



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

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**TDS Metrocom, LLC**  
**for quarter ending March 31, 2010**

<b>Performance Data</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarterly Average</b>
<b>A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]</b>	7.30	8.10	6.90	7.43
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	7.30	8.10	6.90	7.43
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	19.00	9.00	9.00	12.33
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	190.00 *	52.00	69.00 *	103.67 *
<b>E. Percent of Service Installations [730.540(a)]</b>	100.00%	100.00%	100.00%	100.00%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	17.00% *	13.00% *	13.00% *	14.00% *
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	2.65	3.88	2.55	3.03
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	9.50%	11.60%	8.80%	10.00%
<b>I. Percent of Installation Trouble Reports [730.545(f)]</b>	1.56%	1.51%	2.52%	1.90%
<b>J. Missed Repair Appointments [730.545(h)]</b>	0	0	0	0
<b>K. Missed Installation Appointments [730.540(d)]</b>	0	0	0	0

**Comments**



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