



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

**Verizon North Inc.**  
**for quarter ending March 31, 2004**

<b>Performance Data</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarterly Average</b>
<b>A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]</b>	6.20	6.01	6.83	6.35
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	5.14	5.33	4.98	5.15
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	31.69	21.60	27.85	27.05
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	46.41	51.62	28.60	42.21
<b>E. Percent of Service Installations [730.540(a)]</b>	99.35%	99.49%	99.26%	99.36%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	97.05%	98.16%	96.38%	97.19%
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	0.77	0.63	1.02	0.81
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	11.89%	11.13%	11.21%	11.41%
<b>I. Percent of Installation Trouble Reports [730.545(f)]</b>	3.53%	4.69%	5.36%	4.52%
<b>J. Missed Repair Appointments [730.545(h)]</b>	17	6	26	16
<b>K. Missed Installation Appointments [730.540(d)]</b>	101	62	71	78

**Comments**



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