



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

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**Frontier North Inc.**  
**for quarter ending December 31, 2011**

<b>Performance Data</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Quarterly Average</b>
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.38	0.48	0.40	0.42
B. Operator Answer Time - Information [730.510(a)(1)]	0.37	0.61	0.44	0.47
C. Repair Office Answer Time [730.510(b)(1)]	2.64	2.38	1.91	2.31
D. Business or Customer Service Answer Time [730.510(b)(1)]	19.82	23.49	49.39	30.90
E. Percent of Service Installations [730.540(a)]	93.02%	99.09%	92.81%	94.97%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	96.68%	95.75%	97.61%	96.68%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.74	0.74	0.79	0.76
H. Percent Repeat Trouble Reports [730.545(c)]	15.88%	15.05%	15.65%	15.53%
I. Percent of Installation Trouble Reports [730.545(f)]	8.66%	8.67%	9.90%	9.08%
J. Missed Repair Appointments [730.545(h)]	10	14	31	18
K. Missed Installation Appointments [730.540(d)]	135	75	98	103

**Comments**

Frontier North



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