



**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 June 30, 2012**

<b>Out of Service More Than 24 Hours</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$352.79	\$460.08	\$264.74	\$1,077.61
B. Number of credits issued for repairs - 24 - 48 hours	42	48	23	113
C. Number of credits issued for repairs - 48 - 72 hours	11	17	1	29
D. Number of credits issued for repairs - 72 - 96 hours	1	4	1	6
E. Number of credits issued for repairs - 96 - 120 hours	2	1	0	3
F. Number of credits issued for repairs > 120 hours	1	0	2	3
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	30	31	27	88
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>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
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)	126	139	116	381
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$250.00	\$50.00	\$300.00
B. Number of customers receiving credits	0	5	1	6
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	2	2	1	5

**Comments**

CTC Illinois