



ORIGINAL

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

June 8, 2010

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

Alt Reg Report
98-0252,
98-0335+
00-0764
(cons)

CHIEF CLERK'S OFFICE

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ILLINOIS
COMMERCE COMMISSION

Re: Alternative Regulation Service Quality Measurements, April, 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 month of April, 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 (JP)

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 |
|---|--------|--------|--------|--------|-----|-----|-----|-----|-----|-----|-----|-----|--------|--|
| Measure #1: | | | | | | | | | | | | | | |
| Installation within 5 Business Days | 98.01% | 99.07% | 99.33% | 99.05% | | | | | | | | | 98.83% | 90.00% |
| Measure #2: | | | | | | | | | | | | | | |
| Trouble Reports per 100 Access Lines | 1.30 | 1.13 | 1.47 | 1.42 | | | | | | | | | 1.33 | 2.66 |
| Measure #3: | | | | | | | | | | | | | | |
| Out-of-Service over 24 Hours | 5.00% | 3.44% | 4.28% | 3.97% | | | | | | | | | 4.19% | 5.0% |
| Measure #4: | | | | | | | | | | | | | | |
| Operator Speed of Answer- Combine Toll, Assistance and Information | 4.07 | 3.41 | 3.86 | 4.04 | | | | | | | | | 3.85 | 5.65 |
| Measure #5: | | | | | | | | | | | | | | |
| Repeat Trouble Rate Installation * | 9.94% | 10.14% | 9.72% | 11.00% | | | | | | | | | 10.17% | 16.90% |
| Measure #6: | | | | | | | | | | | | | | |
| Repeat Trouble Rate Repair | 7.84% | 9.39% | 9.35% | 8.96% | | | | | | | | | 8.88% | 13.92% |
| Measure #7: | | | | | | | | | | | | | | |
| Missed Installation Commitments | 1.85% | 1.81% | 1.61% | 1.81% | | | | | | | | | 1.77% | 10.00% |
| Measure #8: | | | | | | | | | | | | | | |
| Missed Repair Commitment | 4.95% | 4.68% | 5.13% | 4.93% | | | | | | | | | 4.94% | 9.58% |
| Measure #9: | | | | | | | | | | | | | | |
| Average Speed of Answer-Repair | 73.32 | 32.82 | 16.44 | 32.89 | | | | | | | | | 37.97 | 60 secs |
| Measure #10: | | | | | | | | | | | | | | |
| Average Speed of Answer- Customer Calling Centers | 73.73 | 46.39 | 48.56 | 30.56 | | | | | | | | | 50.27 | 60 secs |