



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

Frontier Communications - Midland, Inc.
for quarter ending September 30, 2006

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.80	5.50	4.70	5.33
B. Operator Answer Time - Information [730.510(a)(1)]	5.04	3.88	4.70	4.54
C. Repair Office Answer Time [730.510(b)(1)]	28.00	17.00	14.00	19.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	56.00	55.00	44.00	51.67
E. Percent of Service Installations [730.540(a)]	100.00%	87.76% *	92.68%	93.48%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.14%	95.16%	100.00%	98.10%
G. Trouble Reports per 100 Access Lines [730.545(a)]	3.60	2.00	1.90	2.50
H. Percent Repeat Trouble Reports [730.545(c)]	4.64%	17.86%	1.22%	7.26%
I. Percent of Installation Trouble Reports [730.545(f)]	8.57%	2.04%	14.63%	8.42%
J. Missed Repair Appointments [730.545(h)]	10	13	9	11
K. Missed Installation Appointments [730.540(d)]	0	6	3	3

Comments



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