



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

**ACN Communication Services, Inc.**  
**for quarter ending June 30, 2013**

<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)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	49.00	1.06	1.07	17.04
D. Business or Customer Service Answer Time [730.510(b)(1)]	1.02	1.33	1.35	1.23
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 < 30 Hours [730.535(a)]	58.97% *	35.48% *	57.69% *	50.71% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.36	1.10	0.95	1.14
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**

No new installs performed in reporting period. Service outage credits are not tracked based off of length of the outage, only totals can be provided. Additionally, call data figures are national statistics as we do not track call data by state.



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