



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

RCN Telecom Services of Illinois, LLC
for quarter ending March 31, 2012

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	9.00	9.00	9.00	9.00
B. Operator Answer Time - Information [730.510(a)(1)]	9.00	9.00	9.00	9.00
C. Repair Office Answer Time [730.510(b)(1)]	86.00 *	58.00	66.00 *	70.00 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	86.00 *	58.00	66.00 *	70.00 *
E. Percent of Service Installations [730.540(a)]	95.00%	96.00%	97.00%	96.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	0.20% *	0.30% *	0.74% *	1.00% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.86	0.84	0.74	0.81
H. Percent Repeat Trouble Reports [730.545(c)]	11.10%	8.80%	12.10%	11.00%
I. Percent of Installation Trouble Reports [730.545(f)]	4.90%	2.20%	2.70%	3.00%
J. Missed Repair Appointments [730.545(h)]	5	8	0	4
K. Missed Installation Appointments [730.540(d)]	14	30	37	27

Comments



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