



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

**Verizon North Inc.**  
**for quarter ending September 30, 2007**

<b>Out of Service More Than 24 Hours</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$5,250.21	\$9,530.55	\$2,723.69	\$17,504.45
B. Number of credits issued for repairs - 24 - 48 hours	295	667	285	1,247
C. Number of credits issued for repairs - 48 - 72 hours	55	79	57	191
D. Number of credits issued for repairs - 72 - 96 hours	23	44	21	88
E. Number of credits issued for repairs - 96 - 120 hours	58	71	10	139
F. Number of credits issued for repairs > 120 hours	25	45	6	76
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	232	396	435	232
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$15,779.13	\$13,755.62	\$17,375.95	\$46,911.00
B. Number of installations after 5 business days	528	457	459	1,444
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	53	51	94	198
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	611	540	631	1,782
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$21,790.74	\$12,330.00	\$8,579.50	\$42,700.24
B. Number of customers receiving credits	438	252	184	874
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	30	29	31	90

**Comments**