



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

**TCG Illinois**  
**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>	71.00 *	50.00	78.00 *	66.33 *
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	6.00	6.00	12.00	8.00
<b>E. Percent of Service Installations [730.540(a)]</b>	92.59%	96.15%	82.46% *	90.40%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	100.00%	100.00%	100.00%	100.00%
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	3.51	3.46	4.33	3.77
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	2.06%	2.74%	2.34%	2.38%
<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	3	0	1
<b>K. Missed Installation Appointments [730.540(d)]</b>	2	0	7	3

**Comments**

Data for TCG Chicago, TCG Illinois and TCG St. Louis (collectively "TCG"). Item C results missed by <7s for the qtr on avg. E results for March missed by 7 installations. F results as per PA 096-0927.



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