



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

**Global TelData, LLC**  
**for quarter ending September 30, 2010**

<b>Performance Data</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>Quarterly Average</b>
<b>A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]</b>	1.31	1.40	1.36	1.36
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	2.98	2.97	2.70	2.88
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	18.96	19.01	16.25	18.07
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	31.15	31.96	29.16	30.76
<b>E. Percent of Service Installations [730.540(a)]</b>	96.12%	92.80%	91.40%	93.44%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	95.89%	96.10%	97.08%	96.87%
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	5.10	4.96	5.33	5.13
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	3.12%	4.00%	3.80%	3.64%
<b>I. Percent of Installation Trouble Reports [730.545(f)]</b>	3.50%	3.90%	4.23%	3.88%
<b>J. Missed Repair Appointments [730.545(h)]</b>	3	5	4	4
<b>K. Missed Installation Appointments [730.540(d)]</b>	0	1	0	0

**Comments**



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

---

**Global TelData, LLC**  
**for quarter ending September 30, 2010**