

Deno Perdiou
Director - Regulatory

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August 30, 2005

Ms. Elizabeth A. Rolando
Chief Clerk
Illinois Commerce Commission
527 East Capitol Avenue
Springfield, Illinois 62701

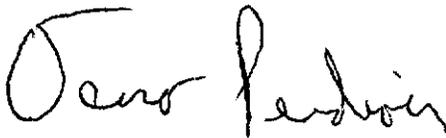
Re: Alternative Regulation Service Quality Measurements

Dear Ms. Rolando:

Illinois Bell Telephone Company ("SBC Illinois" or the "Company"), with this letter, submits service quality measurement results for the month of July 2005. These results implement the Commission's requirements pursuant to its review of alternative regulation (See Illinois Bell Telephone Company Application for Review of Alternative Regulation Plan, Docket 98-0252/98-0335/00-0764 (consol.), Order, released December 30, 2003 at pages 179-221; See also Illinois Bell Telephone Company 2005 Annual Rate Filing, Docket 05-0231, released June 28, 2005, at page 41).

An additional copy of this memorandum is enclosed. Please stamp-file and return to the undersigned.

Sincerely,



Deno Perdiou
Director - Regulatory
555 E. Cook, Flr 1E
Springfield, IL 62721

Enclosure

CHIEF CLERK'S OFFICE

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ILLINOIS
COMMERCE COMMISSION
2/1/05



**SBC Illinois
Alternative Regulation Service Quality Report
2005**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	Alternative Regulation Benchmark
Measure #1: Installation within 5 Business Days	98.84%	98.85%	98.50%	98.66%	98.81%	98.92%	98.79%						98.76%	98.00%
Measure #2: Trouble Reports per 100 Access Lines	1.88	1.51	1.36	1.40	1.36	1.57	1.60						1.53	2.66
Measure #3: Out-of-Service over 24 Hours	8.21%	3.92%	2.06%	3.01%	2.78%	3.73%	4.32%						4.14%	5.0%
Measure #4: Operator Speed of Answer- Toll, Assistance and Information	5.17	4.69	4.44	4.94	4.84	5.18	4.67						4.85	5.65
Measure #5: Repeat Trouble Rate Installation	11.59%	11.68%	11.44%	12.16%	13.10%	13.10%	13.20%						12.32%	16.90%
Measure #6: Repeat Trouble Rate Repair	6.56%	9.26%	9.83%	9.77%	9.21%	9.48%	9.16%						8.90%	13.92%
Measure #7: Missed Installation Commitments	2.77%	2.41%	2.71%	2.88%	3.93%	2.42%	2.53%						2.79%	10.00%
Measure #8: Missed Repair Commitment	4.56%	5.32%	5.53%	5.74%	5.27%	5.35%	5.10%						5.23%	9.58%
Measure #9: Average Speed of Answer-Repair	98.66	45.71	17.93	18.53	19.88	51.32	51.75						45.38	60 secs
Measure #10: Average Speed of Answer- Customer Calling Centers	44.53	34.74	32.72	30.44	29.81	41.37	55.72						38.52	60 secs