



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

**Verizon North Inc.**  
**for quarter ending March 31, 2010**

<b>Out of Service More Than 24 Hours</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$2,193.99	\$1,046.06	\$2,289.32	\$5,529.37
B. Number of credits issued for repairs - 24 - 48 hours	137	134	91	362
C. Number of credits issued for repairs - 48 - 72 hours	31	12	17	60
D. Number of credits issued for repairs - 72 - 96 hours	12	4	1	17
E. Number of credits issued for repairs - 96 - 120 hours	1	0	1	2
F. Number of credits issued for repairs > 120 hours	1	1	4	6
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	1,711	1,862	353	3,926
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>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$1,641.00	\$3,051.00	\$1,087.00	\$5,779.00
B. Number of installations after 5 business days	205	151	84	440
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	10	19	6	35
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	268	284	177	729
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$4,050.00	\$3,200.00	\$1,900.00	\$9,150.00
B. Number of customers receiving credits	81	62	37	180
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	20	18	8	46

**Comments**