



ML

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

T: 217.789.5174  
F: 217.789.5223  
dp2953@att.com

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

JUN - 7 A 10:29

**ORIGINAL**

June 7, 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, April 2006

Dear Ms. Rolando:

Illinois Bell Telephone Company ("AT&T Illinois" or the "Company"), with this letter, submits the April 2006 results of the alternative regulation service quality measurements. These measurement 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

Attachment



**SBC Illinois**  
**Alternative Regulation Service Quality Report**  
**April 2006**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	<i>Alternative Regulation Benchmark</i>
<b><u>Measure #1:</u></b> Installation within 5 Business Days	98.93%	99.02%	99.03%	99.01%									99.00%	<b>90.00%</b>
<b><u>Measure #2:</u></b> Trouble Reports per 100 Access Lines	1.51	1.02	1.47	1.37									1.34	<b>2.66</b>
<b><u>Measure #3:</u></b> Out-of-Service over 24 Hours	8.10%	3.43%	2.74%	3.17%									4.46%	<b>5.0%</b>
<b><u>Measure #4:</u></b> Operator Speed of Answer- Toll, Assistance and Information	4.97	4.97	4.79	4.74									4.87	<b>5.65</b>
<b><u>Measure #5:</u></b> Repeat Trouble Rate Installation	11.06%	11.09%	10.61%	11.50%									11.05%	<b>16.90%</b>
<b><u>Measure #6:</u></b> Repeat Trouble Rate Repair	9.29%	8.95%	8.00%	8.79%									8.75%	<b>13.92%</b>
<b><u>Measure #7:</u></b> Missed Installation Commitments	2.70%	2.07%	2.00%	2.53%									2.31%	<b>10.00%</b>
<b><u>Measure #8:</u></b> Missed Repair Commitment	5.34%	4.32%	3.49%	4.12%									4.35%	<b>9.58%</b>
<b><u>Measure #9:</u></b> Average Speed of Answer-Repair	42.15	19.75	48.80	57.17									43.03	<b>60 secs</b>
<b><u>Measure #10:</u></b> Average Speed of Answer- Customer Calling Centers	60.90	42.44	56.40	46.31									52.03	<b>60 secs</b>