



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

**Verizon North Inc.**  
**for quarter ending June 30, 2007**

<b>Performance Data</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Quarterly Average</b>
<b>A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]</b>	3.18	3.20	3.96	3.45
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	4.31	5.70	7.14	5.72
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	16.76	19.69	23.99	20.15
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	40.26	32.55	17.66	30.16
<b>E. Percent of Service Installations [730.540(a)]</b>	97.66%	96.57%	95.70%	96.64%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	95.42%	95.36%	97.18%	95.98%
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	0.82	0.80	0.91	0.84
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	13.99%	13.59%	12.84%	13.47%
<b>I. Percent of Installation Trouble Reports [730.545(f)]</b>	4.61%	5.18%	5.31%	5.03%
<b>J. Missed Repair Appointments [730.545(h)]</b>	84	62	82	76
<b>K. Missed Installation Appointments [730.540(d)]</b>	77	63	87	76

**Comments**



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