



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

France Telecom Corporate Solutions L.L.C.
for quarter ending September 30, 2010

| Performance Data | July | August | September | Quarterly Average |
|--|-------------|---------------|------------------|--------------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 0.90 | 1.00 | 1.00 | 0.97 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 5.90 | 5.00 | 5.60 | 5.50 |
| C. Repair Office Answer Time [730.510(b)(1)] | 0.00 | 0.00 | 0.00 | 0.00 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 0.00 | 0.00 | 0.00 | 0.00 |
| E. Percent of Service Installations [730.540(a)] | 100.00% | 100.00% | 100.00% | 100.00% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 100.00% | 100.00% | 100.00% | 100.00% |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 0.00 | 0.00 | 0.00 | 0.00 |
| 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

FTCS is a non-facilities based reseller with only 3 customers within IL. It does not purchase wholesale services. Its underlying carriers file Service Quality Reports for the services provided to our customers.



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