



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

**Illinois Bell Telephone Company**  
**for quarter ending June 30, 2005**

<b>Out of Service More Than 24 Hours</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$1,807.95	\$1,929.82	\$2,624.74	\$6,362.51
B. Number of credits issued for repairs - 24 - 48 hours	1,036	935	1,481	3,452
C. Number of credits issued for repairs - 48 - 72 hours	83	91	102	276
D. Number of credits issued for repairs - 72 - 96 hours	10	7	16	33
E. Number of credits issued for repairs - 96 - 120 hours	0	2	2	4
F. Number of credits issued for repairs > 120 hours	0	3	2	5
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	3,931	3,685	5,233	12,849
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>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$21,542.37	\$14,889.39	\$13,885.78	\$50,318.00
B. Number of installations after 5 business days	413	381	411	1,205
C. Number of installations after 10 business days	18	22	8	48
D. Number of installations after 11 business days	29	18	18	65
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	3,703	3,447	3,746	10,896
F. Number of customers receiving alternate phone service rather than receiving a credit	0	2	0	2

<b>Missed Appointments</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$49,450.00	\$53,950.00	\$60,550.00	\$163,950.00
B. Number of customers receiving credits	964	1,056	1,197	3,217
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**