



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

Comcast Phone of Illinois, LLC
CIMCO, a division of Comcast Business Services
Comcast Digital Phone

| Out of Service More Than 24 Hours | January | March | March | Totals |
|--|----------------|--------------|--------------|---------------|
| A. Total dollar amount of all customer credits paid | \$152.96 | \$31.94 | \$172.98 | \$357.88 |
| B. Number of credits issued for repairs - 24 - 48 hours | 8 | 5 | 9 | 22 |
| C. Number of credits issued for repairs - 48 - 72 hours | 6 | 1 | 2 | 9 |
| D. Number of credits issued for repairs - 72 - 96 hours | 1 | 0 | 2 | 3 |
| E. Number of credits issued for repairs - 96 - 120 hours | 0 | 0 | 1 | 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 | \$775.00 | \$225.00 | \$75.00 | \$1,075.00 |
| 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 | 18 | 7 | 3 | 28 |
| 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 | \$2,750.00 | \$2,300.00 | \$1,750.00 | \$6,800.00 |
| B. Number of customers receiving credits | 55 | 47 | 35 | 137 |
| C. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0 | 0 | 0 | 0 |

Comments