



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

**Illinois Bell Telephone Company**  
**for quarter ending June 30, 2007**

Out of Service More Than 24 Hours	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$7,461.27	\$4,605.21	\$4,089.00	\$16,155.48
B. Number of credits issued for repairs - 24 - 48 hours	1,790	952	1,088	3,830
C. Number of credits issued for repairs - 48 - 72 hours	279	121	110	510
D. Number of credits issued for repairs - 72 - 96 hours	52	27	30	109
E. Number of credits issued for repairs - 96 - 120 hours	19	27	14	60
F. Number of credits issued for repairs > 120 hours	24	34	24	82
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	10,707	7,698	8,431	10,707
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	\$43,449.24	\$60,079.54	\$17,751.23	\$121,280.00
B. Number of installations after 5 business days	709	658	517	1,884
C. Number of installations after 10 business days	6	10	10	26
D. Number of installations after 11 business days	55	64	24	143
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	3,463	3,520	3,752	10,735
F. Number of customers receiving alternate phone service rather than receiving a credit	5	4	4	13

Missed Appointments	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$61,100.00	\$67,100.00	\$68,400.00	\$196,600.00
B. Number of customers receiving credits	1,217	1,331	1,363	3,911
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**