



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

**Call One Inc.**  
**Call One**  
**for quarter ending September 30, 2012**

<b>Performance Data</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>Quarterly Average</b>
<b>A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]</b>	1.32	0.80	1.35	1.16
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	3.95	4.50	4.32	4.26
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	20.00	20.00	20.00	20.00
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	20.00	20.00	20.00	20.00
<b>E. Percent of Service Installations [730.540(a)]</b>	95.00%	95.00%	83.00% *	91.00%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	85.50% *	94.90% *	95.20%	91.90% *
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	1.12	1.77	1.36	1.42
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	2.46%	3.06%	0.00%	1.84%
<b>I. Percent of Installation Trouble Reports [730.545(f)]</b>	0.00%	0.00%	0.00%	0.00%
<b>J. Missed Repair Appointments [730.545(h)]</b>	0	0	0	0
<b>K. Missed Installation Appointments [730.540(d)]</b>	0	0	0	0

**Comments**

Credit dollars and number of credits derived from internal sources. Some "Performance Data" obtained from vendor sources.



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