



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

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

Performance Data	January	February	March	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)]	0.06	0.06	0.13	0.08
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.07	0.04	0.09	0.07
E. Percent of Service Installations [730.540(a)]	98.78%	98.02%	99.10%	98.61%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	84.56% *	92.12% *	94.80% *	93.03% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	3.35	2.99	3.12	3.15
H. Percent Repeat Trouble Reports [730.545(c)]	12.65%	16.49%	13.20%	14.10%
I. Percent of Installation Trouble Reports [730.545(f)]	4.61%	4.12%	3.63%	4.12%
J. Missed Repair Appointments [730.545(h)]	76	89	66	77
K. Missed Installation Appointments [730.540(d)]	17	30	26	24

Comments



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