



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

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

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	7.89	8.95	8.68	8.51
B. Operator Answer Time - Information [730.510(a)(1)]	5.57	6.51	5.30	5.79
C. Repair Office Answer Time [730.510(b)(1)]	16.00	30.00	59.00	35.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	27.00	29.00	67.00 *	41.00
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)]	98.11%	100.00%	97.59%	98.57%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.86	1.18	1.27	1.10
H. Percent Repeat Trouble Reports [730.545(c)]	13.33%	17.07%	4.55%	11.65%
I. Percent of Installation Trouble Reports [730.545(f)]	3.33%	0.00%	0.00%	1.11%
J. Missed Repair Appointments [730.545(h)]	1	2	3	2
K. Missed Installation Appointments [730.540(d)]	0	1	1	1

Comments

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