



**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 March 31, 2012**

<b>Performance Data</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarterly Average</b>
<b>A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]</b>	1.40	2.80	2.40	2.20
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	8.34	6.41	8.43	7.73
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	93.94 *	28.80	62.54 *	61.76 *
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	41.90	18.29	175.19 *	78.46 *
<b>E. Percent of Service Installations [730.540(a)]</b>	99.52%	100.00%	100.00%	99.84%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	97.22%	87.18% *	91.43% *	91.94% *
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	0.09	0.08	0.08	0.08
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	0.00%	13.51%	1.25%	4.92%
<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**

C rslts missed by <2 s for the qtr on avg. D represents ntl/multi-state rslts. F rslts as per PA 096-0927. F rslts missed by <2 troubles on avg per month. Rslts for Item I not available.



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