



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

**AT&T Communications of Illinois, Inc.**  
**for quarter ending September 30, 2007**

Out of Service More Than 24 Hours	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$1,101.86	\$145.82	\$243.46	\$1,491.14
B. Number of credits issued for repairs - 24 - 48 hours	35	9	14	58
C. Number of credits issued for repairs - 48 - 72 hours	5	2	0	7
D. Number of credits issued for repairs - 72 - 96 hours	6	0	0	6
E. Number of credits issued for repairs - 96 - 120 hours	4	0	0	4
F. Number of credits issued for repairs > 120 hours	6	1	1	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**

730C&D represents IL Lg bus;Nat Sm bus=Jul 21&158;Aug 18&125;Sep 16&82 & IL Res=Jul 153&59;Aug 143&87;Sept 56&92;Item F primarily UNE-P/L lines w/results due to weather;Item I results not available for bus svcs;Item J results not available for res svcs