



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, 2006

Out of Service More Than 24 Hours	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$530.64	\$415.16	\$594.70	\$1,540.50
B. Number of credits issued for repairs - 24 - 48 hours	21	28	26	75
C. Number of credits issued for repairs - 48 - 72 hours	8	5	11	24
D. Number of credits issued for repairs - 72 - 96 hours	2	5	3	10
E. Number of credits issued for repairs - 96 - 120 hours	4	1	2	7
F. Number of credits issued for repairs > 120 hours	2	3	4	9
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	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$6,715.00	\$3,675.00	\$7,105.00	\$17,495.00
B. Number of installations after 5 business days	143	33	45	221
C. Number of installations after 10 business days	11	7	7	25
D. Number of installations after 11 business days	23	20	47	90
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	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$2,550.00	\$4,200.00	\$3,050.00	\$9,800.00
B. Number of customers receiving credits	51	84	97	232
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 (Part 730 A.) as it is handled by a third-party vendor.