



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

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**Henry County Telephone Company**  
**for quarter ending December 31, 2010**

<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>	1.40	2.20	3.70	2.43
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	8.97	11.41 *	6.40	8.93
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	13.40	11.00	3.70	9.37
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	19.00	17.60	9.50	15.37
<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; 24 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>	0.89	0.27	1.78	0.98
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	0.00%	0.00%	0.00%	0.00%
<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**



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