



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

**New Millennium Telecommunications, Inc.**  
**for quarter ending June 30, 2005**

<b>Performance Data</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Quarterly Average</b>
<b>A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]</b>	3.45	3.59	3.74	3.59
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	5.17	5.04	5.20	5.14
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	4.30	4.15	4.50	4.32
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	4.00	3.30	4.10	3.80
<b>E. Percent of Service Installations [730.540(a)]</b>	97.43%	97.45%	97.73%	97.53%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	97.10%	97.16%	96.24%	96.83%
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	1.72	1.66	1.93	1.77
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	10.71%	9.93%	10.51%	10.38%
<b>I. Percent of Installation Trouble Reports [730.545(f)]</b>	0.39%	0.00%	0.00%	0.13%
<b>J. Missed Repair Appointments [730.545(h)]</b>	0	3	0	1
<b>K. Missed Installation Appointments [730.540(d)]</b>	0	0	0	0

**Comments**



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