



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

**RCN Telecom Services of Illinois, LLC**  
**for quarter ending March 31, 2010**

<b>Performance Data</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarterly Average</b>
<b>A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]</b>	7.00	8.00	6.00	7.00
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	7.00	8.00	6.00	7.00
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	22.00	19.00	17.00	19.33
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	22.00	19.00	17.00	19.33
<b>E. Percent of Service Installations [730.540(a)]</b>	99.00%	98.00%	98.00%	98.00%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	5.00% *	2.00% *	2.00% *	3.00% *
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	1.28	0.82	0.95	1.02
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	14.70%	9.80%	12.30%	12.00%
<b>I. Percent of Installation Trouble Reports [730.545(f)]</b>	1.00%	3.00%	3.00%	2.00%
<b>J. Missed Repair Appointments [730.545(h)]</b>	7	8	7	7
<b>K. Missed Installation Appointments [730.540(d)]</b>	34	36	25	32

**Comments**



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