



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

Frontier Communications - Midland, Inc.
for quarter ending March 31, 2009

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	4.80	5.00	4.00	4.60
B. Operator Answer Time - Information [730.510(a)(1)]	5.09	5.25	4.86	5.07
C. Repair Office Answer Time [730.510(b)(1)]	34.00	20.00	30.00	28.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	269.00 *	237.00 *	164.00 *	223.33 *
E. Percent of Service Installations [730.540(a)]	96.55%	93.98%	97.35%	95.96%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	95.83%	100.00%	92.68% *	95.97%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.70	1.40	1.50	1.53
H. Percent Repeat Trouble Reports [730.545(c)]	12.00%	9.00%	2.00%	7.87%
I. Percent of Installation Trouble Reports [730.545(f)]	5.17%	6.77%	5.31%	5.75%
J. Missed Repair Appointments [730.545(h)]	3	4	4	4
K. Missed Installation Appointments [730.540(d)]	4	8	3	5

Comments



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