



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

Shawnee Telephone Company
for quarter ending December 31, 2013

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.90	1.00	0.90	0.93
B. Operator Answer Time - Information [730.510(a)(1)]	2.80	3.60	3.40	3.27
C. Repair Office Answer Time [730.510(b)(1)]	2.00	2.00	2.00	2.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	2.00	2.00	2.00	2.00
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 < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.83	1.30	1.57	1.57
H. Percent Repeat Trouble Reports [730.545(c)]	2.27%	1.33%	1.27%	1.63%
I. Percent of Installation Trouble Reports [730.545(f)]	3.70%	0.00%	1.32%	1.68%
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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