



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

**United Communications Systems, Inc.**  
**Call One**  
**for quarter ending December 31, 2009**

<b>Performance Data</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Quarterly Average</b>
<b>A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]</b>	1.73	2.57	2.55	2.28
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	4.32	4.28	4.19	4.26
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	20.00	20.00	20.00	20.00
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	20.00	20.00	20.00	20.00
<b>E. Percent of Service Installations [730.540(a)]</b>	95.31%	96.54%	98.14%	96.64%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	95.44%	94.75% *	93.03% *	94.40% *
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	1.62	1.33	1.35	1.43
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	8.08%	9.10%	7.95%	8.35%
<b>I. Percent of Installation Trouble Reports [730.545(f)]</b>	13.08%	10.92%	10.70%	11.60%
<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**

Credit dollars and number of credits derived from internal sources. Some "Performance Data" obtained from vendor sources.



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