

**Illinois Bell Telephone Company
Application for State-Issued
Authorization to Provide Video Service**

Affidavit of Paul La Schiazza

Exhibit 7

GENERAL STANDARDS RELATED TO CUSTOMER SERVICE

1. AT&T Illinois will comply with all of the standards and obligations related to customer service required by the Cable and Video Consumer Protection Law, 220 ILCS 5/70-501. Set forth below are the standards related to installation, disconnection, service and repair obligations; appointment hours; employee ID requirements; customer service telephone numbers and hours; procedures for billing, charges, deposits, refunds, and credits; procedures for termination of service; notice of deletion of programming service, changes related to transmission of programming or changes or increases in rates; use and availability of parental control or lock-out devices¹; complaint procedures, procedures for bill dispute resolution, and a description of the rights and remedies available to consumers if AT&T Illinois does not materially meet its customer service standards; and special services for customers with visual, hearing or mobility disabilities. 220 ILCS 5/21-401(b)(9) AT&T Illinois will comply with the requirements of Section 70-501 as described below.

2. Notice Concerning General Customer Service Standards. AT&T Illinois will provide notice concerning its general customer service standards to all customers. This notice will be offered when service is first activated and annually thereafter. The information in the notice will include all of the information specified in 220 ILCS 5/70-501(a)(1), as well as the following: a listing of services offered by AT&T Illinois, which will clearly describe programming for all services and all levels of service; the rates for all services and levels of service; telephone number(s) through which customers may subscribe to, change, or terminate service, request customer service or seek general or

¹ AT&T Illinois' U-verseSM TV service does not use A/B switches. 220 ILCS 5/70-501(a)(1).

billing information; instructions on the use of the video services; and a description of rights and remedies that AT&T Illinois will make available to their customers if it does not materially meet its general customer service standards. A copy of AT&T Illinois' Customer Notice is supplied as Attachment 7-1. Because AT&T Illinois has not yet commenced the provision of video service in Illinois, the listing of services describing programming for all services and all levels of services in Illinois to be included with the Customer Notice is not yet available. However, as an example of such listing, the Channel Directory for AT&T U-verseSM TV currently being used in the Milwaukee market is attached as Attachment 7-2. A sample of the rates for all services and levels of service is supplied as Attachment 7-3. A copy of the current "Features Guide" containing a description of and instructions on the use of the video services, provided to AT&T U-verseSM TV customers, is supplied as Attachment 7-4. A description of a customer's rights and remedies is supplied in the Customer Notice in Attachment 7-1 and in Attachment 7-5. 220 ILCS 5/70-501(a)(3).

3. Information Regarding AT&T Illinois' Rates and Regulations.

(a) AT&T Illinois' rates for each level of service, rules, regulations and policies related to its video service described in 220 ILCS 5/70-501(a)(1), will be made available to the public, upon request, and displayed clearly and conspicuously on its site on the Internet, attuverse.com. If a promotional price or a price for a specified period of time is offered, AT&T Illinois will display the price at the end of the promotional period or specified period of time clearly and conspicuously with the display of the promotional price or price for a specified period of time. 220 ILCS 5/70-501(a)(2).

(b) No AT&T Illinois contract or service offering video services or any bundle including such services will be for a term longer than one year. Any contract or service offering with a term of service that contains an early termination fee will limit the early termination fee to not more than the amount of the discount reflected in the price for video services for the period during which the consumer benefited from the discount. 220 ILCS 5/70-501(l).

4. Customer Service Telephone Numbers and Hours and Response to Customer Inquiries.

(a) AT&T Illinois will provide an address, toll-free number or electronic address to accept bill payments and correspondence. The address will be shown on the customer's bill. AT&T Illinois will also provide a method for customers to return equipment to AT&T Illinois at no cost to the customer. 220 ILCS 5/70-501(b)(3)(iv).

(b) AT&T Illinois will maintain a toll-free telephone access line that will be available to customers 24 hours a day, seven days a week, to accept calls regarding installation, termination, service, and complaints. The toll-free number is 1-800-ATT-2020. Trained, knowledgeable, qualified service representatives of AT&T Illinois will be available to respond to customer telephone inquiries during normal business hours. Customer service representatives will be able to provide credit, waive fees, schedule appointments and change billing cycles. 220 ILCS 5/70-501(d)(1).

(c) After normal business hours, the access line will be answered by a service or an automated response system, including an answering machine. Inquiries received by telephone or e-mail after normal business hours will be responded to by a

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trained service representative on the next business day. AT&T Illinois will respond to a written billing inquiry within 10 days of receipt of the inquiry. 220 ILCS 5/70-501(d)(2).

(d) “Normal business hours” means those hours during which most similar businesses in the geographic area of the local unit of government are open to serve customers. In all cases, “normal business hours” will include some evening hours at least one night per week or some weekend hours. 220 ILCS 5/70-501

(e) Under normal operating conditions, telephone answer time by AT&T Illinois’ customer representative, including wait time, will not exceed 30 seconds when the connection is made. If the call needs to be transferred, transfer time will not exceed 30 seconds. These standards will be met no less than 90% of the time under normal operating conditions, measured on a quarterly basis. 220 ILCS 5/70-501(d)(5).

(f) Under normal operating conditions, AT&T Illinois’ customers will receive a busy signal less than 3% of the time. 220 ILCS 5/70-501(d)(6).

(g) “Normal operating conditions” means those service conditions that are within the control of AT&T Illinois. Those conditions that are not within the control of AT&T Illinois include, but are not limited to, natural disasters, civil disturbances, power outages, telephone network outages, and severe or unusual weather conditions. Those conditions that are ordinarily within the control of AT&T Illinois include, but are not limited to, special promotions, pay-per-view events, rate increases, regular peak or seasonal demand periods, and maintenance or upgrade of the video service network. 220 ILCS 5/70-501.

(h) AT&T Illinois will maintain a listing, specific to the level of street address, of the areas where its video services are available. Customers who inquire about

purchasing video service will be informed about whether AT&T Illinois' video services are currently available to them at their specific location. 220 ILCS 5/70-501(o).

5. Employee ID Requirements. All service representatives or any other person who contacts customers or potential customers on behalf of AT&T Illinois will have a visible identification card with their name and photograph and will orally identify themselves upon first contact with the customer. AT&T Illinois' customer service representatives will orally identify themselves to callers immediately following the greeting during each telephone contact with the public. 220 ILCS 5/70-501(b)(2).

6. Installation, Service and Repair.

(a) AT&T Illinois will render reasonably efficient service, promptly make repairs, and interrupt service only as necessary and for good cause, during periods of minimum use of the system and for no more than 24 hours. AT&T Illinois will provide clear visual and audio reception that meets or exceeds applicable Federal Communications Commission technical standards. If a customer experiences poor video or audio reception due to the equipment of AT&T Illinois, AT&T Illinois will promptly repair the problem at its own expense. 220 ILCS 5/70-501(b)(1), (6).

(b) Under normal operating conditions, AT&T Illinois will meet each of the following standards related to installations, outages and service calls no less than 95% of the time measured on a quarterly basis:

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(1) Standard installations will be performed within 7 business days after an order has been placed. "Standard" installations are those that are located up to 125 feet from the existing distribution system. 220 ILCS 5/70-501(e)(1).²

(2) Excluding conditions beyond the control of AT&T Illinois, AT&T Illinois will begin working on "service interruptions" promptly and in no event later than 24 hours after the interruption is reported by the customer or otherwise becomes known to AT&T Illinois. AT&T Illinois will begin actions to correct other service problems the next business day after notification of the service problem and correct the problem within 48 hours after the interruption is reported by the customer 95% of the time, measured on a quarterly basis. 220 ILCS 5/70-501(e)(2).

(3) The "appointment window" alternatives for installations, service calls, and other installation activities provided by AT&T Illinois to its customers will be, at a maximum, a four-hour time block during evening, weekend and normal business hours. AT&T Illinois may schedule service calls and other installation activities outside of these hours for the express convenience of the customer. . 220 ILCS 5/70-501(e)(3).

(4) AT&T Illinois will not cancel an appointment with a customer after 5:00 p.m. on the business day prior to the scheduled appointment. If AT&T Illinois' representative is running late for an appointment with a customer and will not be able to keep the appointment as scheduled, the customer will be contacted. The appointment will be rescheduled, as necessary, at a time which is convenient for the

² As the video network is currently planned, all installations will be treated as standard installations for purposes of the 7 day installation standard.

customer, even if the rescheduled appointment is not within normal business hours. 220 ILCS 5/70-501(e) (4).

(5) “Service interruption” means the loss of picture or sound on one or more video services on one or more video channels. 220 ILCS 5/70-501.

(c) If AT&T Illinois receives notice that an unsafe condition exists with respect to its equipment, it will investigate such condition immediately, and will take such measures as are necessary to remove or eliminate the unsafe condition. AT&T Illinois will inform the local unit of government promptly, but no later than 2 hours after it receives notification of an unsafe condition that it has not remedied. 220 ILCS 5/70-501(d)(4).

7. Procedures for Billing, Charge, Deposits, Refunds and Credits.

(a) Billing and Payment.

(1) AT&T Illinois will render monthly bills that are clear, accurate and understandable. Every residential customer who pays bills directly to AT&T Illinois will have at least 28 days from the date of the bill to pay the listed charges. Customer payments will be posted promptly. When the payment is sent by United States Mail, payment will be considered paid on the date it is postmarked. 220 ILCS 5/70-501(c)(1), (2), (3).

(2) In each contact with a customer, the service representatives, or any other person who contacts customers or potential customers on behalf of AT&T Illinois, will state the estimated cost of the service, repair, or installation orally prior to delivery of the service or before any work is performed, and will provide the customer with an oral statement of the total charges before terminating the telephone call or other

contact in which a service is ordered, whether in-person or over the Internet, and will provide a written statement of the total charges before leaving the location at which the work was performed. In the event that the cost of service is a promotional price or is for a limited period of time, the cost of service at the end of the promotion or limited period of time will be disclosed. 220 ILCS 5/70-501(b)(4).

(3) AT&T Illinois will provide customers seeking non-standard installations with a total installation cost estimate and an estimated date of completion. The actual charge to the customer will not exceed 10% of the estimated cost without the written consent of the customer. 220 ILCS 5/70-501(d)(3).

(b) Deposits, Refunds and Credits. AT&T Illinois will provide customers with its standards of service relating to deposits, refunds and credits.

(1) AT&T Illinois' standards of service relating to credits relating to disconnection or termination of service are set forth in Sections 12(e), (f) and (g) of this Exhibit.

(2) AT&T Illinois will credit customers for the following service standard violations in the amounts stated herein. The credits will 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. AT&T Illinois will be responsible for providing the credits described herein and the customer is under no obligation to request the credit. If the customer is no longer taking service from AT&T Illinois, the credit amount will be refunded to the customer by check within 30 days of the termination of service.

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- (i) Failure to provide notice of customer service standards upon initiation of service: \$25.00.
- (ii) Failure to install service within 7 days: Waiver of 50% of the installation fee or the monthly fee for the lowest-cost basic service, whichever is greater. Failure to install service within 14 days: Waiver of 100% of the installation fee or the monthly fee for the lowest-cost basic service, whichever is greater.
- (iii) Failure to remedy service interruptions or poor video or audio service quality within 48 hours: Pro-rata credit of total regular monthly charges equal to the number of days of the service interruption.
- (iv) Failure to keep an appointment or to notify the customer prior to the close of business on the business day prior to the scheduled appointment: \$25.00.
- (v) Violation of privacy protections: \$150.00.
- (vi) Failure to comply with the scrambling requirements: \$50.00 per month.³
- (vii) Violation of customer service and billing standards in 220 ILCS 5/70-501, subsections (c) and (d): \$25.00 per occurrence.
- (viii) Violation of the bundling rules in 220 ILCS 5/70-501, Section (h): \$25.00 per month.
220 ILCS 5/70-501(s).

8. Notice of Deletion of Programming Service, Changes Related to Transmission of Programming or Changes or Increases in Rates. AT&T Illinois will

³ To the extent applicable, see Paragraph 9 and note 4.

provide customers a minimum of 30 days' written notice before increasing rates or eliminating transmission of programming and will submit the notice to the local unit of government in advance of distribution to customers, provided that AT&T Illinois is not in violation of this provision if the elimination of transmission of programming was outside its control, in which case AT&T Illinois will use reasonable efforts to provide as much notice as possible. Any rate decrease related to the elimination of transmission of programming will be applied to the date of the change. 220 ILCS 5/70-501(b)(5).

9. Use and Availability of Parental Control or Lock-out Devices. AT&T Illinois' standards of service related to the use and availability of parental control and lock-out devices are contained in the system "features guide" provided to its customers and available on AT&T's Internet site. 220 ILCS 5/70-501(n)(1), (2), (3), (4).⁴

10. Special Services for Customers with Visual, Hearing or Mobility Issues. AT&T Illinois will not discriminate in the provision of services for the hearing and visually impaired, and will comply with the accessibility requirements of 47 U.S.C. 613. AT&T Illinois provide customers with pre-paid shipping and packaging for the return of converters and other necessary equipment at the home of customers with disabilities. AT&T Illinois will provide free use of a converter or remote control unit to mobility impaired customers. 220 ILCS 5/70-501(m).

11. AT&T Illinois' Privacy Protections. AT&T Illinois will not disclose the name, address, telephone number or other personally identifying information of a video service customer to be used in mailing lists or to be used for other commercial purposes not reasonably related to the conduct of its business unless AT&T Illinois has provided to

⁴ AT&T U-verseSM TV service is a digital, Internet-Protocol based format that does not require "scrambling."

the customer a notice, separately or included in any other customer service notice, that clearly and conspicuously describes the customer's ability to prohibit the disclosure. AT&T Illinois will provide an address and telephone number for a customer to use without toll charge to prevent disclosure of the customer's name and address on mailing lists or for other commercial purposes not reasonably related to the conduct of its business to other businesses or affiliates of AT&T Illinois. AT&T Illinois will comply with the consumer privacy requirements of the Communications Consumer Privacy Act, the Restricted Call Registry Act, and 47 U.S.C. 551 that are in effect as of the effective date of this amendatory Act of the 95th General Assembly, and as amended thereafter. 220 ILCS 5/70-501(p).

12. Procedures for Termination of Service.

(a) AT&T Illinois will not terminate residential service for nonpayment of a bill unless AT&T Illinois furnishes notice of the delinquency and impending termination at least 21 days prior to the proposed termination. Notice of proposed termination will be mailed, postage prepaid, to the customer to whom service is billed. Notice of proposed termination will not be mailed until the 29th day after the date of the bill for services. Notice of delinquency and impending termination will be part of a billing statement only if the notice is presented in a different color than the bill and is conspicuous. AT&T Illinois will not assess a late fee prior to the 29th day after the date of the bill for service. 220 ILCS 5/70-501(c)(4).

(b) Every notice of impending termination will include all of the following: name and address of customer; amount of delinquency; date on which payment is required to avoid termination; and the telephone number of AT&T Illinois'

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service representative to make payment arrangements and to provide additional information about the charges for failure to return equipment and for reconnection, if any. No customer will be charged a fee for termination or disconnection of service, irrespective of whether the customer initiated termination or disconnection or AT&T Illinois initiated termination or disconnection. 220 ILCS 5/70-501(c)(5).

(c) Service will only be terminated on days when the customer is able to reach an AT&T Illinois service representative, either in person or by telephone. 220 ILCS 5/70-501(c)(6).

(d) Any service terminated by AT&T Illinois without good cause will be restored without any reconnection fee, charge or penalty; good cause for termination includes, but is not limited to, failure to pay a bill by the date specified in the notice of impending termination, payment by check for which there are insufficient funds, theft of service, abuse of equipment or personnel or other similar subscriber actions. 220 ILCS 5/70-501(c)(7).

(e) AT&T Illinois will cease charging a customer for any or all services within 1 business day after it receives a request to immediately terminate service or on the day requested by the customer if such a date is at least 5 days from the date that customer makes such a request. AT&T Illinois will bill for charges that the customer incurs prior to the date of termination. AT&T Illinois will issue a credit, a refund, or return a deposit within 10 business days after the close of the customer's billing cycle following the request for termination or the return of equipment, if any, whichever is later. 220 ILCS 5/70-501(c)(8).

(f) The customers of AT&T Illinois will be allowed to disconnect their service at any time within the first 60 days after subscribing to or upgrading the service. Within this 60-day period, AT&T Illinois will not charge or impose any fees or penalties on the customer for disconnecting service, including, but not limited to, any installation charge, the imposition of an early termination charge, except AT&T Illinois may impose a charge or fee to offset any rebates or credits received by the customer, and may impose monthly service or maintenance charges, including pay-per-view and premium services charges, during such 60-day period. 220 ILCS 5/70-501(c)(9).

(g) AT&T Illinois will guarantee customer satisfaction for new or upgraded service and the customer will receive a pro-rata credit in an amount equal to the pro-rata charge for the remaining days of service being disconnected or replaced upon the customer's request if the customer is dissatisfied with the service and requests to discontinue the service within the first 60 days after subscribing to the upgraded service. 220 ILCS 5/70-501(c)(10).

13. Complaint Procedures and Procedures for Bill Dispute Resolution and Rights and Remedies Available to Customers If AT&T Illinois Does Not Materially Meet Its Customer Service Standards.

(a) AT&T Illinois will implement an informal process for handling complaints from customers concerning billing issues, service issues, privacy concerns and other consumer complaints. AT&T Illinois' informal dispute resolution process will start with its trained, knowledgeable, and qualified service representatives who will be available to respond to customer telephone inquiries during normal business hours. Customer service representatives will be able to provide credit, waive fees, schedule

appointments and change billing cycles. Any difficulties that cannot be resolved by the customer service representatives will be referred to a supervisor who will make best efforts to resolve the issue immediately while the customer is on the telephone. If the supervisor does not resolve the issue to the customer's satisfaction, the customer will be informed of AT&T Illinois' written complaint procedures and procedures for billing dispute resolution, and given a description of the other rights and remedies available to customers. A copy of the letter that will be sent to customers who do not believe that their dispute has been resolved to their satisfaction by a supervisor is supplied as Attachment 7-5.

(b). In the event an issue is not resolved through this informal process, the customer may request nonbinding mediation with AT&T Illinois, with each party to bear its own costs of such mediation. Selection of the mediator will be by mutual agreement, and preference will be given to mediation services that do not charge the consumer for their services.

(c) In the event the above informal process does not produce a satisfactory result to the customer, or if customer believes that AT&T Illinois has substantially failed to meet the required customer service standards under Illinois law, the customer will be informed that the customer may ask either the local unit of government in which the customer resides and receives video service, or the Illinois Attorney General, to investigate and seek corrective action. The customer, the customer's local unit of government or the Attorney General also may pursue alleged violations of the Illinois Cable and Video Consumer Protection Law in a court of competent jurisdiction. 220 ILCS 5/70-501(q), (r)(4).

14. AT&T Illinois' Position Regarding the Applicability of Certain Sections of this Act. The federal requirements referenced in Sections 70-501(h), (i), (j) and (k) apply if there is no effective competition in a specified area.⁵ Until the Federal Communications Commission makes a finding of effective competition for a particular unit of local government, AT&T Illinois will comply with the requirements of each of these sections. 220 ILCS 5/70-501(h), (i), (j), (k).

Prior to such ruling, AT&T Illinois will offer its lowest-cost basic video service as a stand-alone service to residential customers at reasonable rates. AT&T Illinois will not require the subscription to any service other than the lowest-cost basic service or to any telecommunications or information service, as a condition of access to its video service, including programming offered on a per channel or per program basis. AT&T Illinois will not discriminate between subscribers to the lowest-cost basic service, subscribers to other video services, and other subscribers with regard to the rates charged for video programming offered on a per channel or per program basis. 220 ILCS 5/70-501(h). AT&T Illinois will ensure that charges for changes in the subscriber's selection of services or equipment are based on the cost of such change and do not exceed nominal amounts when the system's configuration permits changes in service tier selection to be effected solely by coded entry on a computer terminal or by other similarly simple method. 220 ILCS 5/70-501(i). AT&T Illinois will have a rate structure for the provision of video service that is uniform throughout the area within the boundaries of

⁵ Under federal law, "effective competition" is defined to include areas in which: "a local exchange carrier or its affiliate (or any multichannel video programming distributor using the facilities of such carrier or its affiliate) offers video programming services directly to subscribers by any means (other than direct-to-home satellite services) in the franchise area of an unaffiliated cable operator which is providing cable service in that franchise area, but only if the video programming services so offered in that area are comparable to the video programming services provided by the unaffiliated cable operator in that area." 47 U.S.C. 543(l)(1)(D).

the local unit of government. AT&T Illinois may offer bulk discounts to multiple dwelling units and reasonable discounts to senior citizens or other economically disadvantaged groups. 220 ILCS 5/70-501(j). AT&T Illinois will not charge a subscriber for any service or equipment that the subscriber has not affirmatively requested by name. For purposes of this requirement, a subscriber's failure to refuse AT&T Illinois' proposal to provide service or equipment shall not be deemed to be an affirmative request for such service or equipment. 220 ILCS 5/70-501(k).

15. Performance Reporting. After AT&T Illinois has offered service for one (1) year, it will make an annual report to the Commission, the local unit of government and to the Attorney General that it is meeting the standards specified in Article 70, Section 501, identifying the number of complaints it received over the prior year in the State, and specifying the number of complaints related to each of the following: (1) billing, charges, refunds, credits; (2) installation or termination of service; (3) quality of service and repair; (4) programming; and (5) miscellaneous complaints that do not fall within these categories. Thereafter, AT&T Illinois will also provide, upon request by the local unit of government where service is offered and to the Attorney General, an annual public report that includes performance data described in Sections 501(d)(5), (d)(6), (e)(1) and (e)(2). The performance data shall be disaggregated for each requesting local unit of government, at either the local exchange level, as that term is defined in Section 13-206 of the Public Utilities Act, or at the requesting local unit of government level, in which AT&T Illinois has video customers. 220 ILCS 5/70-501(g).

16. Public Benefit Obligation. Consistent with the provisions in Section 501(f), AT&T Illinois will provide a free service line drop and free basic service to all

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current and future public buildings within its footprint, including, but not limited to, all local unit of government buildings, public libraries, and public primary and secondary schools, whether owned or leased by that local unit of government ("eligible buildings"). This obligation only applies to the extent AT&T Illinois' video service systems pass eligible buildings and its video service is generally available to residential subscribers in the same local unit of government in which the eligible building is located. The burden of providing this service at each eligible building will be shared by all cable and video providers whose systems pass the eligible buildings in an equitable and competitively neutral manner, and nothing herein will require duplicative installations by more than one video provider at each eligible building. AT&T Illinois will meet with all video providers operating in a local unit of government as necessary and determine who will provide service to eligible buildings. If the video providers are unable to reach agreement, they will meet with the local unit of government which will determine which video providers will serve each eligible building. 220 ILCS 5/70-501(f).