



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

Frontier North Inc.
for quarter ending March 31, 2012

Out of Service More Than 24 Hours	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$600.00	\$1,060.00	\$7,574.97	\$9,234.97
B. Number of credits issued for repairs - 24 - 48 hours	156	88	588	832
C. Number of credits issued for repairs - 48 - 72 hours	22	13	134	169
D. Number of credits issued for repairs - 72 - 96 hours	3	2	33	38
E. Number of credits issued for repairs - 96 - 120 hours	1	0	9	10
F. Number of credits issued for repairs > 120 hours	3	4	46	53
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	185	107	398	690
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$1,780.00	\$640.00	\$310.50	\$2,731.00
B. Number of installations after 5 business days	63	64	1	128
C. Number of installations after 10 business days	0	0	6	6
D. Number of installations after 11 business days	13	9	0	22
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	152	141	2,806	3,099
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$4,900.00	\$3,150.00	\$1,900.00	\$9,950.00
B. Number of customers receiving credits	98	63	38	199
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	106	91	45	242

Comments

Frontier North