

ATTACHMENT 1

DRAFT CODE PART 730

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2 CHAPTER I: ILLINOIS COMMERCE COMMISSION
3 SUBCHAPTER f: TELEPHONE UTILITIES
4

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7 TELECOMMUNICATIONS CARRIERS
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80

81 AUTHORITY: Implementing Section 8-301 and authorized by Section 10-101 of the Public
82 Utilities Act [220 ILCS 5/8-301 and 10-101].

83

84 SOURCE: Filed November 6, 1970; amended at 7 Ill. Reg. 2147, effective February 4,
85 1983; codified at 8 Ill. Reg. 12191; Part repealed and new Part adopted at 15 Ill. Reg.
86 16060, effective November 1, 1991; amended at 24 Ill Reg. 13861, effective September 1,
87 2000.

88

89 SUBPART A: GENERAL

90
91 Section 730.100 Application of Part

92
93 This Part shall apply to all local exchange carriers offering or providing either competitive
94 or noncompetitive telecommunications services as defined in Sections 13-209 and 13-210
95 of the Universal Telephone Service Protection Law of 1985 ("Law") [220 ILCS 5/13-209,
96 13-210]. This Part shall only apply to the relationship between a serving local exchange
97 carrier and its end user ~~customer only~~. This Part shall not ~~be applicable~~ to the relationship
98 between a serving local exchange carrier ~~subject to this Part and any local exchange car-~~
99 ~~rier~~ that provides wholesale facilities or services to ~~the another~~ serving local exchange
100 carrier for provisioning of services to its retail end user customers.

101
102 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

103
104 Section 730.105 Definitions

105
106 As used in this Part, the following terms shall have these definitions:

107
108 "Abandoned call" means a call that has been offered to a communications
109 network or telephone system that was terminated by the person originating
110 the call before it was answered by the entity being called.

111
112 "Access line" means the connecting facility between a customer's premises
113 network interface device and the local exchange carrier's facility that pro-
114 vides access to the switching network for local exchange and interexchange
115 telecommunications service. This includes the network interface or equiva-
116 lent, the outside plant facilities, the office frame and frame wiring and the
117 office line termination.

118
119 "Analog" means a continuous electrical signal that carries information by
120 means of variations in its amplitude or frequency. The electrical signal being
121 transmitted varies in direct relation to the signal generated by the source.

122
123 "Answer time" means a measurement in seconds from the point the carrier's
124 telephone system receives the call until the call is answered by the carrier's
125 representative who is ready to accept information. In the case when the
126 carrier uses a menu-driven system, the measurement begins once the menu-
127 based system has transferred the customer into the carrier's telephone
128 system until the call is answered by the carrier's representative.

129
130 "Answer time" means a measurement from the point a call is placed in the
131 answering queue.

133 “Application” means a verbal or written request for a telecommunications
134 service.

135
136 “Assistance calls” means calls in which the operator provides assistance or
137 instructions to the customer. Examples: rate quotes, credit requests, trouble
138 reports, dial assistance, and dialing instructions.

139
140 “Business office” means those offices of the company where calls are
141 answered and made. A business office typically employs company repre-
142 sentatives to assist customers for order entry and lookup on customers’
143 orders and account records through the use of a computerized system.

144
145 “Busy hour” means the two consecutive half-hours each day during which the
146 greatest volume of traffic is handled ~~in the central office.~~

147
148 ~~“Busy season” means the two consecutive weeks during which the greatest~~
149 ~~volume of traffic is handled in the central office.~~

150
151 “Busy tone” means an audible signal indicating a call cannot be completed
152 because the called access line is busy. The tone is applied 60 times per
153 minute.

154
155 “Call data” means the recorded information necessary to measure and bill
156 each call.

157
158 “Calls” means customers’ messages attempted.

159
160 “Central office” means the site where switching equipment is located. A local
161 central office, also called an end office, is the switching office where
162 individual subscriber’s access lines appear. It houses the equipment that
163 receives calls transmitted on the local loop and routes the call over the
164 switched network either directly to the person called, if the call is placed to a
165 location served by the same local central office, or to another central office, if
166 the call is placed to a customer served by a different central office. Each
167 central office serves local loops in an exclusive geographic area.

168
169 “Certificate of ~~sS~~ervice ~~aA~~uthority” means the authorization by the Illinois
170 Commerce Commission (“Commission”) granting a local exchange carrier
171 the right to provide telecommunications services within a specified geo-
172 graphical area.

173
174 “Channel” means a single path between two or more points provided for
175 transport of user information and/or signaling for a communications service.

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“Connecting company” means a corporation, association, partnership or individual (other than a company affiliated interest) that owns or operates central offices or similar switching facilities and interchanges traffic directly or indirectly with the local exchange carriers.

“Customer” means any person, building owner, firm, partnership, corporation, municipality, cooperative, organization, governmental agency, etc., provided with local exchange carrier telecommunications services as defined in Section 13-204 of the Law [220 ILCS 5/13-204]. “Customer” may also be referred to as “end user.”

“Customer premises equipment” means equipment employed on the premises of a person (other than a carrier) to originate, route, or terminate telecommunications.

“Customer premises wire” means any wire, including interface equipment, on the customer side of the network interface or equivalent.

“Customer trouble report” means any verbal or written report relating to difficulty or dissatisfaction with the operation of regulated telecommunications services. One report shall be counted for a verbal or written report received. When several items are reported by one customer at the same time, and the group of troubles so reported is clearly related to a common cause, they are counted as one report.

“dBrnc” means a measure of the interfering effect of noise.

“Decibel” or “dB” means a standard unit used for expressing a transmission signal gain or loss.

“Dial tone” means an audible tone sent from an automatic switching system to a customer to indicate the equipment is ready to receive dial signals.

“Dial tone first” means coin telephone service that allows a customer to obtain a dial tone before money is deposited into the coin telephone.

“Digital” means a signal which carries information by discrete changes in its parameters. For digital transmission of analog information, the incoming voice, data, or video signals are sampled periodically and digitally coded for transport through the network.

“Direct Distance Dialing” or “DDD” means the automatic establishment of toll calls in response to signals from the dialing device of the originating customer.

221
222 “Distributing system” means that part of the outside cable plant connecting
223 the central office to the customer network interface at the customer’s
224 premises.

225
226 “Emergency situation” shall mean a single event that causes an interruption
227 of service or installations affecting end users of a local exchange carrier.
228 The emergency situation shall begin with the first end user whose service is
229 interrupted by the single event, and shall end with the restoration of the
230 service of all affected end users.

231 The term single event shall include:

- 232 (A) a declaration made by the applicable state or federal
233 governmental agency that the area served by the local
234 exchange carrier is either a state or federal disaster area; or
235 (B) an act of third parties, including acts of terrorism, vandalism,
236 riot, civil unrest, war, or acts of parties that are not agents,
237 employees or contractors of the local exchange carrier; or
238 (C) a severe storm, tornado, earthquake, flood or fire, including
239 any severe storm, tornado, earthquake, flood or fire that
240 prevents the local exchange carrier from restoring service due
241 to impassable roads, downed power lines, or the closing off of
242 affected areas by public safety officials.

243 The term “emergency situation” shall not include:

- 244 (1) a single event caused by high temperature conditions alone; or
245 (2) a single event caused by acts or omissions of the local
246 exchange carrier, its agents, employees or contractors; or
247 (3) any service interruption that occur during a single event listed
248 in subsections (A through C) above, but are not caused by
249 those single events; or
250 (4) a single event which the local exchange carrier could have
251 reasonably foreseen and taken precaution to prevent;
252 provided, however, that in no event shall a local exchange
253 carrier be required to undertake precautions which are
254 technically infeasible or economically prohibitive.

255
256 “End user” means any person, building owner, firm, partnership, corporation,
257 municipality, cooperative, organization, governmental agency, etc., provided
258 with local exchange carrier telecommunications services for consumption,
259 not for resale, as defined in Section 13-204 of the Law [220 ILCS 5/13-204].
260 “End user” may also be referred to as “customer.”

261
262 “Exchange area” means a unit established by a local exchange carrier and
263 approved by the Commission for the administration of telecommunications
264 service in a specified geographical area. It may consist of one or more cen-

265 tral offices together with associated plant used in furnishing telecom-
266 munications services in that area. Exchange areas are identified on
267 exchange boundary maps on file with the Commission.

268
269 “Foreign exchange service” means a classification of exchange services
270 whereby customers may be provided a telecommunications service from a
271 local exchange other than the one from which they would normally be served.

272
273 “Information call” means a call in which a customer will be connected to an
274 information bureau by dialing the proper service code or number and will be
275 given the directory number of the customer whom he desires to call, provided
276 that the customer’s number to be called is or will be published or listed in the
277 information records. An “information call” is also referred to as directory
278 assistance.

279
280 “Inside wire” means the same as “customer premises wire” defined above.

281
282 “Installation trouble report” means any trouble report filed within seven (7)
283 days after the completion of a regular service installation.

284
285 “Intercept service” means a service arrangement provided by the local
286 exchange carrier whereby calls placed to a disconnected or discontinued
287 telephone number are intercepted and the calling party given such infor-
288 mation as the called telephone number has been disconnected, discon-
289 tinued, or changed to another number, or that calls are being received by
290 another telecommunications line.

291
292 "InterMSA" means those calls originating in one Market Service Area (MSA)
293 but terminating in another MSA. See Section 13-208 of the Public Utilities
294 Act [220 ILCS 5/13-208].

295
296 “Interoffice trunk” means a communication path between two central offices.

297
298 “Line” means the conductor or conductors, supporting circuit equipment, and
299 structures extending between customer network interfaces and central
300 offices, or between central offices, whether they be in the same or different
301 communities.

302
303 “Local exchange carrier” means a telecommunications carrier certificated by
304 the Commission to provide intra-exchange and/or inter-exchange service
305 within the same MSA.

306
307 “Local exchange service” means the same as “local exchange telecom-
308 munications service” as defined in Section 13-204 of the Law.

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“Local exchange service area” means the area where telecommunications service is furnished to customers under a specific schedule of rates and without toll charges. A local exchange service area may include one or more exchange areas or portions of exchange areas.

“Local message” means a completed call between customers served by the same central office or between customers served by two different central offices as defined by and in accordance with tariffs.

“Local loop” means a channel between a customer’s network interface and its serving central office. The most common form of loop, a pair of wires, is also called a line.

“Local usage charge” means the charge that applies to a call defined as a “local message”.

“Map” means a drawing showing a geographical area in which a local exchange carrier furnishes telecommunications services.

“Message” means a completed customer call.

“Network” means the aggregate of transmission systems and switching systems. It is an arrangement of channels, such as loops, trunks, and associated switching facilities.

“Network interface” means the point of termination on the customer premises at which the local exchange carrier’s responsibility for the provision and maintenance of network channel or line service ends. The network interface is part of the network and the order of appearance of central office lines on it is determined solely by the local exchange carrier

“Network service” means a telecommunications service that links two or more discrete channels for the purpose of creating a point-to-point connection.

“Noise to Ground (Ng)” means the noise measured between ground and the tip and ring conductors. The customer does not hear the noise to ground, but the amount of noise to ground affects the amount of noise metallic which a customer hears.

“Noise Metallic (Nm)” means the noise measured across the tip and ring of a circuit and is the noise that the customer hears.

353 “Operator number identification” means a service provided by an intercept
354 operator on calls that originate from a telecommunications office that is not
355 equipped for automatic identification of the called number.

356
357 “Out of Service > 24 Hours” means that 24 hours after reporting an out of
358 service condition to the local exchange carrier, the customer still:

359 (A) has no dial tone; or

360 (B) cannot be called; or

361 (C) cannot call out.

362 This defined term excludes call blocking or any other intentional alteration to
363 an end user’s calling or call receiving ability.

364
365 “Outside plant” means the telecommunications equipment and facilities
366 installed on, along, over, or under streets, alleys, highways, or on private
367 rights-of-way between the central office and customer locations or between
368 central offices.

369
370 “Party line service” is a service offering where two or more unaffiliated end
371 user customers share the same line and telephone number.

372
373 “Premises” means the space occupied in a single local exchange area by a
374 customer in a building or in adjoining buildings not separated by a public
375 thoroughfare or in a public office building where the customer’s office space
376 is all contiguous.

377
378 “Public telephone service” means one-party access line service equipped
379 with a coin collecting and/or calling-card only telephone instrument installed
380 for the use of the general public in locations where the general public has
381 access to these telephones.

382
383 “Regular service installations” shall include all installation and move orders of
384 residential and business single lines, including orders for additional lines,
385 and shall exclude orders for the following:

386 (A) Advanced/Special Services (e.g., WATS, FX, DSL)

387 (B) Vertical services

388 (C) Payphones

389 (D) Company official lines

390 (E) Records work only

391 (F) Orders impacted by the customer for the following reasons:

392 (i) Hold for payment

393 (ii) Customer will advise

394 (iii) Customer requested later due date

395 (iv) No access

396

397 “Repair office” means an office to handle customers’ reported telephone
398 facility problems. Customers may call to request trouble verification tests,
399 initiate trouble reports and obtain information on the status of open trouble
400 reports.

401 “Repeat trouble report” means any trouble report filed within thirty (30) days
402 after the closing of a previous trouble report filed by the same customer.

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404
405 “Reporting entity” means a unit established by the local exchange carrier for
406 the purpose of administering the customer service operations established by
407 this Part.

408
409 “Telecommunications service” means any regulated communication service
410 provided by local exchange carriers.

411
412 “Toll call” means a completed message between customers in different
413 exchanges for which message toll rates are applicable.

414
415 “Traffic” means call volume based on number and duration of messages.

416
417 “Transmission” means the process of sending information from one point to
418 another.

419
420 “Trouble report” means any customer complaint to the local exchange carrier
421 regarding the operation of their telephone service, including both service
422 affecting conditions or out of service conditions.

423
424 “Trunk” means a transmission path between switching units, switching
425 centers, and/or toll centers.

426
427 “Vertical services” means optional telecommunication services including,
428 without limitation, Caller ID or Call Waiting, which a customer may choose to
429 have added to its basic access line.

430
431 “Working line” means an active access line or channel.

432
433 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

434
435 Section 730.110 Waiver

436
437 The Commission, on application of a company, customer, applicant, or user or on its own
438 motion, may grant a temporary or permanent waiver from this Part, or any subsections
439 contained in this Part, in individual cases where the Commission finds that:

- 441 a) The provision from which the waiver is granted is not statutorily mandated;
442
443 b) No party will be injured by the granting of the waiver; and
444
445 c) The rule from which the waiver is granted would, as applied to ~~in~~ the
446 particular case, be unreasonable or unnecessarily burdensome.
447

448 (Source: Added at 24 Ill. Reg. 13861, effective September 1, 2000)

449 Section 730.115 Reporting

450 All reports required to be submitted to the Staff or to the Illinois Commerce Commission
451 under this Part 730, except Section 730.510(b)(3), shall be certified by an authorized agent
452 of the reporting carrier and shall be filed with the Chief Clerk of the Commission in a form
453 suitable for posting to the Commission's web page. All such reports will be public records
454 available for inspection and copying.
455
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458 SUBPART B: RECORDS AND REPORTS

459 Section 730.200 Preservation of Records

460 All records required by this Part shall be preserved in accordance with provisions of 83 Ill.
461 Adm. Code 705.
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465 SUBPART C: ENGINEERING

466 Section 730.300 Construction

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468
469 a) Each local exchange carrier shall place a minimum of 80% of all newly con-
470 structed outside cable plant facilities (measured in sheath miles) under-
471 ground.
472
473 b) The telecommunications outside plant shall be designed, constructed,
474 maintained, and operated in accordance with the provisions of 83 Ill. Adm.
475 Code 305 and 83 Ill. Adm. Code 265.
476

477 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

478
479 Section 730.305 Maintenance of Plant and Equipment

480 Each local exchange carrier shall:
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482

483 a) Each local exchange carrier shall adopt a maintenance program for its
484 equipment based on the minimum standards set forth in this Part, which
485 program shall be updated regularly but not less than every two years.

486
487 b) inspect every two years, in accordance with the National Electric Safety
488 Code (“NESC”) standards identified in 83 Ill. Adm. Code 305, its electrical
489 grounding equipment owned by such carrier for each central office, including,
490 without limitation, the component of such system commonly known as the
491 master ground bar, to ascertain the integrity of the central office ground field,
492 and maintain a copy of the test results in the office and available for
493 inspection.

494
495 The inspection shall be performed annually if one of the following events
496 occurs: an office conversion (replacement of the current switching
497 equipment), a building addition to a central office, or renovations to the
498 building facilities and grounds, such as water, sewer, gas, electric facilities
499 or parking lot.

500
501 c) copy, on a monthly basis, its database for switching equipment applicable to
502 each central office and store such copy off-site or in a fireproof on-site
503 storage for use in emergency restoration purposes (such copying and
504 storage to be performed in accordance with current software backup
505 procedures).

506
507 d) copy, on a monthly basis, its digital access and cross-connect system
508 (DACS) database for each central office, if technically feasible, and store
509 such copy off-site or in a fireproof on-site storage for use in emergency
510 restoration purposes (such copying and storage to be performed in
511 accordance with current software backup procedures).

512
513 e) copy, on a monthly basis, its fiber optic terminal database for each central
514 office, if technically feasible, and store such copy off-site or in a fireproof on-
515 site storage for emergency restoration purposes (such copying and storage
516 to be performed in accordance with current software backup procedures).

517
518 Section 730.310 Grade of Service

519
520 No local exchange carrier shall offer party line service.

521
522 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

523
524 Section 730.315 Interoffice Trunks (Repealed)

525
526 (Source: Repealed at 24 Ill. Reg. 13861, effective September 1, 2000)

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Section 730.320 Network Service

Local exchange carriers shall retain control of the network and not provide service to lines that introduce energy into the network at levels or frequencies that will interfere with other users.

Section 730.325 Emergency Operation

- a) Each local exchange carrier shall make provisions to meet emergencies resulting from failures of commercial or power service, sudden and prolonged increases in traffic, illness of personnel, fire, storm, or other natural disasters. Each local exchange carrier shall inform employees as to procedures to be followed in the event of emergency in order to prevent or minimize interruption or impairment of telecommunications service.
- b) Each existing central office will contain a reserve battery supply of 5 hours where emergency power generators are not installed and 3 hours where they are in place. Central office batteries shall be maintained in accordance with Institute of Electrical and Electronic Engineers ("IEEE") standards as adopted by this code in Section 730.340 herein, and records verifying such maintenance shall be kept on site. New central offices or central offices being replaced shall contain a reserve battery supply of 8 hours where emergency power generators are not installed and 5 hours where they are in place. In central offices without installed emergency power generators, a mobile power unit shall be available that can be delivered and connected within 5 hours.
- c) In new central offices exceeding 3,000 working lines, a permanent power generator shall be installed. For existing central offices having over 3,000 lines, permanent power generators shall be installed at the time of office replacement or battery replacement.
- d) Emergency generator units shall have available at least a 12 hour fuel supply.
- e) Emergency generator units shall be tested under load once a month. A record of the test results shall be maintained.

Section 730.330 Construction Work Near Utility Facilities

- a) A local exchange carrier, upon receipt of written or verbal notification of work that may affect its facilities, will be responsible for investigating and deciding what action, if any, must be taken to protect any underground service to the public in accordance with 83 Ill. Adm. Code 265.

- 571
572 b) The local exchange carrier shall have the responsibility to protect, remove,
573 alter, or reconstruct its facilities, provided that nothing in this Section shall be
574 deemed to affect any right which the local exchange carrier may have to
575 require advance payment or adequate assurance of payment of the cost
576 thereof to the local exchange carrier by the property owner or contractor.
577
578 c) The local exchange carrier may, in order to protect its interest, require that
579 the owner or contractor perform certain work (such as providing ducts,
580 conduit space, or working space) upon that part of the service piping or
581 wiring on, or being removed from, the property on which the work is being
582 performed. This Section is not intended to affect the responsibility of the
583 contractor or owner, or the liability or legal rights of any party.
584
585 d) Coordination of all construction and maintenance work between local
586 exchange carriers and other public utilities shall be in accordance with 83 Ill.
587 Adm. Code 265.
588

589 **Section 730.335 Network Interface**

- 590
591 a) The network interface for a residential customer shall be located in or on a
592 structure owned, rented, or leased by the customer, in which the customer
593 resides.
594
595 b) The network interface for business customers shall be located in or on
596 structures owned, rented, or leased by the customer, in which the customer is
597 conducting business. The demarcation point shall be located at the minimum
598 point of penetration [of the network cable](#) to the building, normally within 25
599 feet. Deviation from this location must be mutually agreeable to the building
600 owner and the telecommunications provider.
601
602 c) Network interfaces shall not be located on fence posts, utility poles, or cable
603 pedestals.
604
605 d) Network interfaces for temporary services or serving trailers, boats, or cus-
606 tomer-owned pay telephones shall be located on structures provided by the
607 customer or on a utility pole.
608

609 **[Section 730.340 Incorporation of National Codes and Standards](#)**

- 610
611 [a\) The Commission adopts as its rules the following portions of the NESC:](#)
612
613 [1\) Section 2 \(Definitions of Special Terms\).](#)
614

615 2) Section 9 (Grounding Methods of Electric Supply and
616 Communications Facilities).

617
618 b) The Commission adopts as its rules the following publications of the IEEE:

619
620 1) IEEE Std 1188-1996 Recommended Practice for Maintenance,
621 Testing, and Replacement of Valve-Regulated Lead-Acid (VRLA)
622 Batteries for Stationary Applications.

623
624 2) IEEE Std 450-1995 Recommended Practice for Maintenance,
625 Testing and Replacement of Lead Acid Batteries for Stationary
626 Applications.

627
628 c) This incorporation does not include any later amendments or editions.

629
630 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

631
632 **SUBPART D: CALL DATA, INSPECTIONS, AND TESTS**

633
634 **Section 730.400 Provisions for Testing**

635
636 Each local exchange carrier shall provide, or have access to, test facilities which will
637 enable it to determine the operating and transmission capabilities of channel and switching
638 equipment, either for routine maintenance or for fault location.

639
640 **Section 730.405 Call Data Records**

641
642 Recording devices, when used in connection with telecommunications service to collect
643 call data from which the customer's bills are prepared, shall show:

- 644
645 a) Called customer's telephone number;
646
647 b) Calling customer's telephone number;
648
649 c) Date;
650
651 d) Time of day; and
652
653 e) Duration of message.

654
655 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

656
657 **Section 730.410 Call Data Reading Interval**

659 Call data shall be read at intervals to correspond to the customer billing period.
660

661 Section 730.415 Call Data Recording Equipment and Test Facilities
662

663 a) Where local exchange billing is based on the number and/or duration of
664 messages, each local exchange carrier shall provide the facilities and
665 equipment for testing recording equipment.
666

667 b) Any local exchange carrier may be exempted from the requirement by
668 petitioning for a waiver from the Commission (see 83 Ill. Adm. Code 200).
669 The Commission shall grant the waiver if the local exchange carrier has
670 made arrangements to have its recording equipment tested by another local
671 exchange carrier or by an organization engaged in the testing of metering
672 equipment.
673

674 Section 730.420 Call Data Recording Equipment Requirements
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676 All recording devices used to record data and prepare customers' bills shall be read and
677 interpreted and shall not involve approximations.
678

679 Section 730.425 Initial Test
680

681 Either the manufacturer, the local exchange carrier, or an organization equipped for such
682 testing shall test each recording device for accuracy when the device is released for
683 service.
684

685 Section 730.430 As-Found Tests
686

687 All call data recording devices tested in accordance with this Part for either routine main-
688 tenance or a complaint shall be tested in their normal operating location and wiring mode.
689

690 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)
691

692 Section 730.435 Routine Tests
693

694 Each local exchange carrier shall have written procedures for the periodic testing and
695 maintenance of recording systems to assure the integrity of its operation.
696

697 Section 730.440 Request Tests
698

699 Upon request of any customer, the local exchange carrier shall make a test of any call data
700 recording device related to billing, provided such a request is not made more frequently
701 than once every 6 months.
702

703 Section 730.445 Referee Tests

704

705 Any customer, by written request to the Telecommunications Division of the Commission,
706 may have a test of any recording device related to its billing, conducted by the local
707 exchange carrier in the presence of a representative of the Commission, provided such
708 request is not made more frequently than once every 6 months.

709

710 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

711

712 Section 730.450 Test Records

713

714 A record shall be made of all recording equipment tests and adjustments with supporting
715 data to allow checking of the results. Such record shall include recording system
716 identification, type, date and kind of test, and the results of each test.

717

718 SUBPART E: STANDARDS OF QUALITY OF SERVICE

719

720 Section 730.500 Adequacy of Service

721

722 a) Traffic studies shall be made and records maintained to the extent and
723 frequency necessary to determine that sufficient equipment and an adequate
724 operating force are provided to meet the minimum standards of service set
725 forth in Sections 730.520 and 730.525.

726

727 b) Each local exchange carrier shall employ adequate procedures for
728 assignment of facilities. The assignment record shall be kept up to date and
729 checked every six months to determine if adjustments are necessary to
730 maintain proper balance in all trunk and equipment groups.

731

732 c) Local service furnished by pair gain devices at a given exchange shall
733 provide service equivalent to that furnished other subscribers at that
734 exchange served by means of normal physical loops.

735

736 d) Local exchange carrier employees shall be instructed to comply with the
737 provisions of all applicable Federal and state laws in maintaining secrecy of
738 communications (see 47 U.S.C. Sec. 605 and Ill. Rev. Stat. 1989, ch. 38,
739 pars. 14-1 to 14-9).

740

741 Section 730.505 Operator Handled Calls

742

743 When an operator is notified by a customer that he has reached a wrong number, has been
744 cut off, or has experienced poor transmission, the operator shall arrange for credit, except
745 in cases where fraudulent activity is demonstrable.

746

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.510 Answering Time

a) Operator offices

1) Operator offices shall be staffed so that the average answer time, calculated on a monthly basis, ~~speed of answer~~ shall not exceed ten (10) seconds for the following types of calls: (i) toll and assistance; and (ii) information.

~~1) Toll and assistance; and~~

2) ~~Information.~~ Whenever the average answer time, calculated on a monthly basis, exceeds ten (10) seconds, the local exchange carrier shall take corrective action and report such action to the Commission within fifteen (15) days after the end of the month in which the violation occurred.

~~b) Whenever the average speed of answer exceeds ten seconds on a monthly basis, the company shall take corrective action.~~

~~c) The average speed of answer for calls placed to the business offices and repair offices shall not exceed 60 seconds where a representative or automated system is ready to render assistance and/or accept information to process calls.~~

b) Business and Repair Offices

1) Business offices (during normal business hours) and Repair offices shall be staffed so that the average answer time, calculated on a monthly basis, shall not exceed sixty (60) seconds. In the case where a menu driven, automated, or interactive system is utilized to answer any such call, such system shall provide within the first menu of options, the option of transferring to a live attendant.

2) Whenever the average answer time, calculated on a monthly basis, exceeds sixty (60) seconds, the local exchange carrier shall take corrective action and report such action to the Commission within fifteen (15) days after the end of the month in which the violation occurred.

~~3d) Local exchange carriers Companies~~ shall maintain records of ~~telephone~~ answer time performance at their business offices and repair

791 offices. At a minimum, these records shall contain the following information
792 collected on a ~~in~~ monthly ~~basis~~ increments:

- 793
- 794 A4) Total number of calls received;
- 795
- 796 B2) Total number of calls answered;
- 797
- 798 C3) Average answer times~~speed of answer~~; and
- 799
- 800 D4) Total number and percentage of abandoned calls.

801

802 On or before March 1 of each year, each local exchange carrier~~company~~
803 shall file, with the Chief Clerk of the Commission, ~~an annual report~~
804 containing the above information for its business and repair office(s)
805 (separately when it maintains separate business and repair offices) for each
806 month of the preceding calendar year.~~on its answer time for its business~~
807 ~~offices and repair offices with the Chief Clerk of the Commission.~~ This
808 information shall also be made available to the Commission when
809 requested.

- 810
- 811 ce) Whenever a telephone company fails to meet any of the monthly objectives
812 contained in this Section, it shall report that fact to the Commission's
813 Telecommunications Division, with a statement of the reasons for such
814 failure, within 15 days after the end of the respective~~each~~ month.
- 815
- 816 d) For purposes of this Section, "average answer time" shall be calculated by
817 dividing the total number of call waiting seconds by the total number of
818 reported monthly calls answered.

819

820 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

821

822 Section 730.515 Central Office Administrative Requirements

- 823
- 824 a) Central office capacity and equipment shall be sufficient provided to provide
825 maintain a dial tone within three seconds on ninety-five (95%) percent of all
826 calls placed during the busy hour of any given day. Whenever the dial tone
827 rate falls below ninety-five (95%) percent, the local exchange carrier shall
828 take corrective action and report such action to the Commission within fifteen
829 (15) days after the end of the month in which the violation occurred.
- 830
- 831 b) For purposes of subsection (a) above, the percent of calls that obtained dial
832 tone within three seconds shall be derived by dividing the total number of
833 customer dialing attempts during the busy hour that obtained dial tone within

834 three seconds by the total number of customer attempts to obtain dial tone
835 during the busy hour.

836
837 cb) Each central office shall be equipped with alarms to indicate failures or
838 improper functions.

839
840 de) Either operator or mechanized intercept service shall be provided for non-
841 working or changed terminating numbers until the numbers are assigned or
842 reassigned.

843
844 ee) All remote switching units are to be equipped to continue to perform basic
845 internal switching functions if a base unit connection is interrupted.

846
847 fe) Whenever a local exchange carrier~~telephone company~~ fails to meet the
848 monthly objectives contained in this section, it shall report that fact to the
849 Commission's Telecommunications Division, with a statement of the reasons
850 for such failure, within fifteen (15) days after the end of the respective~~each~~
851 month.

852
853 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

854
855 Section 730.520 Interoffice Trunks

856
857 a) Local interoffice trunks and intraoffice trunks, interoffice toll trunks, and the
858 intertoll trunk and any related switching components shall be engineered so
859 that (i) at least ninety-eight (98%) percent of ~~telephone~~ calls placed shall not
860 encounter an All Trunks Busy ("ATB") condition and (ii) at least ninety-
861 eight (98%) percent of properly dialed incoming interMSA calls, during the
862 busy hour, shall receive ringing signal, station busy tone, or intercept (other
863 than ATB) on the first attempt. When the completion rate falls below ninety-
864 eight (98%) percent for three consecutive months, corrective action shall be
865 initiated and such action reported to the Commission.

866
867 b) For purposes of subsection (a) above, the information required to be
868 reported shall be calculated by capturing total call attempts (local, toll, DDD,
869 or inter/intraoffice) and calls that do not encounter an ATB condition that are
870 going through trunk groups controlled by the reporting entity during the busy
871 hour. Calls that do not encounter an ATB condition should be divided by
872 Total Trunk Attempts to derive the percent of calls completed without
873 encountering an ATB. The calculation should be performed for each base
874 unit and all remotes that home on each base. Measurements for all of the
875 base and remote units should be added to provide a statewide basis.

877 | ~~b) The trunk and related switching components in the inter-toll network shall be~~
878 | ~~engineered and maintained so that 98% of the properly dialed incoming~~
879 | ~~interMSA calls, during the average busy season, shall receive ringing signal,~~
880 | ~~busy tone, or intercept on the first attempt. When this rate falls below 96% for~~
881 | ~~three consecutive months, corrective action shall be initiated and that action~~
882 | ~~reported to the Commission.~~

883 | ~~c) Inter-office toll access trunks shall be engineered for completion of 99% of~~
884 | ~~calls without an all trunks busy condition. Whenever the completion rate falls~~
885 | ~~below 97% for three consecutive months, corrective action shall be initiated~~
886 | ~~and that action reported to the Commission.~~
887 |

888 |
889 | (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

890 |
891 | Section 730.525 Transmission Requirements

892 |
893 | Local exchange carriers shall furnish and maintain plant, equipment, and facilities to meet
894 | the following minimum transmission standards. The transmission standards set forth in this
895 | Section are based upon measurements from the network interface at the customer
896 | premises through the local loop to a nominal 48-volt central office and measured at a fre-
897 | quency of 1004 hertz.

- 898 |
899 | a) Local line analog loops shall have a loop resistance not exceeding the
900 | operating design of the associated central office equipment. Longer loops
901 | may be used by deployment of loop range extenders.
902 |
903 | b) All analog loops are to be maintained to a minimum of 40,000 ohms insu-
904 | lation resistance.
905 |
906 | c) Transmission loss of analog local loop shall be engineered not to exceed ~~40~~
907 | 8.5 dB when measured in accordance with subsection (a). The local loop
908 | transmission loss shall be adjusted to ~~40~~ 8.5 dB or less if it exceeds ~~40~~ 8.5
909 | dB.
910 |
911 | d) Transmission loss in analog interoffice trunks shall be engineered not to
912 | exceed 7 dB. If the loss exceeds expected design loss by + or - 3.5 dB, it
913 | shall be corrected to within 1 dB of the design loss.
914 |
915 | e) Transmission loss on analog toll terminating trunks shall be engineered not to
916 | exceed 4 dB. If the loss exceeds expected design loss by + or - 3.5 dB, it
917 | shall be corrected to within 1 dB of the design loss.
918 |
919 | f) Transmission loss on all digital interoffice trunks shall be engineered and
920 | maintained not to exceed 6 dB.

921
922 g) Loop current shall be maintained at 20 milliamperes or greater.

923
924 h) Power influence (Noise to Ground) shall not exceed 90 dBnc.

925
926 i) Circuit noise (Noise Metallic) shall not exceed 30 dBnc.

927
928 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

929
930 Section 730.530 Coin Telephone Service (Repealed)

931
932 (Source: Repealed at 24 Ill. Reg. 13861, effective September 1, 2000)

933
934 Section 730.535 Interruptions of Service

935
936 a) On a monthly basis, ~~each the~~ local exchange carrier shall clear 95% of 95%
937 of all out-of-service troubles up to the customer network interface within
938 within twenty four (24) hours of the time after such troubles are reported by
939 the customer., ~~except when such service interruptions are caused by~~
940 ~~emergency situations or natural disasters affecting a large number of~~
941 ~~customers.~~

942
943 b) For purposes of maintaining records or reporting information relating to the
944 objective set forth in subsection (a) above, the information required to be so
945 maintained or reported shall be calculated as follows:

946
947 1) Each occurrence shall be measured from the “create date and time”
948 to the “cleared date and time.”

949
950 2) The objective set forth in subsection (a) above shall be calculated as
951 follows:

952
953 (a) - (c+d+e) = (o) or the “Adjusted Number of Out of Service
954 Conditions Not Repaired Within 24 Hours”

955
956 (b) - (c+d+e) = (p) or the “Adjusted Number of Out of Service Calls”

957
958 Calculation A (Official Calculation Methodology)

959 (o) - (f+g+h) times 100 = x
960 (p)

961
962 Calculation B (Reported to Staff Upon Request)

963 (o) - (f+g+h) times 100 = x
964 (p) - (h)

965
966 (100 - x) = Percent Out of Service < 24 Hours

967
968 Variables used in the above formulas are defined as follows:

969
970 a = Total Number of Out of Service Conditions Not Repaired Within
971 24 Hours

972 b = Total Number of "Out of Service" Calls Received by the Company

973 c = Subsequent Reports for the same Out of Service condition

974 d = Condition Caused by Payphone equipment

975 e = Condition Caused by Customer Premises Equipment (CPE) or
976 inside wiring

977 f = Exclusion Due to No Access to the Property (when access is
978 required)

979 g = Exclusion Due to Customer Requested Later Appointment

980 h = Exclusion Due to Emergency Situations

981 o = Adjusted Number of Out of Service Conditions not Repaired
982 Within 24 Hours

983 p = Adjusted Number of Out of Service Calls Received by the
984 Company

985
986 3) Whenever a local exchange carrier fails to meet the monthly
987 objectives contained in this Section, it shall file a monthly report
988 relating to the failed objective to the Staff of the Illinois Commerce
989 Commission, Telecommunication Division, with a statement of the
990 reasons for such failure, within fifteen (15) days after the end of each
991 month in which such failure occurred.

992
993 4) The information to be reported pursuant to this Section shall include
994 out of service troubles occurring on holidays or weekends.

995
996 c) In the event that a local exchange carrier fails to repair any out of service
997 condition within 24 hours, such carrier shall provide a reasonable and
998 immediate customer compensation and/or alternative telephone service for
999 each requesting customer. The types of customer compensation or
1000 alternative phone services shall be specified in the local exchange carrier's
1001 tariff.

1002
1003 d) If a carrier knows entry to the dwelling is required in order to clear an out of
1004 service trouble report, the local exchange carrier shall provide reasonable
1005 notice to the affected customer of such premise visit and shall schedule and
1006 perform any such visit on a mutually agreed date and time (which shall be
1007 identified as occurring within a four (4) hour window, such as a morning or
1008 afternoon shift). When the repair appointment cannot be met within the

1009 prescribed four (4) hour window, the local exchange carrier shall make
1010 reasonable efforts to notify the customer of the delay and the reason for such
1011 delay prior to the time of the scheduled appointment, and shall then
1012 reschedule a date and time acceptable to the customer that the utility will be
1013 able to provide the requested service.

1014 eb) Required toll-free numbers

1015
1016
1017 1) Each local exchange carrier shall provide to its customers the tele-
1018 phone number to call for repair service. Calls to repair service shall be
1019 available without charge. When trouble is apparently located in a
1020 connecting company, this trouble report shall be immediately referred
1021 to the connecting company.

1022
1023 2) Each local exchange carrier shall provide its business office tele-
1024 phone number to its customers. Calls to the business office shall be
1025 available without charge.

1026
1027 ~~c) Each local exchange carrier shall inform the Commission either verbally,~~
1028 ~~followed by a written report within 30 days, or via facsimile, of any complete~~
1029 ~~central office failure or isolation of an exchange due to toll circuit failure when~~
1030 ~~the failure exceeds two minutes. This record shall show the time, duration,~~
1031 ~~extent, and cause of the failure, and shall be retained for a period of one~~
1032 ~~year.~~

1033
1034 ~~d) Whenever it is necessary to interrupt customer service for the purpose of~~
1035 ~~working on the distribution system or central office equipment, the work~~
1036 ~~should be completed with minimal customer impact. Those who will be most~~
1037 ~~seriously affected by such interruption shall be notified in advance. Any~~
1038 ~~adjustments for interrupted service shall be made pursuant to 83 Ill. Adm.~~
1039 ~~Code 735.70(e).~~

1040
1041 fe) Repair service shall be available at all times for reporting service out of
1042 order. Arrangements shall be made to receive customer trouble reports 24
1043 hours daily and to clear out of service trouble at all hours for customers who
1044 express an emergency need for service as long as clearing such trouble is
1045 consistent with the personal safety of local exchange carrier personnel. For
1046 purposes of this subsection (f) only, an emergency need for service shall
1047 consist mean that without service there exists ~~of~~ an immediate threat to life,
1048 limb, or property.

1049
1050 ~~f) Each local exchange carrier shall maintain a record of trouble reports made~~
1051 ~~by its customers. This record shall include appropriate identification of the~~
1052 ~~customer or service affected, the time, date and nature of the report, the~~

1053 ~~action taken to clear trouble or satisfy the complaint, and the date and time of~~
1054 ~~trouble clearance or other disposition. The company shall retain these~~
1055 ~~records for a period of one year from the date of the report.~~

1056 ~~g) The local exchange carrier shall maintain service so that the average rate of~~
1057 ~~all customer network trouble reports is no greater than 6 reports per 100~~
1058 ~~access lines per month.~~

1059
1060 ~~h) Whenever a telephone company fails to meet the monthly objectives con-~~
1061 ~~tained in this Section, it shall report that fact to the Commission's Tele-~~
1062 ~~communications Division, with a statement of the reasons, within 15 days~~
1063 ~~after the end of each month.~~

1064
1065
1066 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

1067
1068 Section 730.540 Installation Requests

1069
1070 a) ~~Each~~The local exchange carrier shall complete ninety (90%) percent of its
1071 "regular service installations" within five (5) businessworking days after the
1072 customer requests installation receipt of the application, unless a later date
1073 is requested by the applicant or an emergency situation occurs.

1074
1075 b) Each local exchange carrier shall maintain records and submit reports with
1076 respect to this Section as follows:

1077
1078 1) Whenever a local exchange carrier fails to meet the monthly
1079 objectives contained in this Section, it shall file a monthly report
1080 identifying the installation requests relating to the failed objective to
1081 the Staff of the Illinois Commerce Commission, Telecommunications
1082 Division, with a statement of the reasons for such failure, within fifteen
1083 (15) days after the end of the month in which said failure occurred.

1084
1085 c) For purposes of maintaining records or reporting information relating to the
1086 objective set forth in subsection (a) above, the information required to be so
1087 maintained or reported shall be calculated by measuring customer
1088 applications or requests for regular service installation from the date the
1089 customer makes such application or request to the date the installation order
1090 is signed off by the carrier as completed.

1091
1092 ~~b) Installation intervals beyond five working days may be appropriate in those~~
1093 ~~instances where installation forces are busy restoring services due to inter-~~
1094 ~~ruption caused by emergency situations, where materials cannot be obtained~~
1095 ~~through no fault of the company, and during unusual rush periods caused by~~
1096 ~~weather or by work stoppages.~~

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~~ed) On a monthlycompany basis, ninety (90%%) percent of the local exchange carrier's regular service order installation commitments or appointments to customers with respect to the date shall be met, ~~excepting customer-caused delays or natural disasters.~~~~

e) If a local exchange carrier knows a premise visit (which includes entry into a dwelling) is required in connection with any regular service installation, the local exchange carrier shall advise the affected customer of such premise visit and shall schedule and perform any such visit at a mutually agreed upon date and time (which shall be identified as occurring within a four (4) hour window, such as a morning or afternoon shift). When the installation appointment cannot be met within the prescribed four (4) hour window, the local exchange carrier shall make reasonable efforts to notify the customer of the delay and the reason for such delay prior to the time of the scheduled appointment, and shall then reschedule a date and time acceptable to the customer that the utility will be able to provide the requested service. Customer-caused delays or customer-missed appointments, may be exempted.

~~When, for company reasons, the service installation date cannot be made, the applicant will be notified, where possible, of the delay, the reason for delay, and the approximate date when the service installation will take place.~~

f) In the event that a local exchange carrier fails to complete a regular service installation within 5 business days after the customer requests installation, such carrier shall provide a reasonable and immediate customer compensation and/or alternative telephone service for each requesting customer. The types of customer compensation or alternative phone services shall be specified in the local exchange carrier's tariff.

~~d) Whenever a telephone company fails to meet the monthly objectives contained in this Section, it shall report that fact to the Commission's Telecommunications Division, with a statement of the reasons, within 15 days after the end of each month.~~

Section 730.545 Trouble Reports

a) Each local exchange carrier shall maintain service so that the average rate of all customer network trouble reports is no greater than 6 reports per 100 access lines per month.

b) For purposes of maintaining records or reporting information relating to the objective set forth in subsection (a) above, the information required to be so

1141 maintained or reported shall be calculated by dividing the number of network
1142 customer initiated trouble reports in any given month by the total number of
1143 access lines in service that are cleared to network dispositions, not customer
1144 premises equipment ("CPE"). The rate shall be reported on a per 100
1145 access line basis.

1146
1147 c) The local exchange carrier shall maintain service so that the percentage of
1148 repeat trouble reports for a month does not exceed twenty (20%) percent of
1149 the total customer trouble reports.

1150
1151 d) For purposes of maintaining records or reporting information relating to the
1152 objective in subsection (c) above, the information required to be so
1153 maintained or reported shall be calculated by dividing the total number of
1154 repeat trouble reports by the total number of customer trouble reports, in said
1155 month, and shall exclude troubles related to CPE and inside wiring.

1156
1157 e) Each local exchange carrier shall maintain a record of trouble reports made
1158 by its customers. This record shall include appropriate identification of the
1159 customer or service affected, the time, date and nature of the report, the
1160 action taken to clear trouble or satisfy the complaint, and the date and time of
1161 trouble clearance or other disposition.

1162
1163 f) The local exchange carrier shall maintain service so that the percentage of
1164 installation trouble reports for a month does not exceed twenty (20%) percent
1165 of the total installations.

1166 Section 730.550 Exchange Isolation

1167
1168
1169 a) Each local exchange carrier shall inform the Commission verbally, within 24
1170 hours, of any service interruption exceeding three (3) minutes duration
1171 caused by a complete central office failure or isolation of an exchange due to
1172 toll circuit failure. This verbal notification shall be made via telephone call to
1173 (217)558-6166 and shall consist of the following information:

- 1174
- 1175 1) Affected Area Code/Prefix
- 1176 2) Exchange Name
- 1177 3) Company Name
- 1178 4) Cause of Interruption
- 1179 5) Outage date and time
- 1180 6) Restoral date and time
- 1181 7) Effect on 9-1-1 Service
- 1182 8) Name and number of person reporting the service interruption.
- 1183

1184 A written report shall be filed within thirty (30) days, either via U.S. Postal
1185 Service, facsimile or e-mail.

1186
1187 b) In the event of a major outage or disaster occurring outside of normal
1188 business hours wherein the service outage is expected to last twelve (12)
1189 hours or more the company shall notify the Commission immediately via an
1190 emergency telephone number (217)558-6166.

1191
1192 c) Whenever it is necessary to interrupt customer service for the purpose of
1193 working on the distribution system or central office equipment, the work
1194 should be completed with minimal customer impact. Those who will be most
1195 seriously affected by such interruption shall be notified in advance. Any
1196 adjustments for interrupted service shall be made pursuant to 83 Ill. Adm.
1197 Code 735.70(e).

1198
1199 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

1200

1201 SUBPART F: SAFETY

1202

1203 Section 730.600 Safety Program

1204

1205 Each local exchange carrier shall adopt and implement a safety program, fitted to the size
1206 and type of its operations. At a minimum, the safety program shall:

1207

1208 a) Require employees to use suitable tools and equipment in order that they
1209 may perform their work in a safe manner;

1210

1211 b) Instruct employees in safe methods of performing their work; and

1212

1213 c) Instruct employees who, in the course of their work, are subject to the
1214 hazards of electric shock, asphyxiation, or drowning, in accepted methods of
1215 cardiopulmonary resuscitation.

1216

1217 Section 730.605 Accident Reports (Repealed)

1218

1219 (Source: Repealed at 24 Ill. Reg. 13861, effective September 1, 2000)

1220

1221 SUBPART G: BOUNDARIES

1222

1223 Section 730.700 Map Requirements

1224

1225 Each local exchange carrier shall have on file with the Commission an exchange area
1226 boundary map for each of its exchanges within the State of Illinois.

1227

1228 Section 730.705 Map Specifications

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- a) A local exchange carrier boundary map filed after the effective date of this Part shall be in accordance with a certificate of service authority. Any exchange boundary map revision which changes the boundary of the exchange shall be by petition (see 83 Ill. Adm. Code 200). A new certificate of service authority will be issued for any exchange in which area is to be added or withdrawn.
- b) Each map shall clearly show the boundary lines of the area which the local exchange carrier holds itself out to serve in connection with the exchange. Exchange boundary lines shall be located by appropriate measurement to an identifiable location if that portion of the boundary line is not otherwise located on section lines, waterways, railroads, or roads.
- c) The name of the local exchange carrier filing the map shall be placed at the left side of the top of the map, and the name of the exchange followed by the words “(Name of carrier) Exchange Area Boundary Map” shall be placed at the right side of the top of the map. The first filing of a map shall be designated by the word “Original” placed just below the words “(Name of carrier) Exchange Area Boundary Map”. If the map is subsequently refiled, the words “First Revision” shall be substituted for the word “Original,” and on each subsequent refiling the next higher number shall be substituted for the number preceding the word “Revision” on the last map filed. The docket number and the date of the order granting a Certificate of Service Authority shall also appear at the right side near the top of the map.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.710 Application for Certificate

Each application for a Certificate of Service Authority shall be accompanied by the appropriate exchange area boundary map(s) as exhibit(s) attached to the petition. Each local exchange carrier filing for a certificate covering an original or revised exchange area shall submit a verified statement that the original or revised boundary lines have been agreed to by any other local exchange carrier adjoining the boundary line to be established or changed.

Section 730.715 Service Outside Exchange Boundaries

- a) No telecommunications service will be established outside the exchange boundary of the exchange that normally would provide service except on an emergency temporary basis or after receiving a Certificate of Service Authority.

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- b) In cases where local exchange telecommunications service is provided outside the exchange boundary of the normal serving exchange without authorization of the Commission (other than foreign exchange service) and the location of the service is in the exchange of another local exchange carrier certificated by the Commission, the service shall be discontinued as soon as facilities are made available from the exchange in which the service is located. The customer whose service is affected by this Section shall be given at least 90 days notice prior to the time service can be provided from the proper telephone exchange.

Section 730.720 Map Maintenance

Each local exchange carrier shall maintain and make available for public inspection a map of each exchange served.

Section 730.725 District Boundaries (Repealed)

(Source: Repealed at 24 Ill. Reg. 13861, effective September 1, 2000)