



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

TCG Illinois
for quarter ending June 30, 2009

Out of Service More Than 24 Hours	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$379.24	\$169.34	\$548.58
B. Number of credits issued for repairs - 24 - 48 hours	0	3	0	3
C. Number of credits issued for repairs - 48 - 72 hours	0	0	0	0
D. Number of credits issued for repairs - 72 - 96 hours	0	0	1	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	4	1	5
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	April	June	June	Totals
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)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	April	June	June	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

Includes data for TCG Chicago, TCG IL & TCG St Louis (TCG). P730 Item C for lg&sm bus for 2Q09; Item E for May missed by 1 order but for qtr as whole, standard was met; Item F for Apr&May due to 17 trble tickets, 11 resolved w/in 28hrs on avg; Item I results NA.