



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

PaeTec Communications, Inc.
for quarter ending September 30, 2009

| Performance Data | July | August | September | Quarterly Average |
|--|-------------|---------------|------------------|--------------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 0.05 | 0.05 | 0.05 | 0.05 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 0.01 | 0.01 | 0.01 | 0.01 |
| C. Repair Office Answer Time [730.510(b)(1)] | 0.58 | 0.31 | 0.06 | 0.32 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 0.04 | 0.05 | 0.07 | 0.05 |
| E. Percent of Service Installations [730.540(a)] | 90.00% | 90.00% | 90.00% | 90.00% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 71.43% * | 70.80% * | 72.14% * | 71.46% * |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 2.76 | 3.05 | 2.51 | 2.77 |
| 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

Not all info is for state of IL
Performance data: A & B) only op times aval. C & D) Whole comp info. E) Reg#
F) All comp. tickets G) IL data only. Columns with '0' mean PAETEC was unable to obtain info



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