



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

**Matrix Telecom, Inc.**  
**Clear Choice Communications**  
**Excel Telecommunications**

Out of Service More Than 24 Hours	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$724.86	\$144.51	\$658.87	\$1,528.24
B. Number of credits issued for repairs - 24 - 48 hours	23	7	4	34
C. Number of credits issued for repairs - 48 - 72 hours	7	3	10	20
D. Number of credits issued for repairs - 72 - 96 hours	5	5	6	16
E. Number of credits issued for repairs - 96 - 120 hours	4	3	1	8
F. Number of credits issued for repairs > 120 hours	1	1	6	8
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	July	September	September	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	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**

Matrix Telecom, Inc. acquired the customer base of Trinsic Communications, Inc. in June 2007.  
 Operator answer time is provided by the ILEC.  
 Repair Office and Customer Service call answer-time is nationwide data, not state specific.