



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

**PaeTec Communications, Inc.**  
**for quarter ending September 30, 2012**

<b>Performance Data</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>Quarterly Average</b>
<b>A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]</b>	0.05	0.05	0.05	0.05
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	0.01	0.01	0.01	0.01
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	81.00 *	86.00 *	62.00 *	76.33 *
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	53.80	49.50	52.80	52.03
<b>E. Percent of Service Installations [730.540(a)]</b>	90.00%	90.00%	90.00%	90.00%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	88.40% *	89.70% *	90.41% *	89.50% *
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	2.16	3.48	2.71	2.78
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	0.00%	0.00%	0.00%	0.00%
<b>I. Percent of Installation Trouble Reports [730.545(f)]</b>	0.00%	0.00%	0.00%	0.00%
<b>J. Missed Repair Appointments [730.545(h)]</b>	0	0	0	0
<b>K. Missed Installation Appointments [730.540(d)]</b>	0	0	0	0

**Comments**

The call volumes increased during the summer months which caused the Repair Office Average Answer times to be higher than normal.



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