



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

Illinois Consolidated Telephone Company
for quarter ending March 31, 2004

| Performance Data | January | February | March | Quarterly Average |
|--|----------------|-----------------|--------------|--------------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 1.90 | 1.80 | 1.20 | 1.63 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 2.10 | 1.70 | 1.20 | 1.67 |
| C. Repair Office Answer Time [730.510(b)(1)] | 14.04 | 14.01 | 14.00 | 14.02 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 14.80 | 12.40 | 10.20 | 12.47 |
| E. Percent of Service Installations [730.540(a)] | 0.12% * | 0.36% * | 0.84% * | 0.44% * |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 4.06% * | 3.78% * | 1.75% * | 3.08% * |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 2.98 | 2.87 | 3.66 | 3.17 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 5.10% | 4.43% | 4.23% | 4.55% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 6.54% | 7.01% | 7.48% | 7.02% |
| J. Missed Repair Appointments [730.545(h)] | 0 | 0 | 0 | 0 |
| K. Missed Installation Appointments [730.540(d)] | 1 | 2 | 3 | 2 |

Comments



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