



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

TCG Illinois
for quarter ending June 30, 2004

| Performance Data | April | May | June | Quarterly Average |
|--|--------------|------------|-------------|--------------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 5.00 | 5.00 | 5.00 | 5.00 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 5.00 | 6.00 | 6.00 | 5.67 |
| C. Repair Office Answer Time [730.510(b)(1)] | 23.00 | 29.00 | 30.00 | 27.33 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 33.00 | 31.00 | 32.00 | 32.00 |
| E. Percent of Service Installations [730.540(a)] | 98.00% | 99.00% | 98.00% | 98.00% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 98.00% | 92.00% * | 97.00% | 96.00% |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 0.25 | 0.24 | 0.25 | 0.25 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 0.00% | 0.00% | 0.00% | 0.00% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 0.00% | 0.00% | 0.00% | 0.00% |
| J. Missed Repair Appointments [730.545(h)] | 0 | 0 | 0 | 0 |
| K. Missed Installation Appointments [730.540(d)] | 0 | 0 | 0 | 0 |

Comments

This report includes data for TCG Chicago, TCG Illinois and TCG St. Louis (collectively "TCG"). Under Performance Data - Code Part 730, Items H. thru K. - not able to report.



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