



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

Frontier Communications - Midland, Inc.
for quarter ending September 30, 2004

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.04	2.91	2.82	2.92
B. Operator Answer Time - Information [730.510(a)(1)]	5.16	4.90	4.93	5.00
C. Repair Office Answer Time [730.510(b)(1)]	24.00	28.00	15.00	22.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	15.00	68.00 *	31.00	38.00
E. Percent of Service Installations [730.540(a)]	90.00%	95.38%	96.55%	96.27%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	0.00% *	0.00% *	1.27% *	0.41% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.30	1.70	2.60	2.20
H. Percent Repeat Trouble Reports [730.545(c)]	10.53%	5.95%	7.09%	8.00%
I. Percent of Installation Trouble Reports [730.545(f)]	13.33%	1.54%	1.72%	5.46%
J. Missed Repair Appointments [730.545(h)]	20	11	10	14
K. Missed Installation Appointments [730.540(d)]	6	3	2	4

Comments



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