



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

**Charter Fiberlink-Illinois, LLC**  
**for quarter ending March 31, 2007**

<b>Out of Service More Than 24 Hours</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$340.89	\$180.27	\$155.51	\$676.67
B. Number of credits issued for repairs - 24 - 48 hours	28	22	12	62
C. Number of credits issued for repairs - 48 - 72 hours	1	7	5	13
D. Number of credits issued for repairs - 72 - 96 hours	3	2	2	7
E. Number of credits issued for repairs - 96 - 120 hours	1	1	0	2
F. Number of credits issued for repairs > 120 hours	3	0	1	4
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

<b>Failure to Install Basic Local Exchange Service</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$1,385.00	\$875.00	\$675.00	\$2,935.00
B. Number of installations after 5 business days	23	17	15	55
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	2	1	0	3
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

<b>Missed Appointments</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$3,380.00	\$2,250.00	\$3,120.00	\$8,750.00
B. Number of customers receiving credits	69	46	64	179
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**

Installation, out of service, and repeat report problems were attributed primarily to one contracting firm. Improvements should be realized following corrective action.