



ORIGINAL

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

ILLINOIS *July*  
COMMERCE COMMISSION

2010 APR -8 P 3:30

April 8, 2010

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

CHIEF CLERK'S OFFICE  
*Alt Reg Report*  
*98-0252*  
*98-0335 +*  
*00-0764 (cons)*

Re: Alternative Regulation Service Quality Measurements, January and February, 2010

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 months of January and February, 2010. 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 (kb)*

Deno Perdiou  
Director - Regulatory

Attachment

Illinois Bell Telephone Company  
Alternative Regulation  
Service Quality 2010

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	Alternative Regulation Benchmark
<b>Measure #1:</b>														
Installation within 5 Business Days	98.01%												98.01%	90.00%
<b>Measure #2:</b>														
Trouble Reports per 100 Access Lines	1.30												1.30	2.66
<b>Measure #3:</b>														
Out-of-Service over 24 Hours	5.00%												5.00%	5.0%
<b>Measure #4:</b>														
Operator Speed of Answer- Combine Toll, Assistance and Information	4.07												4.07	5.65
<b>Measure #5:</b>														
Repeat Trouble Rate Installation *	9.94%												9.94%	16.90%
<b>Measure #6:</b>														
Repeat Trouble Rate Repair	7.84%												7.84%	13.92%
<b>Measure #7:</b>														
Missed Installation Commitments	1.85%												1.85%	10.00%
<b>Measure #8:</b>														
Missed Repair Commitment	4.95%												4.95%	9.58%
<b>Measure #9:</b>														
Average Speed of Answer-Repair	73.32												73.32	60 secs
<b>Measure #10:</b>														
Average Speed of Answer- Customer Calling Centers	73.73												73.73	60 secs

Illinois Bell Telephone Company  
Alternative Regulation  
Service Quality 2010

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	Alternative Regulation Benchmark
<b>Measure #1:</b>														
Installation within 5 Business Days	98.01%	99.07%											98.49%	<b>90.00%</b>
<b>Measure #2:</b>														
Trouble Reports per 100 Access Lines	1.30	1.13											1.21	<b>2.66</b>
<b>Measure #3:</b>														
Out-of-Service over 24 Hours	5.00%	3.44%											4.27%	<b>5.0%</b>
<b>Measure #4:</b>														
Operator Speed of Answer- Combine Toll, Assistance and Information	4.07	3.41											3.76	<b>5.65</b>
<b>Measure #5:</b>														
Repeat Trouble Rate Installation *	9.94%	10.14%											10.03%	<b>16.90%</b>
<b>Measure #6:</b>														
Repeat Trouble Rate Repair	7.84%	9.39%											8.56%	<b>13.92%</b>
<b>Measure #7:</b>														
Missed Installation Commitments	1.85%	1.81%											1.83%	<b>10.00%</b>
<b>Measure #8:</b>														
Missed Repair Commitment	4.95%	4.68%											4.82%	<b>9.58%</b>
<b>Measure #9:</b>														
Average Speed of Answer-Repair	73.32	32.82											54.28	<b>60 secs</b>
<b>Measure #10:</b>														
Average Speed of Answer- Customer Calling Centers	73.73	46.39											60.99	<b>60 secs</b>