



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

**Frontier North Inc.**  
**for quarter ending March 31, 2011**

<b>Performance Data</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarterly Average</b>
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.32	1.39	1.34	1.35
B. Operator Answer Time - Information [730.510(a)(1)]	0.97	1.10	1.04	1.04
C. Repair Office Answer Time [730.510(b)(1)]	1.92	3.42	4.68	3.34
D. Business or Customer Service Answer Time [730.510(b)(1)]	60.49 *	45.15	40.63	48.76
E. Percent of Service Installations [730.540(a)]	95.44%	95.82%	98.01%	96.42%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	96.00%	96.71%	98.60%	97.13%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.73	0.67	0.61	0.67
H. Percent Repeat Trouble Reports [730.545(c)]	16.04%	13.73%	15.06%	14.94%
I. Percent of Installation Trouble Reports [730.545(f)]	7.89%	8.20%	6.86%	7.65%
J. Missed Repair Appointments [730.545(h)]	33	46	24	34
K. Missed Installation Appointments [730.540(d)]	65	90	97	84

**Comments**

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