



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

Charter Fiberlink-Illinois, LLC
for quarter ending December 31, 2011

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.06	0.06	0.06	0.06
C. Repair Office Answer Time [730.510(b)(1)]	0.13	0.08	0.14	0.12
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.11	0.09	0.20	0.13
E. Percent of Service Installations [730.540(a)]	93.42%	94.26%	93.89%	93.83%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	95.74%	97.73%	97.46%	94.76% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	3.09	2.81	2.34	2.75
H. Percent Repeat Trouble Reports [730.545(c)]	10.62%	16.21%	16.34%	17.66%
I. Percent of Installation Trouble Reports [730.545(f)]	5.33%	4.93%	4.00%	4.78%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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