



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

Comcast Phone of Illinois, LLC
CIMCO, a division of Comcast Business Services
Comcast Digital Phone

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.62	0.21	0.21	0.35
B. Operator Answer Time - Information [730.510(a)(1)]	4.20	3.80	2.80	3.60
C. Repair Office Answer Time [730.510(b)(1)]	39.00	50.00	32.00	40.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	39.00	50.00	32.00	40.33
E. Percent of Service Installations [730.540(a)]	96.92%	97.22%	90.32%	96.88%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	98.71%	99.38%	98.64%	98.91%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.18	1.27	1.15	1.20
H. Percent Repeat Trouble Reports [730.545(c)]	19.55%	17.82%	16.23%	17.94%
I. Percent of Installation Trouble Reports [730.545(f)]	10.34%	13.10%	38.71% *	12.03%
J. Missed Repair Appointments [730.545(h)]	407	377	355	380
K. Missed Installation Appointments [730.540(d)]	28	26	2	19

Comments



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