



OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

Deno Perdiou
Director - Regulatory

SBC Illinois
555 East Cook
Floor 1E
Springfield, IL 62721

217.789.5174 Phone
217.789.5223 Fax
dp2953@sbccom.com

ORIGINAL

November 23, 2005

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

98-0252/98-0335/
00-0764
Report

ILLINOIS
COMMERCE COMMISSION
2005 NOV 23 P 3:11
CHIEF CLERK'S OFFICE

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 October, 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 (SB)

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



C:\Documents and
Settings\jd2869\Desk

SBC Illinois
Alternative Regulation Service Quality Report
2005

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	<i>Alternative Regulation Benchmark</i>
<u>Measure #1:</u>														
Installation within 5 Business Days	98.84%	98.85%	98.50%	98.66%	98.81%	98.92%	98.79%	98.98%	99.14%	99.08%			98.85%	90.00%
<u>Measure #2:</u>														
Trouble Reports per 100 Access Lines	1.88	1.51	1.36	1.40	1.36	1.57	1.60	1.61	1.42	1.24			1.50	2.66
<u>Measure #3:</u>														
Out-of-Service over 24 Hours	8.21%	3.92%	2.06%	3.01%	2.78%	3.73%	4.32%	4.01%	3.65%	4.66%			4.12%	5.0%
<u>Measure #4:</u>														
Operator Speed of Answer-Toll, Assistance and Information	5.17	4.69	4.44	4.94	4.84	5.18	4.67	4.93	5.22	4.81			4.89	5.65
<u>Measure #5:</u>														
Repeat Trouble Rate Installation	11.59%	11.68%	11.44%	12.16%	13.10%	13.10%	13.20%	13.09%	12.77%	12.10%			12.43%	16.90%
<u>Measure #6:</u>														
Repeat Trouble Rate Repair	6.56%	9.26%	9.83%	9.77%	9.21%	9.48%	9.16%	9.69%	9.01%	9.21%			9.02%	13.92%
<u>Measure #7:</u>														
Missed Installation Commitments	2.77%	2.41%	2.71%	2.88%	3.93%	2.42%	2.53%	2.34%	2.27%	2.33%			2.65%	10.00%
<u>Measure #8:</u>														
Missed Repair Commitment	4.56%	5.32%	5.53%	5.74%	5.27%	5.35%	5.10%	5.63%	4.54%	4.44%			5.14%	9.58%
<u>Measure #9:</u>														
Average Speed of Answer-Repair	98.66	45.71	17.93	18.53	19.88	51.32	51.75	45.05	53.60	35.58			45.24	60 secs
<u>Measure #10:</u>														
Average Speed of Answer-Customer Calling Centers	44.53	34.74	32.72	30.44	29.81	41.37	55.72	56.20	59.87	43.81			43.25	60 secs