**Section 732.30 Customer Credits**

*A telecommunications carrier shall credit customers for violations of the basic local exchange service quality standards described in Section 732.20 of this Part. The credits shall be applied on the statement issued to the customer for the next monthly billing cycle following the violation or following the discovery of the violation* and shall be identified as a "Service Quality Credit" or "S.Q. Credit". The telecommunications carrier may provide additional detail regarding the service quality credit if it wishes.

a) *If a carrier fails to repair an out-of-service condition for basic local exchange service within 30 hours, the carrier shall provide a credit to the customer. If the service disruption is for over 30 hours but less than 48 hours, the credit must be equal to a pro-rata portion of the monthly recurring charges for all local services disrupted.* A pro-rata portion shall be based upon a 30-day month. *If the service disruption is for more than 48 hours, but not more than 72 hours, the credit must be equal to at least 33% of one month's recurring charges for all local services disrupted. If the service disruption is for more than 72 hours, but not more than 96 hours, the credit must be equal to at least 67% of one month's recurring charges for all local services disrupted. If the service disruption is for more than 96 hours, but not more than 120 hours, the credit must be equal to one month's recurring charges for all local services disrupted. For each day or portion thereof that the service disruption continues beyond the initial 120-hour period, the carrier shall also provide either alternative telephone service or an additional credit of $20 per day*.

b) *If a carrier fails to install basic local exchange service as required under* Section 732.20(a)*, the carrier shall waive 50% of any installation charges, or in the absence of an installation charge or where installation is pursuant to the Link Up program, the carrier shall provide a credit of $25. If a carrier fails to install service within 10 business days after the service application is placed, or fails to install service within 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, the carrier shall waive 100% of the installation charge or, in the absence of an installation charge or where installation is provided pursuant to the Link Up program, the carrier shall provide a credit of $50. For each day that the failure to install service continues beyond the initial 10 business days, or beyond 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, the carrier shall also provide an additional credit of $20 per day until service is installed.*

c) *If a carrier fails to keep a scheduled repair or installation appointment when a customer premises visit requires a customer to be present, the carrier shall credit the customer $25 per missed appointment. A credit required by this subsection (c) does not apply when the carrier provides the customer with notice of its inability to keep the appointment no later than 8 p.m. of the day prior to the scheduled date of the appointment.*

d) *Credits required by this Section do not apply if the violation of a service quality standard:*

1) occurs *as a result of a negligent or willful act on the part of the customer;*

2) *occurs as a result of a malfunction of customer-owned telephone equipment or inside wiring;*

3) *occurs as a result of, or is extended by, an emergency situation;*

4) *is extended by the carrier's inability to gain access to the customer's premises due to the customer missing an appointment, provided that the violation is not further extended by the carrier;*

5) *occurs as a result of a customer request to change the scheduled appointment, provided that the violation is not further extended by the carrier;*

6) *occurs as a result of a carrier's right to refuse service to a customer as provided in* 83 Ill. Adm. Code 735; *or*

7) *occurs as a result of a lack of facilities where a customer requests service at a geographically remote location, a customer requests service in a geographic area where the carrier is not currently offering service, or there are insufficient facilities to meet the customer's request for service, subject to a carrier's obligation for reasonable facilities planning.*

e) *The provisions of this Section are cumulative and shall not in any way diminish or replace other civil or administrative remedies available to a customer or a class of customers.* [220 ILCS 5/13-712(e)]

(Source: Amended at 36 Ill. Reg. 15013, effective October 1, 2012)