



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

Mpower Communications Corp.  
Mpower Communications of Illinois  
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	\$354.60	\$127.72	\$111.55	\$593.87
B. Number of credits issued for repairs - 24 - 48 hours	31	17	26	74
C. Number of credits issued for repairs - 48 - 72 hours	5	0	1	6
D. Number of credits issued for repairs - 72 - 96 hours	1	2	0	3
E. Number of credits issued for repairs - 96 - 120 hours	1	0	0	1
F. Number of credits issued for repairs > 120 hours	0	0	0	0
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	\$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	January	March	March	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**

Section 730 C & D reflect answer time for all markets. Cannot extract Illinois only.  
Section 730.30 - Not able to report at this time.