



State of Illinois
Illinois Commerce Commission
Code Part 737.130
LEC Electing Providers Quarterly Filing

Illinois Bell Telephone Company d/b/a AT&T Illinois d/b/a AT&T Wholesale
for quarter ending March 31, 2012

Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(A)

Credits due to out-of service conditions lasting more than 30 hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid:	\$1,466.75	\$1,200.85	\$1,718.71	\$4,386.31
B. Number of credits issued for repairs - 30-48 hours:	145	145	192	482
C. Number of credits issued for repairs - 49-72 hours:	75	74	129	278
D. Number of credits issued for repairs - 73-96 hours:	19	8	17	44
E. Number of credits issued for repairs - 97-120 hours:	14	5	4	23
F. Number of credits issued for repairs greater than 120 hours:	4	6	2	12
G. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	625	649	838	2112

Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(B)

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid:	\$575.00	\$132.50	\$250.00	\$957.50
B. Number of installations after 5 business days:	12	3	5	20
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 220 ILCS 5/13-506.2(e)(2)(D):	0	0	0	0

Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(C)

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid:	\$2,575.00	\$2,750.00	\$3,025.00	\$8,350.00
B. Number of customers receiving credits:	103	110	121	334
C. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	0	0	0	0