



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

Cordia Communications Corp.
for quarter ending December 31, 2010

| Performance Data | October | November | December | 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)] | 0.00 | 0.00 | 0.00 | 0.00 |
| C. Repair Office Answer Time [730.510(b)(1)] | 26.00 | 26.00 | 26.00 | 26.00 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 21.00 | 21.00 | 21.00 | 21.00 |
| E. Percent of Service Installations [730.540(a)] | 0.00% * | 0.00% * | 0.00% * | 0.00% * |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 17.86% * | 18.75% * | 20.00% * | 18.87% * |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 2.00 | 2.29 | 1.79 | 2.03 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 0.00% | 0.00% | 0.00% | 0.00% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 0.00% | 0.00% | 0.00% | 0.00% |
| 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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