



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

Comcast Phone of Illinois, LLC
CIMCO, a division of Comcast Business Services
Comcast Digital Phone

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.28	0.21	0.24	0.24
B. Operator Answer Time - Information [730.510(a)(1)]	0.70	0.90	0.90	0.83
C. Repair Office Answer Time [730.510(b)(1)]	41.00	71.00 *	39.00	50.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	41.00	71.00 *	39.00	50.33
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)]	99.52%	98.85%	98.12%	98.96%
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.89	2.62	3.79	3.10
H. Percent Repeat Trouble Reports [730.545(c)]	12.38%	13.70%	14.72%	13.41%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	70	66	97	78
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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