



at&t

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

**ORIGINAL**

February 2, 2009

*Alt Reg. Report*

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

98-0252,  
98-0335+  
00-0764

CHIEF CLERK'S OFFICE

2009 FEB - 21 A 10: 27

ILLINOIS  
COMMERCE COMMISSION

Re: Alternative Regulation Service Quality Measurements, December 2009

Dear Ms. Rolando:

Illinois Bell Telephone Company ("AT&T Illinois" or the "Company"), with this letter, submits the alternative regulation service quality measurements for the month of December 2009. 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 (SB)*

Deno Perdiou  
Director - Regulatory

Attachment



**Illinois Bell Telephone  
Alternative Regulation Service Quality Report  
2009**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	<i>Alternative Regulation Benchmark</i>
<b>Measure #1:</b>														
Installation within 5 Business Days	92.24%	95.21%	95.64%	95.32%	96.70%	96.45%	95.81%	95.38%	93.74%	95.31%	96.54%	98.14%	95.61%	<b>90.00%</b>
<b>Measure #2:</b>														
Trouble Reports per 100 Access Lines	1.52	1.38	1.72	1.46	1.54	1.74	1.50	1.58	1.45	1.62	1.33	1.35	1.52	<b>2.66</b>
<b>Measure #3:</b>														
Out-of-Service over 24 Hours	4.28%	3.54%	3.67%	2.72%	3.97%	5.45%	4.32%	4.75%	4.15%	4.56%	5.25%	6.97%	4.43%	<b>5.0%</b>
<b>Measure #4:</b>														
Operator Speed of Answer- Toll, Assistance and Information	4.08	3.54	3.93	3.92	3.95	4.15	4.10	3.69	3.40	3.99	4.02	3.99	3.90	<b>5.65</b>
<b>Measure #5:</b>														
Repeat Trouble Rate Installation *	8.49%	2.60%	13.14%	14.77%	9.65%	14.57%	15.80%	17.20%	15.68%	13.08%	10.93%	10.84%	12.34%	<b>16.90%</b>
<b>Measure #6:</b>														
Repeat Trouble Rate Repair	6.83%	6.41%	7.26%	7.56%	8.17%	7.38%	8.81%	8.01%	9.22%	8.08%	9.10%	7.95%	7.86%	<b>13.92%</b>
<b>Measure #7:</b>														
Missed Installation Commitments	4.96%	3.92%	3.34%	3.53%	3.73%	3.38%	4.03%	3.59%	3.35%	2.34%	2.05%	2.11%	3.26%	<b>10.00%</b>
<b>Measure #8:</b>														
Missed Repair Commitment	2.56%	2.60%	2.66%	2.64%	4.09%	4.53%	4.86%	4.39%	5.18%	5.09%	4.61%	5.17%	3.97%	<b>9.58%</b>
<b>Measure #9:</b>														
Average Speed of Answer-Repair	23.55	52.75	31.99	64.50	56.74	58.44	23.88	29.51	42.10	89.58	18.76	59.90	45.97	<b>60 secs</b>
<b>Measure #10:</b>														
Average Speed of Answer- Customer Calling Centers	68.60	61.42	48.89	24.71	29.09	30.69	25.50	66.65	50.70	36.84	43.75	77.03	47.19	<b>60 secs</b>

*\*Restated for September due to a system migration.*