



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

MCImetro Access Transmission Services, Inc.
for quarter ending March 31, 2004

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	2.00	2.00	2.00	2.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	2.00	2.00	2.00	2.00
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 < 24 Hours [730.535(a)]	2.85% *	3.42% *	3.02% *	3.10% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.06	1.03	0.70	0.93
H. Percent Repeat Trouble Reports [730.545(c)]	5.99%	5.69%	5.98%	5.89%
I. Percent of Installation Trouble Reports [730.545(f)]	12.63%	12.50%	13.55%	12.89%
J. Missed Repair Appointments [730.545(h)]	92	103	156	117
K. Missed Installation Appointments [730.540(d)]	2	2	2	2

Comments

No data is available for Sections 730-A & B, info is reported by the ILEC. MCImetro Access' customers are fully dependant on SBC for repair & maintenance activity, such as OOS tickets, missed repair appointments resolution, and repeat failures.



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