



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

AT&T Communications of Illinois, 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)]	7.40	11.19 *	6.84	8.48
B. Operator Answer Time - Information [730.510(a)(1)]	2.00	1.70	1.70	1.80
C. Repair Office Answer Time [730.510(b)(1)]	58.36	30.39	15.00	34.58
D. Business or Customer Service Answer Time [730.510(b)(1)]	28.75	116.41 *	180.81 *	108.66 *
E. Percent of Service Installations [730.540(a)]	81.65% *	100.00%	98.64%	93.43%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.22%	95.83%	100.00%	97.68%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.06	0.09	4.44	1.53
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	3.66%	2.86%	2.17%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	1	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

Item A met for qtr on avg. D represents ntl/multi-state rslts. Rslts for Aug & Sep due to increased call volume. E perf driven by rslts for lg bus customers. F rslts as per PA 096-0927. Rslts for Item I not available.



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