



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

Charter Fiberlink-Illinois, LLC
for quarter ending December 31, 2007

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	6.00	6.00	6.00	6.00
B. Operator Answer Time - Information [730.510(a)(1)]	81,069.00 *	80,563.00 *	88,635.00 *	83,422.33 *
C. Repair Office Answer Time [730.510(b)(1)]	22.00	27.00	17.00	22.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	7.00	12.00	10.00	9.67
E. Percent of Service Installations [730.540(a)]	87.80% *	77.49% *	77.82% *	80.73% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	89.75% *	92.45% *	88.05% *	90.05% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.73	2.71	2.75	2.73
H. Percent Repeat Trouble Reports [730.545(c)]	21.36% *	22.95% *	22.77% *	22.39% *
I. Percent of Installation Trouble Reports [730.545(f)]	11.41%	11.91%	11.91%	11.76%
J. Missed Repair Appointments [730.545(h)]	34	17	38	30
K. Missed Installation Appointments [730.540(d)]	30	29	73	44

Comments



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