



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

**Charter Fiberlink-Illinois, LLC**  
**for quarter ending December 31, 2006**

<b>Out of Service More Than 24 Hours</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$219.82	\$178.16	\$4,030.80	\$4,428.78
B. Number of credits issued for repairs - 24 - 48 hours	38	37	89	164
C. Number of credits issued for repairs - 48 - 72 hours	8	5	30	43
D. Number of credits issued for repairs - 72 - 96 hours	1	1	24	26
E. Number of credits issued for repairs - 96 - 120 hours	1	1	17	19
F. Number of credits issued for repairs > 120 hours	0	0	37	37
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>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$1,170.00	\$880.00	\$1,170.00	\$3,220.00
B. Number of installations after 5 business days	22	7	24	53
C. Number of installations after 10 business days	2	1	1	4
D. Number of installations after 11 business days	1	1	0	2
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>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$3,510.00	\$2,430.00	\$3,730.00	\$9,670.00
B. Number of customers receiving credits	71	49	75	195
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**

Severe weather conditions and related power outages affected out of service lines repaired and percent of repeat trouble reports.