



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Verizon North Inc.
for quarter ending December 31, 2007

Out of Service More Than 24 Hours	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$1,811.82	\$10,933.68	\$5,317.65	\$18,063.15
B. Number of credits issued for repairs - 24 - 48 hours	242	0	536	778
C. Number of credits issued for repairs - 48 - 72 hours	35	0	109	144
D. Number of credits issued for repairs - 72 - 96 hours	13	0	41	54
E. Number of credits issued for repairs - 96 - 120 hours	6	276	20	302
F. Number of credits issued for repairs > 120 hours	2	3	12	17
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	467	197	1,462	2,126
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$9,361.45	\$7,806.05	\$10,463.60	\$27,631.00
B. Number of installations after 5 business days	345	258	449	1,052
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	23	20	58	101
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	597	460	465	1,522
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$7,550.00	\$6,123.24	\$8,600.00	\$22,273.24
B. Number of customers receiving credits	151	122	172	445
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	29	25	17	71

Comments