



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, 2005

Out of Service More Than 24 Hours	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$2,460.45	\$3,837.80	\$2,394.90	\$8,693.15
B. Number of credits issued for repairs - 24 - 48 hours	272	339	309	920
C. Number of credits issued for repairs - 48 - 72 hours	49	60	39	148
D. Number of credits issued for repairs - 72 - 96 hours	11	20	11	42
E. Number of credits issued for repairs - 96 - 120 hours	7	19	8	34
F. Number of credits issued for repairs > 120 hours	4	12	5	21
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	455	659	757	1,871
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$5,012.96	\$8,858.77	\$2,792.12	\$16,664.00
B. Number of installations after 5 business days	182	185	125	492
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	5	9	3	17
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	703	1,046	986	2,735
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$10,074.25	\$9,381.10	\$6,050.00	\$25,505.35
B. Number of customers receiving credits	204	189	121	514
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	804	688	137	1,629

Comments