



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

Frontier Communications - Midland, Inc.
for quarter ending September 30, 2012

| Performance Data | July | August | September | Quarterly Average |
|--|-------------|---------------|------------------|--------------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 2.00 | 1.70 | 1.70 | 1.80 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 7.40 | 11.19 * | 6.84 | 8.48 |
| C. Repair Office Answer Time [730.510(b)(1)] | 97.00 * | 38.00 | 23.00 | 52.67 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 115.00 * | 38.00 | 51.00 | 68.00 * |
| E. Percent of Service Installations [730.540(a)] | 100.00% | 100.00% | 100.00% | 100.00% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 98.61% | 98.77% | 92.86% * | 96.74% |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 1.20 | 1.68 | 2.20 | 1.69 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 19.51% | 24.56% * | 21.62% * | 21.90% * |
| I. Percent of Installation Trouble Reports [730.545(f)] | 0.00% | 0.00% | 0.00% | 0.00% |
| J. Missed Repair Appointments [730.545(h)] | 3 | 3 | 9 | 5 |
| K. Missed Installation Appointments [730.540(d)] | 1 | 1 | 0 | 1 |

Comments



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