customers are provisioned by Ameritech, GTE, or Consolidate Communications.

Trunk Groups Below Objective

Frontier switches provide an indicator (alarm report) which indicates all trunks busy conditions. Frontier is not experiencing all trunk busy conditions.