



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

Frontier Communications - Midland, Inc.
for quarter ending September 30, 2009

Out of Service More Than 24 Hours	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$43.99	\$11.00	\$1.99	\$56.98
B. Number of credits issued for repairs - 24 - 48 hours	13	2	1	16
C. Number of credits issued for repairs - 48 - 72 hours	0	1	0	1
D. Number of credits issued for repairs - 72 - 96 hours	1	0	0	1
E. Number of credits issued for repairs - 96 - 120 hours	0	0	0	0
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)	4	1	0	5
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$95.00	\$25.00	\$0.00	\$120.00
B. Number of installations after 5 business days	1	1	0	2
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	2	0	0	2
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	10	13	7	30
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments