



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

**Global TelData, LLC**  
**for quarter ending December 31, 2008**

<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>	1.56	1.93	2.53	2.01
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	4.53	4.06	4.55	4.38
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	22.13	50.46	145.97 *	72.85 *
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	92.25 *	59.86	57.88	70.00 *
<b>E. Percent of Service Installations [730.540(a)]</b>	94.78%	97.20%	96.33%	96.01%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	96.44%	97.96%	94.74% *	96.31%
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	1.50	1.00	1.50	1.33
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	10.70%	9.59%	5.90%	8.70%
<b>I. Percent of Installation Trouble Reports [730.545(f)]</b>	0.00%	0.00%	0.00%	0.00%
<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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