



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

**Global Crossing Telemanagement, Inc.**  
**for quarter ending March 31, 2008**

| <b>Performance Data</b>  | <b>January</b> | <b>February</b> | <b>March</b> | <b>Quarterly Average</b> |
|--|----------------|-----------------|--------------|--------------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]       | 0.00           | 0.00            | 0.00         | 0.00                     |
| B. Operator Answer Time - Information [730.510(a)(1)]                  | 0.00           | 0.00            | 0.00         | 0.00                     |
| C. Repair Office Answer Time [730.510(b)(1)]                           | 17.00          | 14.00           | 17.00        | 16.00                    |
| D. Business or Customer Service Answer Time [730.510(b)(1)]            | 17.00          | 14.00           | 17.00        | 16.00                    |
| E. Percent of Service Installations [730.540(a)]                       | 100.00%        | 100.00%         | 100.00%      | 100.00%                  |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 0.00% *        | 100.00%         | 0.60% *      | 0.80% *                  |
| G. Trouble Reports per 100 Access Lines [ 730.545(a)]                  | 0.16           | 0.32            | 0.81         | 0.43                     |
| 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**

A,B - not applicable, Operator Services provided by LEC

I,J,K - not applicable, GC Telemanagement provides services using resold network elements from LEC



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