



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

**Citizens Telecommunications Company of Illinois**  
**d/b/a Frontier Citizens Communications of Illinois**  
**for quarter ending September 30, 2012**

<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	\$351.38	\$1,701.33	\$257.94	\$2,310.65
B. Number of credits issued for repairs - 24 - 48 hours	12	83	21	116
C. Number of credits issued for repairs - 48 - 72 hours	3	16	11	30
D. Number of credits issued for repairs - 72 - 96 hours	0	5	2	7
E. Number of credits issued for repairs - 96 - 120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	2	6	0	8
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	38	38	50	126
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	\$0.00	\$19.99	\$0.00	\$20.00
B. Number of installations after 5 business days	0	1	0	1
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	149	138	143	430
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	\$100.00	\$100.00	\$100.00	\$300.00
B. Number of customers receiving credits	2	2	2	6
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	3	2	4	9

**Comments**