



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

**Charter Fiberlink-Illinois, LLC**  
**for quarter ending June 30, 2011**

<b>Performance Data</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Quarterly Average</b>
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)]	0.12	0.16	0.18	0.15
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.07	0.07	0.08	0.07
E. Percent of Service Installations [730.540(a)]	98.80%	98.61%	97.52%	98.30%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.49%	95.27%	91.07% *	94.49% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	3.30	3.20	3.86	3.45
H. Percent Repeat Trouble Reports [730.545(c)]	9.81%	16.77%	16.98%	14.86%
I. Percent of Installation Trouble Reports [730.545(f)]	5.15%	4.16%	2.14%	3.86%
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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