



ORIGINAL

Illinois Bell Telephone Company
Deno Perdiou
Director - Regulatory
555 East Cook Floor 1E
Springfield, Illinois 62721

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February 1, 2006

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

98-0252,
98-0335 &
00-0764 (cons.)

Re: Alternative Regulation Service Quality Measurements Results, December 2005

Dear Ms. Rolando:

Illinois Bell Telephone Company ("AT&T Illinois" or the "Company"), with this letter, submits service quality measurement results for the month of December, 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,

A handwritten signature in cursive script that reads "Deno Perdiou".

Deno Perdiou
Director - Regulatory
555 East Cook, Floor 1E
Springfield, IL 62721



IBT 2005 Service
Quality.xls

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**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%	99.15%	98.96%	98.88%	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	1.20	1.17	1.45	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%	5.05%	11.41%	4.70%	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	4.92	5.26	4.92	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%	11.56%	11.23%	12.27%	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%	8.62%	9.45%	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%	2.22%	2.76%	2.62%	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%	4.59%	6.39%	5.19%	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	46.75	29.44	44.24	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	44.14	54.82	44.24	60 secs