



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

**AT&T Communications of Illinois, Inc.**  
**for quarter ending September 30, 2008**

<b>Performance Data</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>Quarterly Average</b>
<b>A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]</b>	5.10	4.20	4.50	4.60
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	5.15	4.82	4.77	4.91
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	62.00 *	15.00	34.00	37.00
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	8.00	8.00	8.00	8.00
<b>E. Percent of Service Installations [730.540(a)]</b>	100.00%	99.83%	100.00%	99.94%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	80.85% *	81.00% *	82.35% *	81.40% *
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	0.19	0.19	0.14	0.17
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	3.35%	5.52%	3.60%	4.16%
<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	1	0	0
<b>K. Missed Installation Appointments [730.540(d)]</b>	0	0	0	0

**Comments**

C&D represents IL Lg. bus.; Nat. Sm. bus. results = Jul 18&6; Aug 16&10; Sep 26&6 ; Item C due to one call; Item F due in part to weather; Item I results not available



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