



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

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

<b>Performance Data</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Quarterly Average</b>
<b>A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]</b>	0.60	0.80	1.30	0.90
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	2.04	5.78	7.37	5.06
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	56.00	45.00	41.00	47.33
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	81.00 *	99.00 *	94.00 *	91.33 *
<b>E. Percent of Service Installations [730.540(a)]</b>	100.00%	100.00%	100.00%	100.00%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	100.00%	87.10% *	96.97%	94.69% *
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	1.30	1.50	1.60	1.47
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	6.00%	5.00%	7.00%	6.00%
<b>I. Percent of Installation Trouble Reports [730.545(f)]</b>	5.41%	8.62%	12.20%	8.74%
<b>J. Missed Repair Appointments [730.545(h)]</b>	1	5	5	4
<b>K. Missed Installation Appointments [730.540(d)]</b>	0	0	0	0

**Comments**

Midland



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