



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

**MCC Telephony of Illinois, Inc.**  
**for quarter ending June 30, 2006**

<b>Performance Data</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Quarterly Average</b>
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	8.34	7.47	9.30	8.37
B. Operator Answer Time - Information [730.510(a)(1)]	3.09	3.77	3.67	3.51
C. Repair Office Answer Time [730.510(b)(1)]	41.00	17.00	100.00 *	52.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	41.00	17.00	100.00 *	52.67
E. Percent of Service Installations [730.540(a)]	97.00%	99.00%	98.00%	98.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.00%	100.00%	100.00%	99.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	8.00 *	6.00	5.00	6.33 *
H. Percent Repeat Trouble Reports [730.545(c)]	13.00%	13.00%	14.00%	13.00%
I. Percent of Installation Trouble Reports [730.545(f)]	5.00%	6.00%	3.00%	5.00%
J. Missed Repair Appointments [730.545(h)]	28	31	17	25
K. Missed Installation Appointments [730.540(d)]	31	48	52	44

**Comments**



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