



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

C-R Telephone Company
Fairpoint Communications / C-R Telephone Company
for quarter ending September 30, 2010

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.60	1.20	0.90	1.23
B. Operator Answer Time - Information [730.510(a)(1)]	5.80	5.60	3.80	5.07
C. Repair Office Answer Time [730.510(b)(1)]	40.00	29.00	33.00	34.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	49.00	39.00	33.00	40.33
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)]	3.67	2.15	3.06	2.96
H. Percent Repeat Trouble Reports [730.545(c)]	8.33%	4.55%	0.00%	4.30%
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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