



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

Frontier Communications - Midland, Inc.
for quarter ending December 31, 2012

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.90	2.40	1.90	2.07
B. Operator Answer Time - Information [730.510(a)(1)]	9.03	7.58	11.01 *	9.21
C. Repair Office Answer Time [730.510(b)(1)]	13.00	10.00	14.00	12.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	18.00	13.00	14.00	15.00
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 < 30 Hours [730.535(a)]	98.93%	97.77%	98.87%	98.52%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.72	1.08	1.38	1.39
H. Percent Repeat Trouble Reports [730.545(c)]	10.00%	9.30%	16.67%	11.99%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	42	50	32	41
K. Missed Installation Appointments [730.540(d)]	0	1	0	0

Comments



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