



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

Verizon North Inc.
for quarter ending June 30, 2007

Out of Service More Than 24 Hours	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$2,953.05	\$4,095.64	\$4,596.18	\$11,644.87
B. Number of credits issued for repairs - 24 - 48 hours	298	291	200	789
C. Number of credits issued for repairs - 48 - 72 hours	44	36	35	115
D. Number of credits issued for repairs - 72 - 96 hours	6	11	7	24
E. Number of credits issued for repairs - 96 - 120 hours	3	14	4	21
F. Number of credits issued for repairs > 120 hours	3	12	1	16
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	697	333	1,007	697
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$6,918.76	\$7,450.37	\$9,999.62	\$24,369.00
B. Number of installations after 5 business days	254	276	389	919
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	19	29	25	73
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	395	452	474	1,321
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$6,983.16	\$6,106.48	\$8,097.52	\$21,187.16
B. Number of customers receiving credits	142	125	170	437
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	19	24	115	158

Comments