



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

**Sage Telecom, Inc.**  
**for quarter ending December 31, 2007**

<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>	0.00	0.00	0.00	0.00
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	0.00	0.00	0.00	0.00
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	0.22	0.14	0.49	0.28
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	0.24	0.25	0.57	0.35
<b>E. Percent of Service Installations [730.540(a)]</b>	98.00%	100.00%	99.00%	99.00%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	65.00% *	63.00% *	70.00% *	66.00% *
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	2.46	1.74	1.99	2.06
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	16.00%	12.00%	15.00%	14.33%
<b>I. Percent of Installation Trouble Reports [730.545(f)]</b>	13.00%	14.00%	11.00%	9.33%
<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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