



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

Charter Fiberlink-Illinois, LLC
for quarter ending June 30, 2006

Out of Service More Than 24 Hours	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$1,875.26	\$600.32	\$354.91	\$2,830.49
B. Number of credits issued for repairs - 24 - 48 hours	70	32	31	133
C. Number of credits issued for repairs - 48 - 72 hours	11	7	4	22
D. Number of credits issued for repairs - 72 - 96 hours	6	4	3	13
E. Number of credits issued for repairs - 96 - 120 hours	3	4	3	10
F. Number of credits issued for repairs > 120 hours	13	4	3	20
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	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$2,030.00	\$5,465.00	\$1,700.00	\$9,195.00
B. Number of installations after 5 business days	18	29	44	91
C. Number of installations after 10 business days	0	9	0	9
D. Number of installations after 11 business days	8	41	6	55
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	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$4,745.00	\$3,340.00	\$4,180.00	\$12,265.00
B. Number of customers receiving credits	134	68	84	286
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments

No data for Operator Answer Time-Toll & Assistance as it is handled by a third party vendor. Increased trouble calls due to storms and training of new hires. Corrective action includes: retraining; preventative maintenance program; focus on report calls.