



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

Charter Fiberlink-Illinois, LLC
for quarter ending March 31, 2010

Out of Service More Than 24 Hours	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$44.70	\$0.00	\$537.36	\$582.06
B. Number of credits issued for repairs - 24 - 48 hours	6	0	117	123
C. Number of credits issued for repairs - 48 - 72 hours	0	0	29	29
D. Number of credits issued for repairs - 72 - 96 hours	0	0	2	2
E. Number of credits issued for repairs - 96 - 120 hours	1	0	0	1
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	1,318	1,318
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	\$0.00	\$10,500.00	\$1,795.00	\$12,295.00
B. Number of installations after 5 business days	0	28	45	73
C. Number of installations after 10 business days	0	0	1	1
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)	0	358	5,604	5,962
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	\$10,450.00	\$10,600.00	\$10,600.00	\$31,650.00
B. Number of customers receiving credits	209	212	212	633
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	4	3	1	8

Comments