



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

Charter Fiberlink-Illinois, LLC
for quarter ending September 30, 2011

Performance Data	July	August	September	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)]	0.10	0.16	0.07	0.11
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.16	0.14	0.10	0.13
E. Percent of Service Installations [730.540(a)]	91.87%	77.44% *	75.15% *	80.00% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	94.45% *	94.24% *	95.78%	94.76% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	4.28	4.10	3.31	3.90
H. Percent Repeat Trouble Reports [730.545(c)]	14.12%	22.00% *	16.92%	17.66%
I. Percent of Installation Trouble Reports [730.545(f)]	4.88%	4.14%	1.85%	3.46%
J. Missed Repair Appointments [730.545(h)]	222	180	137	180
K. Missed Installation Appointments [730.540(d)]	34	51	38	41

Comments



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