

ILLINOIS CONSOLIDATED TELEPHONE COMPANY
2ndQuarter, Service Quality Report 2013 – Missed Objectives

Percent of Out of Service Line Repairs in <30 hours Sec 730.535(a)

- April, May, June

- Heavy spring rains once again limited our ability to meet our goal.
- Unexpected absences due to voluntary employment separations.

Improvement Steps:

- Replacements are being hired however, they are slow to get integrated and brought up to full speed.
- Dispatch projects have been submitted and are waiting to be developed and implemented. These projects are designed to help prioritize tasks in order to help bring us back within tolerance of our OOS requirements.