



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

**Trinsic Communications, Inc.**  
**for quarter ending December 31, 2006**

<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>	33.50	30.20	34.00	32.57
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	35.50	25.50	23.80	28.27
<b>E. Percent of Service Installations [730.540(a)]</b>	44.44% *	56.25% *	53.33% *	51.07% *
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	99.00%	97.17%	100.00%	99.28%
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	1.39	1.83	1.05	1.42
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	16.86%	17.43%	16.67%	17.06%
<b>I. Percent of Installation Trouble Reports [730.545(f)]</b>	1.16%	0.91%	0.00%	0.78%
<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**

Repair Office and Customer Service call answer time is nationwide data, not state specific.  
Operator answer time is same as ILEC's.



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