



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

**C-R Telephone Company**  
**Fairpoint Communications / C-R Telephone Company**  
**for quarter ending December 31, 2013**

<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>	3.00	3.60	4.00	3.53
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	4.52	8.55	9.90	7.66
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	22.00	24.00	30.00	25.33
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	19.00	29.00	47.00	31.67
<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; 30 Hours [730.535(a)]</b>	100.00%	100.00%	100.00%	100.00%
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	1.19	1.00	1.82	1.34
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	16.67%	0.00%	10.00%	8.89%
<b>I. Percent of Installation Trouble Reports [730.545(f)]</b>	0.00%	0.00%	0.00%	0.00%
<b>J. Missed Repair Appointments [730.545(h)]</b>	0	0	0	0
<b>K. Missed Installation Appointments [730.540(d)]</b>	0	0	0	0

**Comments**



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

---

**C-R Telephone Company**  
**Fairpoint Communications / C-R Telephone Company**  
**for quarter ending December 31, 2013**