



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

TCG Illinois
for quarter ending December 31, 2012

| Out of Service More Than 30 Hours | October | December | December | Totals |
|--|---------|----------|----------|----------|
| A. Total dollar amount of all customer credits paid | \$7.73 | \$259.10 | \$0.00 | \$266.83 |
| B. Number of credits issued for repairs - 30 - 48 hours | 0 | 0 | 0 | 0 |
| 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 | 0 | 0 |
| E. Number of credits issued for repairs - 96 - 120 hours | 2 | 1 | 0 | 3 |
| F. Number of credits issued for repairs > 120 hours | 0 | 1 | 0 | 1 |
| 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 | October | December | December | 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 | October | December | December | 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

Data for TCG Chicago, TCG Illinois and TCG St. Louis (collectively "TCG"). Items B & C met for qtr on avg. C results for Nov driven by increased call volume. E results missed by <6 installations per month on avg. F results as per PA 096-0927.