



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

Frontier Communications - Schuyler, Inc.
for quarter ending December 31, 2011

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.60	0.80	1.30	0.90
B. Operator Answer Time - Information [730.510(a)(1)]	2.04	5.78	7.37	5.06
C. Repair Office Answer Time [730.510(b)(1)]	56.00	45.00	41.00	47.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	81.00 *	99.00 *	94.00 *	91.33 *
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)]	93.75% *	92.86% *	100.00%	95.53%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.40	1.00	0.70	0.70
H. Percent Repeat Trouble Reports [730.545(c)]	33.00% *	0.00%	7.00%	13.33%
I. Percent of Installation Trouble Reports [730.545(f)]	8.33%	0.00%	4.00%	4.11%
J. Missed Repair Appointments [730.545(h)]	2	2	4	3
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

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