



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

NOS Communications, Inc.
011 Communications
Blueridge Telecom Systems

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	4.02	3.74	4.06	3.94
B. Operator Answer Time - Information [730.510(a)(1)]	4.52	4.74	4.43	4.56
C. Repair Office Answer Time [730.510(b)(1)]	27.70	21.33	25.22	24.75
D. Business or Customer Service Answer Time [730.510(b)(1)]	23.01	19.47	23.35	21.94
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	68.00% *	73.00% *	71.00% *	70.67% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.23	0.97	1.02	1.07
H. Percent Repeat Trouble Reports [730.545(c)]	30.00% *	21.00% *	14.00%	21.67% *
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	1.00%	0.00%	0.33%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

NOS obtained information from ILEC to complete Performance. ILEC does not provide data for 730 (j) and (k). Currently we do not track information for section 732.30 (a), (b) & (c) by state.



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

NOS Communications, Inc.
011 Communications
Blueridge Telecom Systems